A STUDY ON EMPLOYEE WELL-BEING AMONG HYDERABAD CITY POLICE DURING COVID-19

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Abstract

Employee wellbeing is the overall development of an employee in all perspectives like physical, mental, psychological and emotional aspects. The present study is focussed upon wellbeing of police personal at the time of pandemic. The sample size for the study was 200 which were collected from various levels of police personnel in Hyderabad city. The convenient sampling technique was used. Basing upon the literature available few elements of the wellbeing studied ie the mental health & wellbeing and community relations. Mean values and standard deviation was calculated for the attributes undertaken, ranks were given based upon means values. Good physical health, psychological health and showing confidence in capabilities ranked top in mental health & wellbeing whereas maintaining public order, using police skills for public health outcomes and enforcement of lockdown effectively ranked top in community relations.

Keywords: Employee Well-being, mental health, community, lockdown

Introduction

Employee well-being is defined as the physical, mental, psychological and emotional health and happiness of an individual at workplace. Well-being at work is important for humanitarian reasons. According to Badrinarayan Shankar Pawar, 2020, employee well-being reflects mental health. Second, the effects of workplace features affect employee's well-being in overall life. Third, employee well-being is important for utilitarian reasons as well. Employee well-being affects employee performance. Fourth, extracting performance from employees without paying adequate attention to enhancing employee well-being could have adverse consequences.

The Five most important elements of well-being are:

1. Career wellbeing: It means someone like what they do everyday.
2. Social wellbeing: People have meaningful friendships in their life
3. Financial wellbeing: Individuals manage their money well
4. Physical wellbeing: Individual have energy to get things done
5. Community wellbeing: Someone like where individual live

The novel coronavirus (COVID-19) was formally declared a global health pandemic by the World Health Organization (WHO) on 11th March 2020. According to Ann-Marie Edwards, 2021, Coronavirus has had a significant impact on the well-being of our communities and law enforcement agencies, who face unique challenges created by this global public health crisis. Therefore the study of Wellbeing in Police personnel is very important and relevant. Basing upon the limited literature available on employee well-being in Police in India, the four significant elements of well-being had considered for the study viz workplace and well being, mental health and well-being, intra-organizational challenges and community relations.

Review of Literature

Ann-Marie Edwards and Yasuhiro Kotera, **(2021)** made commentary on police well-being during COVID-19. The authors suggested that police officers should be provide with the resources and support to cope with the stresses associated with COVID-19. The authors also suggested that Police Department strengthen resources by putting in place appropriate emergency planning for future public health incidents and to implement robust training plans post-pandemic to allow officers to offer better care for communities when faced with future public health emergencies. **Julian Laufs and Zoha Waseem, (2020)** emphasized on four categories of issues namely police-community relations, the mental health and wellbeing of officers, intra-organizational challenges and inter-agency collaboration

and cooperation. **Priyanka Jangra and C.K. Singh, (2021)**, in their research found that most significant variable of well-being like social, economic, health, job, personal, marital and composite life satisfaction were on the topmost of the list. **Evangelia Demou, Hannah Hale and Kate Hunt, (2020)** found working hours, workload, culture, leadership and organizational change were main stressors. Officers and staff managing mental health in the service through certain identified interventions including training, counselling and environmental workplace changes. **Adrija Roy, Shree Mishra and Arun Mitra dnd Ojaswini Bakshi** (2021), the major mental health issued reported were stress, anxiety, depression, insomnia, denial, anger and fear. Many of frontline workers were affected in this context. **Ramprasad S.Kale, (2021)**, assessed that there is no significant difference among male and female students in terms of well-being index in Covid -19 situation. **Nilesh Thakre and Aakanksha Kawde, (2021),** explained that the employees with higher levels of organizational role stress experienced high burnout and lower psychological well-being. The lower levels of organizational role stress resulted in lower burnout with an employee and enhanced overall psychological well-being within the individual. **S.K. Brooks and N.Greenberg (2022)**, explored to understand the mental health of border security personnel and the factors affecting their well-being. Poor management, fatigue, negative public attitudes, inadequate staffing levels, resources and training, poor opportunities for promotion, low pay, work overload, dangerous working environments and work related moral dilemmas were stressors.

Research Methodology
Objectives of the Study
1. To study the mental health & well-being of police personnel during COVID-19.
2. To analyse how police personnel maintained community relations during pandemic

Methodology
For the present study the responses were collected from the select police personnel in Hyderabad City. The Convenient Sampling technique was used for the study. Hyderabad City Police are divided into five zones East, West, North, South and Central zones. Sample data had collected from the employees of all the zones. From each zone, 40 samples were collected. Employees both male and female whoever were willing to give information were chosen for the study. The total sample size for the study was 200. Sample data consisting of various cadres of the employees available in police stations i.e., from Circle Inspector of Police cadre to Home guard level. The study is exploratory, providing a descriptive overview and empirical among elements and relied on the structured questionnaire. The questionnaire was divided into two parts. The first part of the questionnaire consists of demographic profile of the respondents and the second part pertained to questions related to employee wellbeing during COVID-19. The questions can be broadly divided into dichotomous, rating from "strongly agree" to "strongly disagree" and open ended questions. The sources of data include primary and secondary data. The primary data collected in the form of a structured questionnaire which had administered on various levels of the police personnel existing in Hyderabad City. For collecting secondary data, various management journals, magazines and reports, internet websites like EBSCO, EMERALD and Shodganga were referred. The data from the spread sheet above was processed using the statistical SPSS-20 version. The percentage tables were initially prepared to identify the prevailing trends. Subsequently, comprehensive descriptive statistics were meticulously compiled for all attributes.

Data Analysis and Interpretation
The Chronbach's Alpha value is very high i.e., 0.882 for 48 items. Hence the data is highly reliable.
Table No. 4.1 Test of Reliability

Sample size(200)	Chronbach's Alpha value	Number of Items
Sample Size(200)	0.882	48

Source: Questionnaire

Table No 4.2 Demographic profile of the Employees

Demographics	Options	Frequency	Percentage
Designation	CI of Police	20	10.0
	SI of Police	34	17.0
	ASI	26	13.0
	Head Constables	32	16.0
	Constables	64	32.0
	Home Guards	24	12.0
	Total	200	100
Gender	Male	156	78
	Female	44	22
	Total	200	100
Age (in yrs)	18-25Yrs	20	10.0
	26-35Yrs	60	30.0
	36-45Yrs	68	34.0
	46-55 Yrs	42	21.0
	Above 55 Years	10	5.0
	Total	200	100
Educational Qualification	Post Graduation	16	8.0
	Graduation	98	49.0
	Intermediate	60	30.0
	SSC	26	13.0
	Total	200	100
Experience	0-6 Yrs	54	27.0
	7-12 Yrs	30	15.0
	13-18Yrs	46	23.0
	19-24Yrs	18	9.0
	Above 24 Yrs	52	26.0
	Total	200	100

Source: Questionnaire

- 32% of the respondents hold the rank of Constable, 17% are Sub-Inspector Rank, 16% of the respondents are Head Constable Rank, 13% Assistant Sub-Inspectors, 12% belong to Home Guards and 10% of the respondents are Circle Inspector Rank. Majority of the employees i.e., 32% belong to Constables.
- 78% of those surveyed are male in gender whereas 22% are female. Majority of the employees are male (78%) in gender.
- 34% of the officer's age is between 36-45 years, 30% are in between 26-35 years, 21% are in 46 to 55 years, 10% are in 18-25 years and 5% are above 55 years. Majority of Police personnel i.e., 34% are in between the age of 36-45 years.
- 49% of the Police Personnel are graduates, 30% are having Intermediate as their qualification, 13% are having SSC and 8% are Post Graduates. Majority of the respondents i.e., 49% are Graduates.

It is observed from the above table that, 27% of the respondent's experience was 0-6 years whereas 26% are having above 24 years, 23% are in between 13-18 years, 15% are7-12 years and 9% are having 19-24 years. Majority of the respondent's (27%) experience is in between 0-6 years.

Table No. 4.3 Mental health & Well-being, Calculation of Mean values, Standard Deviation and Ranks

Mental Health & Well-being	N	Mean	SD	Sum	Rank
Were you in good physical health	200	3.93	.698	786	1

Were you in good psychological health	200	3.74	.785	748	3
Did you typically feel tensed or stressed out during your workday	200	3.25	.923	650	9
Did you had Mental health problems such as anxiety, depression etc at pandemic time	200	2.56	.965	512	13
Did you feel trouble focussing at work	200	3.22	.914	644	10
Did you concentrate on things you want to do	200	3.52	.609	704	7
Did you socializing with your friends	200	3.64	.716	728	5
Did you spend time with family	200	3.36	1.066	672	8
Did you feel relaxed most of the time	200	2.97	.977	594	12
Did you feel energetic at the end of the day	200	3.08	.882	616	11
Did you feel mood swings	200	3.66	.888	732	4
Did you feel fear at the time of crisis	200	3.58	.899	716	6
Did you feel confident in your capabilities	200	3.87	.746	774	2

Source: Questionnaire

Table 4.3 presents perceptions of police personnel both male and female on mental health and well-being aspect. Basing upon the mean values Ranks had given in the table 4.36. Mental health depending upon good physical health which is ranked first whereas confidence in capabilities of employees ranked 2, mental health depends on psychological health had ranked 3. At the time of pandemic people felt mood swings which is ranked 4, socialization with friends ranked 5, feeling fear at the time of crisis ranked 6, concentration on things they want to do ranked 7, spend time with family ranked 8, feeling tensed or stressed during their work day ranked 9, trouble focussing at work ranked 10, felt energetic at the end of the day ranked 11, feeling relaxed most of the time ranked 12 and had mental health problems such as anxiety, depression etc at pandemic time ranked 13.

Table No. 4.4 Community Relations, Calculation of Mean values, Standard Deviation and Ranks

Community Relations	N	Mean	SD	Rank
Did you manage community relations at the time of COVID-19	200	3.67	0.863	8
Did do you manage relations with friends	200	3.68	0.918	7
Did do you manage relations with family members	200	3.66	0.932	9

Did you receive support from public during implementation of lock down	200	3.61	0.813	10
Did you manage social distancing	200	3.91	0.778	5
Did you manage enforcement of lock down effectively	200	4.10	0.821	3
Did you manage to maintain public order	200	4.19	0.811	1
Did you provide assistance to the vulnerable during crisis	200	4.06	0.659	4
Did you use police skills for public health outcomes	200	4.17	0.878	2
Did you get support from Doctors	200	3.86	0.764	6

Source: Questionnaire

Table 4.4 describes the community relations attributes, mean values and standard deviation. Basing upon the mean values ranks were assigned. Maintaining public order ranked one whereas using police skills for public health outcomes ranked two, enforcement of lockdown effectively ranked 3, providing assistance to the vulnerable during crisis ranked 4, maintaining social distancing ranked 5, getting support from doctors ranked 6, managing relations ranked 7, managing community relations ranked 8, managing relations with family members ranked 9 and receiving support from public to implement lockdown ranked 10.

Conclusion

Employee well-being is an overall development of the employee. It is very important for Police personnel particularly at the time of pandemic. The present study made an attempt to measure well-being on two elements such as mental health and community relations which are very pivotal for police personnel. Good physical health, psychological health and showing confidence in capabilities ranked top in mental health element whereas maintaining public order, using police skills for public health outcomes and enforcement of lockdown effectively ranked top in community relations.

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