

Situational and Contextual Factors Influencing Occupational Stress of Nigeria Police in South-Western Nigeria: Implication for Personnel Management

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ABSTRACT

This study examined the predictive ability of situational and contextual factors on the occupational stress in the Nigeria Police, south-western Nigeria. Descriptive research design of ex-post facto type was adopted. The participants comprise of 1728 officers of Nigeria Police randomly drawn from police formations in Zone 12 and 2 of South-West, Nigeria. Staff in Zone 12 and 2 police force were selected using purposive sampling technique. Data collected were analysis using correlation and multiple regression analysis. Results ($r = 0.34, 0.13, 0.23, 0.31, 0.32, 0.34, 0.40$; $P < 0.05$) reveals that all considered variables of situational and contextual factors such as age, years of experience, educational qualification, self-efficacy, work motivation, emotional labour and psychological well-being significantly related to occupational stress management. The results from multiple regression ($F\text{-value} = 94.12$; $p < 0.05$) further indicates that situational and contextual factors made significant composite contribution to the prediction of occupational stress. The study concluded that the situational and contextual factors had joint and relative predictive abilities on the occupational stress of Nigeria Police in South-West, Nigeria. The study recommends that psychological clinics should be established across the formations of Nigerian Police and competent counselling psychologists should be employed so that the situational and contextual factors of Nigeria Police officers would be effectively managed.

Keywords: *Situational factors, Contextual factors, Occupational stress, Stress Management, Nigeria Police*

1. INTRODUCTION

Policing and other allied security work had been observed as one of the most stressful occupations across the globe. Nigerian factors have made the situation to be worse for Nigeria Police. Apart from normal sources of stress for police such as asking to face armed robbers, making the public to adhere to rules and regulations, being at the scenes of violent crimes or clashes to mention but just a few, specific sources of stress for Nigeria Police include insufficient salary, inadequate training, negative perception from public, delayed promotion, inhabitable barrack, dearth of sophisticated equipment, e.t.c. Nigeria Police has demonstrated that their occupation is indeed very stressful by their inability to return compliment, dangerous wielding of gun, excessive anger, e.t.c. (Nwolozie, 2012; Aremu, 2009). This can negatively affect their efficiency especially when it was conceived that the best measure of police efficiency is the evaluation of the public about their job. This evaluation as far as Nigeria public is concern is unsatisfactory. Kara, Sunger and Kapti (2015) observed that law enforcement is one of the most stressful occupations. This means that the professional responsibilities of law enforcers expose them to more than a little bit of stress. Among the law enforcement professionals, police have the widest contact with the public and this makes them to be most stressful among their counterparts. Aremu (2009) observed that being a police officer carries an enormous amount of responsibilities. Hanson (2004) observed that policing can be a dangerous and stressful job. This is amplified by Alexopoulos, Platsidi, Tigani, et. al. (2014) which claimed that high levels of police stress and life stress are significantly related to illness and absenteeism and police work is stressful.

It is also deduced that the cumulative effect of stress among police could impaired their performance and reduced their productivity. This assertion is corroborated by McGibbon, Peter and Gallop (2010) which posited that people affected by enormous stress may, among other things, become increasingly distressed and irritable, have difficulty in thinking logically and making rational decision and that occupational stress accounted for reduced performance and productivity. The ineffectiveness on the part of Nigeria Police to discharge their constitutional responsibilities could be view from their occupational stress. Studies are needed to be conducted on how the menace of excessive stress among Nigeria Police could be addressed.

Evidence from literature indicates that situational and contextual factors are related to occupational stress of personnel. Many of these studies were conducted in foreign countries and there is a need to replicate these studies using Nigerian participants and the nation's situational context. In this study, the following research questions were addressed:

- Are there relationships between each of the situational and contextual factors and occupational stress in the Nigeria Police?
- Would there be joint contribution of the situational and contextual factors to the prediction of occupational stress among Nigeria Police in South-western Nigeria?
- Would there be relative contributions of each of the independent variables to the prediction of the dependent variable?

The present study, which intended to examine the predictive ability of situational and contextual factors (gender, age, years of experience, educational qualification, self-efficacy, work-motivation, emotional labour and psychological well-being) on occupational stress management from perspective of Nigeria police personnel.

2. LITERATURE REVIEW

Chen, Wong, Ran, et. al (2009) described the relationship between college stress, coping strategy and psychological well-being. The study used a quantitative approach to evaluate the differences among 342 students in six universities in Shanghai. Differences of college stress, psychological well-being and coping strategy with reference to gender, age, year of study, etc., were explored. The findings of the study showed that psychological well-being has a negative relationship with college stress. Ilevbare and Ogunjimi (2014) investigated psychosocial factors as predictors of perceived workplace stress among policemen in a Zonal Division, Ile-Ife of Southwestern, Nigeria. With one hundred policemen selected from the Divisional Headquarters in Moore, Ile-Ife, Osun as participants, the study found that there was no significant self-monitoring differences on perceived workplace stress of participants. It was also indicated that that locus of control did not have an influence on job stress among participants.

Adegoke (2014) reported the effects of occupational stress on psychological well-being of police employees, a study conducted using 250 police employees from police formations within Ibadan metropolis, Nigeria. The generated data were analysed using one-way anova. The findings of this paper depicted that there were significant effects of work-stress, frustration and depression on psychological well-being of police employees in Ibadan metropolis. Collins and Gibbs (2004) examined the sources of stress-related symptoms within police officers and measure the prevalence of significance associated mental ill-health. The study used a cross-sectional questionnaire survey of a population of 1206 police officers to assess levels of strain associated with a series of potential home and work related stressors. The results showed that occupational stressors ranking most highly within the population were not specific to policing, but to organizational issues such as the demands of work impinging upon home life, lack of consultation and communication, lack of control over workload, inadequate support and excess workload (psychological well-being determinants) in general.

Babatunde (2020) reported a qualitative study conducted to unravel the strategies that police officers deployed to Borno State of Nigeria used in managing occupational stress when discharging their duties. The study used triangulation, member checking, and theme analysis to explore strategies that police used in managing occupational stress when discharging their duties. The analysis of the collected data resulted in 9 themes which confirmed the reports that the corruption in the NPF is so endemic that it affects every aspect of their operations; including promotions and deployments. Ajibola (2015) examined the stress associated with policing in Nigeria, the strategies for coping with stress and the outcomes. The sample of the study consisted of 300 randomly sampled police officers who responded to Work Stress Inventory (WSI) and self-report scale on

the use of alcohol, smoking, religiosity and seeking for professional help to cope with stress. The generated data were analysed with Multiple Regressions analysis and results indicated that Police officers who experienced stress took to alcohol drinking, tobacco smoking, and religiosity to cope with stress. Moreover, the result showed that Police officers would not seek for professional help to cope with their stress. Pugliesi (2004) investigated the effects of two forms of emotional labour on occupational stress, job satisfaction and psychological distress, self-focused and other-focused emotion management are explored using data from a survey of workers in a large organization. Results indicated that both forms of emotional labour have uniformly negative effects on workers, net of work complexity, control, and demands. The finding also showed that emotional labour increases perceptions of job-stress, decreases satisfaction, self-efficacy and increases distress. Simons and Barone (1994) tested whether quantity and quality of social support and two sources of work- stress (organizational stressors and job risk) predicted work strain in police officers, a high-risk occupational group. The participants were 135 police officers from a large metropolitan law enforcement agency who responded to questionnaires for assessing occupational stress, social support, exhaustion, and other strain symptoms. Emotional support and occupational stressors accounted directly for significant variance in emotional exhaustion, depersonalization, and symptom frequency. Conflicted relationships, which are a source of both occupational stress and support, also contributed to strain. In contrast to previous findings, a reverse buffering effect for social support did not contribute to predicting strain.

Langan-fox, Deery and Van Vliet (1997) reported the results of two studies of the relationship between coping behaviour and the personality disposition need for power, taking into account the environment and the subject's appraisal of the situation. Highly power-motivated individuals were hypothesized to utilize emotion- focused coping strategies more than problem-focused coping strategies, to find the training environment stressful and anxiety provoking, and to report more illness, than low power-motivated individuals. A 19-week police academy training programme was used to measure these relationships in 34 police trainees. The results did not support all hypotheses. Thus motivation did not significantly influenced coping strategies and psychological stress of the participants. Otis and Pelletier (2005) tested a motivational model of daily hassles, physical symptoms, and future work intentions with a sample of 122 police officers. The study used path analysis and the results showed that police officers who perceived their immediate supervisor as highly supportive of their autonomy were found to report higher levels of self-determined motivation toward work. It was also found that higher levels of self- determined motivation were found to be associated with higher future work intentions and lower levels of reported daily hassles. The study concluded that perception of competence support from supervisors was not found to be significantly associated with self-determined motivation; instead, competence support was found to be negatively associated with daily hassles.

Kim JK, Wells W, Vardalis, et. al. (2016) explored the impact of five job characteristics, organizational environment, and external environment on stress experienced by male and female police officers in South Korea . Data analyses show that female officers experience statistically significant elevated degrees of somatization and anxiety. The level of organizational bureaucracy has statistically significant impact on both male and female officer's somatization and anxiety, and male officer's depression. In addition, the level of community relationships has statistically significant impact on somatization, anxiety, and depression for male officers, but only on anxiety and depression for female officers. The effects of task identity and autonomy on different measures of work-related stresses differ between the two gender groups. Chen, et al. (2009) described the relationship between college stress, coping strategy and psychological well-being. The study used a quantitative approach to evaluate the differences among 342 students in six universities in Shanghai. Differences of college stress, psychological well-being and coping strategy with reference to gender, age, year of study, etc., were explored. The findings of the study showed male students reported higher level of stress, worse psychological well-being, and having less inclination towards using positive coping strategies than their female colleagues.

Having reviewed several studies on how situational and contextual factors influence occupational stress of personnel, findings showed a large part of situations and contexts is environmental based and most of these studies focused more advanced countries. This study filled the gap of identifying how these factors affect personnel management in the Nigerian context, thus, Nigerian participants informed the conduct of this study.

3. METHODOLOGY

This study adopted a descriptive survey research design using the *ex-post facto* type. The main thrust of the study is the establishment of the prediction of the dependent variable (occupational stress) by the independent variables (age, gender, work-experience, educational qualification, self-efficacy, emotional labour and psychological well-being). The target population of the study consists of Nigeria Police personnel in South-western part of the country. The participants comprise of 1728 officers of Nigeria Police randomly drawn from police formations in zones 12 and 2 in South-West, Nigeria. Multi-stage sampling technique was used to select the participants from the population. Nigeria zone 2 and 12 was selected using Purposive sampling technique. At the end, one thousand, eight hundred copies of research instrument were returned and used for the study. Correlation analysis (PPMCC) and multiple regression were used to analyse the collected data. The correlation was used to determine the relationships between each of the independent variables and the dependent variable while multiple regression was used to estimate the percentage of contribution of the independent variables to variation in the dependent variable, the significance of the contribution as well as the relative contribution of each of the independent variables to the prediction of the dependent variable.

4. RESULTS AND DISCUSIONS

4.1.1: Presentation of Results

Relationships between Situational-Contextual Factors and Occupational Stress

Table 1 : PPMC Table Showing the Relationships between Each of the Situational and Contextual Factors and Occupational Stress of Nigeria Police in South-west Nigeria

Variable	No	Mean	St. Dev.	Df	r. Calc	Sig.	P
Gender	1728	1.5	0.5				
Occp. Stress.	1728	48.08	7.23	1726	0.02	0.27	NS
Age	1728	36.13	6.86				
Occp. Stress.	1728	48.08	7.23	1726	0.14	0.01	**
Yrs. of Exp.	1728	8.17	4.32				
Occp. Stress.	1728	48.08	7.23	1726	0.34	0.00	**
Edu. Qualif.	1728	2.58	1.56				
Occp. Stress.	1728	48.08	7.23	1726	0.23	0.00	**
Self-efficacy	1728	14.49	3.11				
Occp. Stress.	1728	48.08	7.23	1726	0.31	0.01	**
Motivation	1728	42.18	9.15				
Occp. Stress.	1728	48.08	7.23	1726	0.37	0.00	**
Emot. Labour	1728	51.13	4.75				
Occp. Stress.	1728	48.08	7.23	1726	0.32	0.00	**
Psyc. Wellbe.	1728	50.13	7.56				
Occp. Stress.	1728	48.08	7.23	1726	0.4	0.00	**

Analysis from table.1 shows the result obtained while answering research question one. From the Table, it is shown that there is significant relationship between age and occupational stress (r. calculated = 0.13, N = 1728 and $P < 0.05$). Also, it is indicated that there is no significant relationship between gender and occupational stress (r. calculated = 0.13, N = 1728 and $P > 0.05$). It is also disclosed from the table that there is significant relationship between years of experience and occupational stress (r. calculated = 0.34, N = 1728 and $P < 0.05$). It is indicated in the table that there is significant relationship between educational qualification and occupational stress (r. calculated = 0.23, N = 1728 and $P < 0.05$). Significant relationship was found between self-efficacy and occupational stress (r. calculated = 0.31, N = 1728 and $P < 0.05$). It is shown from the table that there is significant relationship between work motivation and occupational stress (r. calculated = 0.34, N = 1728 and $P < 0.05$). Emotional labour is also indicated in the table to be significantly related to occupational stress (r. calculated = 0.32, N = 1728 and $P < 0.05$). The table shows that psychological well-being is significantly related to occupational stress (r. calculated = 0.4, N = 1728 and $P < 0.05$). From the table, all the independent variables except gender had significant relationship with work- stress of Nigeria Police in South-western Nigeria.

Joint contribution of Situational-Contextual Factors to the Prediction of Occupational Stress

Table 2: *Composite Effect of Psycho-demographic Factors on Police Occupational stress*

R = 0.55

R Square = 0.31

Adjusted R Square = 0.31

Standard Error of Estimate = 6.04

Model	Sum of Square	Df	Mean Square	F	Significance
Regression	27458.18	8	3432.2		
Residual	62687.64	1719	36.47	94.12	0.00
Total	90145.82	1727			

Results from table 2 shows that the multiple Regression (R) indicating the joint contribution of the independent variables (age, sex, years of experience, educational qualification, self-efficacy, motivation, emotional labour and psychological well-being) to the prediction of the dependent variable (occupational stress) is 0.552, the R Square is 0.305, Adjusted R Square is 0.301 and Standard Error of Estimate is 6.039. This implies that the predictors accounted for 30.1 percent of the variance in occupational stress of personnel of Nigeria Police. Further verification using regression analysis of variance (ANOVA) produced $F(8, 1719) = 94.119$; $P < 0.05$. This indicates that the independent variables jointly made a significant contribution to the prediction of occupational stress of personnel of Nigeria Police.

Relative Contributions of the Independent Variables to the Prediction of the Dependent Variable

Table 3: *Relative Contributions of the Independent Variables to the Prediction of the Dependent Variable*

Variables	Unstandandized Coefficient		Standardized Coefficient	T	S
	B	Std Error	Beta		
Constant	131.54	2.9		45.42	0.00
Gender	0.01	0.01	0.02	0.79	0.43
Age	0.74	0.08	0.14	9.15	0.00
Year of Experience	0.45	0.03	0.71	18.3	0.00
Edu. Qualification	0.53	0.04	0.34	13.21	0.00
Self-efficacy	1.52	0.05	1.58	28.25	0.00
Work Motivation	1.32	0.05	1.13	28.25	0.00
Emotional Labour	0.47	0.03	0.87	15.19	0.00
Psychological Wellb.	0.94	0.04	0.81	24.05	0.00

Analysis from table 3 shows the result obtained from answering research question three. From the table, it is shown that B values range from -0.94 to 131.54, standard error values range from 0.01 to 2.9, Beta values range from - 0.807 to 1.133 and t. values range from 0.79 to 45.42. From the table, seven out of eight independent variables (age, years of experience, educational qualification, self-efficacy, work motivation, emotional labour and psychological well-being) made a significant relative contribution to the prediction of occupational stress among personnel of Nigeria Police in South-western Nigeria. In addition to this, self-efficacy made the highest relative contribution to the prediction of corruption among personnel of Nigeria Police. This is followed by work motivation and psychological well-being. Gender made the least relative contribution to the prediction of occupational stress among Nigeria Police personnel. This is followed by age and educational qualification.

4.1.2 DISCUSSIONS OF FINDINGS

The findings of the study shows that seven situational-contextual factors had significant relationships with occupational stress of Nigeria Police while gender had insignificant relationship with the occupational stress. And further indicates that the independent variables jointly contributed 30.1% to the variance in occupational stress of Nigeria Police. The study outcome buttress the argument of researcher like Abe (1995) which observed that the totality of a man could be understood by examining his psychological and social variables. In addition to this, the finding also supports the previous finding of Aremu (2006) which reported that gender, age, length of service, rank and marital status had significant effect on the stress level of the sample police officers. This finding supports the previous finding of Grizzle (2009) which observed that there was a significant relationship between self-efficacy and occupational stress.. Again, the finding also buttressed the findings of Chen, *et. al* (2009) which showed that psychological wellbeing significantly predicted occupational stress. This implied that the more efficacious a police officer is, the better they will be able to handle stress emanating from their work. The quality and quantity of psychological well-being of police personnel determine their occupational stress.

5. CONCLUSION AND RECOMMENDATION

This study concluded that situational- contextual factors had joint contribution to the prediction of occupational stress of the participants while all but gender had relative predictive abilities on the occupational stress of Nigeria Police in South-west. In view of the above findings it is recommended that government and police organisation should endeavour to find means of managing contextual attributes (such as Police self-efficacy, work-motivation, emotional labour, psychological well-being, occupational stress, e.t.c) of their employees. This is based on the fact that management of these attributes will go a long way in managing their occupational stress. More so, the authority of Nigeria Police should reform the police organisation in such a way that it will be more personnel friendly.

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