



**Stress, Burnout and Coping Strategies Among Prison Officers Serving In
The Irish Prison Service.**

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ABSTRACT

This study addressed stressors affecting officers (N = 150) serving in the Irish Prison Service (IPS). It also assessed levels of burnout associated with serving officers, and investigated coping strategies. Participants completed self report questionnaires addressing stressors in the workplace, levels of general stress and burnout, together with a range of coping strategies. Results showed significant positive correlations between levels of general stress, stress factors and total burnout. No significant gender differences existed between these variables, however males showed greater use of behavioural disengagement and use of religion as coping strategies. No significant differences were identified between officer profiles in general stress, stress factors, total burnout, or coping strategies, however significant differences were identified between categories of burnout for these variables. Officer profiles did not differ significantly in categories of burnout. The implications of the findings include recommendations for interventions to reduce stress and burnout among current prison officers, and strategies to minimise or prevent the occurrence in new recruits.

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INTRODUCTION

Until relatively recently the effect workplace stress has on the health of prison officers working in the Irish prison service has received little attention. “Occupational stress is an increasingly important occupational health problem and a significant cause of economic loss.” (Tabassum 2013, p80). According to Maslach & Schaufeli (1993, p397), burnout is a problem often seen among professionals working with people. Research by Territo and Vetter (1981, p355) suggests that in terms of routine stressors and traumatic incident stress, police officers suffer disproportionately, as cited in (Crawley 2004, p37). “Similar to police and other frontline services, the work of prison officers has been found to be stressful with correctional officers exposed to unique and powerful stressors.” (Keinan & Malach-Pines 2007, p384). Brodsky (1982, p12) suggests that in any organisation where there exists one group being kept inside against their will and another keeping them in, will be an organisation under stress.

The term prison officer refers to numerous groups within the Prison Service. It includes those looking after adult and juvenile, male and female offenders, working day and or night shifts and working in either rural or urban facilities. The role of the prison officer has changed from the traditional view of the ‘turnkey’, simply charged with locking and unlocking cells, gates etc. “Correctional officers are responsible for not only the custody of prisoners but they also play an important and influential role in the lives of many inmates. They supervise prisoners and enforce the rules and regulations of the prison, prevent disturbances, assaults or escapes and maintain security and safety. They deal with guiding, mentoring, facilitating, developing and watching inmates. They have to control mail and visitors for illegal imports and are accountable for both creating and maintaining a humane environment within the wall’ (Senol-Durak, & Durak, & Gencoz, 2006, p158).

The mission statement of the Irish Prison Service is to provide safe and secure custody, dignity of care and rehabilitation to prisoners for safer communities. This affords prison officers greater responsibility towards those in their care. In the United States this approach lead to the term prison officer being replaced by correctional officer. While both are used throughout the literature, in this study, prison officer will be used henceforth. While much research has been conducted on stress and burnout and prison officers in the United States, Australia and the United Kingdom, there has been little published research in Ireland. This study aims to contribute to the current knowledge as to the extent stress and burnout affects officers in the Irish Prison Service. It will investigate the coping strategies employed by Irish prison officers.

“Stress is defined as a particular relationship between the person and the environment that is appraised by the individual as taxing or exceeding his or her resources and endangering his or her well-being. In other words, not only the characteristics of the environmental factors, but also the perception of the person about the demands of the environment, his or her coping resources, his or her sources, and type of social support are important in defining stress” (Senol- Durak et al 2006, p158). Nelson & Simons (2003, p261) suggest stress can have positive effect on concentration, levels of adrenaline and motivation, all of which can be of benefit in the prison environment. Other research suggests individual personality can influence the effect of stress. According to Hasel, Besharat, Abdolhoseini, Nasab, & Niknam, (2013, p288) the differences between individuals in terms of personality affect what they view to be stressful while perception and reaction to stressors are offset by psychological factors.

i. MODELS OF STRESS

General Adaptation Syndrome

It was Hungarian endocrinologist Hans Selye in 1936 that pioneered research into the theory of stress. Selye developed a neurochemical element to physiological defences, known as the 'General Adaptation Syndrome' G. A. S. "According to Selye (1974) stress was the body's non specific response to demands placed upon it, by non specific meaning a set of shared elements of responses, regardless of the nature of the stressor." (Goldstein & Kopin, 2007, p345). When placed in a stressful situation, response signals are sent from the hypothalamus which affect the release of stress hormones called glucocorticoids such as cortisol. These hormones can adversely affect the immune system and brain structure. According to Griffin (2011, p366), suppression of the immune system occurs after increased secretion of cortisol in response to stress. The hippocampus and amygdala shrink and lose tissue and neurons with raised cortisol levels.

Alternatively known as the stress syndrome, G.A.S. contains three universal stages of coping. The alarm stage, where the body goes into a heightened physiological and psychological state of arousal. Our heart rate increases, our breathing quickens, hence this stage is often referred to as fight or flight. The resistance stage involves the body attempting to cope with the stressor and reverse the effects of the alarm stage. Finally the exhaustion stage occurs when the individual is unable to resist the stressor or stressors. The G.A.S. has been criticised for suggesting response to stress was universal paying no heed to individual responses. It was further criticised for suggesting physiological changes are the same regardless of the stressor and that research was solely conducted on animals. It did, however spawn further research into stress leading to differing theories.

Cognitive Transactional Model of Stress

A further theory, the Cognitive Transactional Model of Stress was developed by social-personality psychologists, Richard Lazarus and Susan Folkman (1984). According to Morrison & Bennett (2009, p123) this model theorises that stress is a result of a transaction between an individual's characteristics and appraisals, the environment and the internal and external responses available to the individual.

Lazarus suggested that the interpretation of the stressful event is more important than the event itself. This model initially proposed two types of appraisals. Primary appraisal determines whether an event is stressful or not. Therefore, not all potential stressors actually cause stress for an individual. Secondary appraisal looks at the coping mechanisms available. The coping process includes the constantly changing cognitive and behavioural attempts a person makes to manage specific stressors. Lazarus (1974, p81) included a third cognitive appraisal which he labelled 'reappraisal'. "Feedback processes brought about by how an individual reacts to the primary and secondary appraisals lead to a reappraisal of the person-environment relationship." (Perrewe & Zellers 1999, p144). This is a 'feel-think-do' model, where the person feels stress, thinks about it and then acts.

Job-Demand Control Model

A further theory which addresses the issue of occupational stress is the Job-Demand Control (JDC) model (Karasek 1979). With this model the negative effects of occupational stress is lessened by the employee having more control and more scope for decision making. "The key idea behind the Job Demands-Control model is that control buffers the impact of job demands on strain and can help enhance employees' job satisfaction with the opportunity

to engage in challenging tasks and learn new skills.” (Karasek, 1979). Cooper, Drew & O’Driscoll (2001, p227) suggest that the strongest stressor occurs when demands of the job are high and the individual’s control is low. Also that both high job demands and high control stimulate motivation. “Anxiety can therefore be lessened if employees have power to make decisions (decision authority) and are allowed use a number of different skills (skill discretion).” (Cooper et al 2001, p229). There has been criticism of research on the Job Demands-Control. Van der Doef & Maes (1999, p21) argue that it is inconsistent due to the different variables used to measure demands, control and strain. A further criticism is a lack of longitudinal research and that it doesn’t cater for worker’s individual characteristics.

ii. OCCUPATIONAL STRESS

In the current economic climate, budget restrictions are creating more stressors in the work place. “Occupational stress is a common and serious phenomenon.” (Guerts & Grundemann, 1999, p347). Stress is known to cause numerous health issues both physiological and psychological. Within the public sector, wage reduction together with a recruitment moratorium has seen greater strain placed on the workforce. According to Potter, Gebbie & Tilson (2007, p61) modern public sector organisations often state ideals beyond their resource.

Occupational stress is recognised as a significant cause of absenteeism and associated economic loss. “Work-related mental health problems (including stress) represent 3% of the EU’s gross domestic product (GDP).” (Otto & Schmidt 2007, p211). Employee stress manifests itself in many different forms such as anxiety, aggression, irritability, dependency, withdrawal or depression.

Research has been carried out assessing the issue of perceived work place stress and its impact on employees in various occupational environments. Vagg & Spielberger (1999) as cited in (Wolever et al 2012, p279) Quick et al (1997, p23) state that occupational stress may produce both overt psychological and physiological problems. Other more subtle manifestation of morbidity that can affect personal well-being and productivity can also occur. According to Quick, Murphy & Hurrell, (1992, p271), stress is a fundamental element of the workplace. It appears to adversely affect both the individual and the organisations as a whole. Some research has suggested that age is a contributory factor in occupational stress. Mauno, Ruokolainen and Kinnunen (2012, p412) noted that age may relate to employees' job attitudes and well being with older employees reporting better well being and a more positive attitude. According to Carstensen, Fung and Charles (2003, p103) older employees show better emotional regulation to stressful events than their younger colleagues. Conversely, Stanetić & Tešanović (2013, p155) reported in a study looking at doctors, that age was an important influence on the level of stress and burnout and that the older the physician, the higher the level of stress and the higher the risk of burnout syndrome they had. However, in a study on Iranian prison officers Akbari, Akbari., Farasati & Mahak (2014, p213) report age as having no significant correlation with occupational stress.

iii.

BURNOUT

Burnout was first coined by Herbert Freudenberger in 1974. It is, according to Ullrich, Lambert & McCarthy (2012, p96) used to describe a loss of idealism and enthusiasm for work. "The definition of burnout that currently finds considerable consensus in the scientific community is the one advanced by Maslach, Schaufeli, and Leiter (2001, p398) who referred

to burnout as a syndrome of exhaustion, cynicism (or depersonalization), and reduced efficacy or accomplishment.” (Pedro, Figueiredo-Ferraz G and H., & Heriberto 2012, p97).

“Burnout can be regarded as a major public health problem and a cause for concern.” (Melamed, Shirom, Toker, Berliner, & Shapira, 2006, p328). Symptoms manifest as emotional irritability and instability, insomnia, tiredness, headaches, eating disorders and relationship problems. The Maslach Burnout Inventory M.B.I. was developed in the late 1970s by Christina Maslach and Susan Jackson. According to (Maslach & Jackson, 1981, p159) burnout is psychological strain in response to prolonged occupational stress. Burnout should not be seen as a weakness in the individual, rather a failure in the organisation. Burnout leads to higher levels of absenteeism. “It has become a significant concern to research relating to organisational outcome, such as job performance, work commitment, job satisfaction, and higher turnover, as well as health and well-being in individual outcomes, such as depression, anxiety, motivation and a sense of failure.” (Schaufeli, Bakker & Enzmann, 1998, p311)

“Burnout is particularly seen among professionals who work with people in some capacity.” (Maslach & Schaufeli, 1993, p.81). Maslach (1993, p221) describes burnout as a psychological syndrome with three dimensions: emotional exhaustion, depersonalization, and reduced personal accomplishment. “Emotional exhaustion refers to feeling emotionally overextended and a depleted of ones emotional resources.” (Maslach, 1993; Maslach & Jackson, 1981, 1986). “In human service professions considerable stress is caused by the emotionally demanding relationship with recipients (e.g. pupils, patients, clients or prisoners) that eventually may result in the depletion of one’s emotional resources.” (Schaufeli & Peeters 2000, p88).

Depersonalization, on the other hand, signifies viewing and treating others in the workplace impersonally, callously, and as objects (Maslach, 1993; Maslach & Jackson, 1981, 1986). “Reduced personal accomplishment is associated with a decline in one's feelings of effectiveness, competence, and achievement in one's work.” (Maslach, 1993; Maslach & Jackson, 1981, 1986 as cited in Gould, Watson, Price & Valiant. 2012, p1543). The term burnout is a metaphor for the loss of energy like a fire dying out as the fuel is depleted. “The metaphor describes the exhaustion of employee's capacity to maintain an intense involvement that has a meaningful impact in work.” (Schaufeli, Leiter and Maslach 2008, p218). In a study of Canadian prison officers by Gould et al (2012, p1551) found that prison officers were experiencing high levels of emotional exhaustion and depersonalisation.

iv. COPING

Coping refers to an individual's ability to use the resources available to them for dealing with stress. Examples of coping resources include humour, denial, acceptance, seeking emotional support, planning, drugs and alcohol use, religion and disengagement. According to Lazarus and Folkman (1984, p466), coping is not a personality trait or a style that remains stable across all situations. Gould et al (2012, p1553) refer to coping as a set of strategies available to the individual for specific situations.

Coping Strategies

Folkman and Lazarus (1988, p157) divided coping strategies into two distinct groupings. Firstly emotion-focused coping occurs when the individual believes that nothing can be done to rectify the difficult situation they find themselves in. “Emotion-focused coping is directed

toward mediating one's feelings about the problem, rather than the external situation that triggered the emotional response, and includes strategies such as acceptance, humour, and positive reframing.” (Gould et al 2012, p1554). The use of black humour is common among members of emergency services, “Sharing black humour and laughing is a strategy common to a wide range of professionals, has demonstrated efficacy for controlling negative emotional reactivity to workplace stress (Maxwell, 2003; Moran & Massam, 1997; Mesmer-Magnus, Glew, & Viswesvaran, 2012; Rowe & Regher, 2010; Young 1995).

“Problem-focused coping is generally viewed as an adaptive mode of coping that involves actively planning or engaging in a specific behaviour to overcome the problem causing distress.” (Folkman & Lazarus, 1985, p150). “Problem-focused strategies involve defining a problem, generating alternative solutions, and considering the relative costs and benefits. Seeking advice from others, coming up with a strategy, or taking action to make a situation better is considered to be problem-focused coping strategies.”(Gould et al 2012, p1554). Gould et al (2012, p1555) also reported positive reframing related to decreased emotional exhaustion, depersonalisation and increased personal accomplishment.

“The Brief COPE is a tool commonly used for identifying coping strategies employed by individuals in a target group when dealing with stress.” (Carver 1997, p92). Coping with work related stress by correctional officers has received limited attention both in terms of the extent of such research as well as the forms of coping that have been explored. “Even though the Brief COPE has not been used with correctional officers in particular, its use is acceptable as a measure of comparing coping strategies used within the group of correction officers.”(Gould et al 2012, p1553).

v. **STRESS AMONGST EMERGENCY PERSONNEL**

According to Brough (2004, p228) self-reported perception of job stressors is higher among those persons working within emergency services populations when compared with the results of other (nonemergency service) occupational groups. “It is apparent that much of the emphasis within the emergency services stress-strain investigations is focused on the experiences of traumatic stressors. However, recent investigations have identified the importance of measuring both the experiences of trauma and more frequently experienced minor organisational stressors (i.e. daily hassles), in order to produce a more accurate identification of psychological health and well-being.” (Beaton & Murphy 1993; Brough 2002; Brown, Fielding & Grover 1999; Hart & Cotton 2003). The specific characteristics of a particular job should be considered in the examination of work stress. Different jobs possess different work environments and organisational structures, so they have different sources of stress. Senol-Durak et al (2006, p186) define work stress among prison officers as an occupational hazard.

Malach-Pines & Keinan (2007, p169) studied stress and burnout of Israeli border police at the height of the Palestinian uprising, the Intifada. “Interestingly, despite this being a time of increased tension and violence, at the top of the list of stressors was low salary together with a lack of resources to do the job right and overload.” (Keinan & Malach-Pines 2007, p380). This compared to a similar study of Indian police officers Shunmuga Sundaram & Jeya Kumaran (2012, p591), which showed that a lack of time for family, a negative public image and low salary were amongst primary causes of stress.

vi.**PRISON OFFICER STRESS**

A further study, this time of Israeli prison officers was conducted by Keinan & Malach-Pines (2007). This study found the levels of stress and burnout among Israeli Prison Service employees, to be higher than those of police officers. Crawley (2004, p370 suggests that unlike police officers who only have a brief encounter with prisoners, prison officers spend prolonged time with offenders, many of whom are aggressive. As stated earlier, occupational stress has been found to have negative mental and physical effects on prison staff. Cheek & Miller (1983, p61) reported that prison officers have a high likelihood of hypertension, heart attacks, and other stress-related illnesses. “Ultimately, the health of the correctional employee can suffer to the point that it shortens the person’s life” (Lambert, Lynne-Hogan & Allen 2006, p142).

A recent health screening programme carried out by CPL Occupational Healthcare on behalf of the Irish Prison Service revealed the following results.

- 57.4% participants had high cholesterol, Compared to a national average of approximately
- 57.5% and 66.8% of those characterised as overweight or obese had abnormal cholesterol. In comparison, just 42.6% of those with a normal BMI had abnormal cholesterol.
- An abnormal blood pressure reading was recorded in 45.3% - this compares with 25.% in the population generally
- 42.9% and 59.5% of those characterised as overweight and obese, respectively, had high blood pressure.

- Smoking rates were higher in those aged less than 40 years of age (23%) versus their older colleagues (16.2% smokers) and in women (25.4% smokers) versus men (17.7% smokers).
- Just 31.5% of participants take regular exercise.
- 68.6% and 17.8% of participants reported experiencing occasional and regular stress, respectively. (Irish Prison Service 2014).

“An inherent source of stress for prison officers is supervising individuals who have no desire to be confined.” (Finn 2000, p214). Schaufeli & Peeters, (2000, p181) argued that prison officer’s level of job dissatisfactions is higher than many comparable occupations in terms of pay and education.

Prison officer stressors include the following.

High workload.

“In several Dutch Studies, between 65% and 75% of officer’s report that they feel under strain because of workload.”(Kommer, 1990, p122). According to Schaufeli & Peeters (2000, p32) officers complain about having too much to do in a short period of time, periods of recovery being too short and having to perform different tasks simultaneously. It is likely that due to budgetary cutbacks and staff shortages within the Irish prison services, workload has increased.

Lack of autonomy.

This lack of ability to make decisions prevents the officers from solving problems which may cause them stress. A study by Saylor & Wright (1992, p140) found prison officers with supervisory responsibilities perceive less job-related stress and more job satisfaction than their colleagues with less decision authority. According to Ulmer (1992, p245) prison officer's perceived influence on decision authority appeared to be negatively correlated to cynicism.

Underutilization of knowledge

Kommer (1990, p123) reported that a large majority (69%) of Dutch prison officers indicated that only every now and then they have the opportunity to use the knowledge and skills they acquired in their training. "In Sweden, under-stimulation of prison officers was associated with higher sick leave rates and higher levels of stress hormones like plasma cortisol." (Harenstam, Palm & Theorel 1988, p283).

Lack of variety.

When considering requirements of their work, prison officers perceive their roles as being impotent key keepers" Senol-Durak et al (2006, p159). Other stressors include role problems such as role ambiguity whereby not enough information is available, and role conflict, where demands such as rehabilitation often conflict with security requirements. Also demanding social contacts with prisoners together with uncertainty, particularly regarding promotion prospects. "At some correctional organisations favouritism influences the promotional process." (Lambert et al 2006, p81). "In the Netherlands, the majority of prison officers (54%) are uncertain about their career prospects and many prison officers (39%) indicate that they experience a career dead end." (Kommer, 1990, p122).

Health and safety risks.

“More than eight in ten prison officers believe the Irish Prison Service provides them with insufficient support to ensure they are safe at work.” (Stack & Hogan 2007, p5). On a daily basis prison officers work in situations which can easily escalate into violence. The issue of inadequate pay is a stressor. “A study of Israeli prison officers found a direct relationship between dissatisfaction with one’s salary and burnout levels.” (Shamir & Drory 1982, p205).

Work stress among prison officers is defined as an occupational hazard in the prison environment. “Recently, in contrast to 10 or 20 years ago, experienced correctional officers have reported greater stress due to cultural diversity, public research, increased civil suits, increased negative advertisement of the job in society and a shift of expectations from correctional institutions, towards being a treatment facility rather than a punitive mechanism” (Senol-Durak et al 2006, p158). Factors that include a threat to ones psychological integrity (e.g. conflict with superiors or slow promotion) are more stressful than those that include a threat to one’s physical integrity (e.g. the possibility of being physically attacked by prisoners or the fear of harm to one’s family). In the 2007 study on Israeli prison officers, Keinan & Malach-Pines (2007) reported the most stressful factors for officers were working extra shifts without compensation, low salary and heavy workload.

vii. Gender Issues

Prisons have traditionally been seen as male dominated environments. According to Griffin, Armstrong & Hepburn (2005, p198), physical strength and a willingness to use force when required are emphasised and valued, with essential skills for doing the job assumed to be masculine. Earlier studies such as Jurik (1985, p296) found female prison officer work-related stress was directly a consequence of the female officers continually trying to prove themselves in this macho environment. Berhahl & Moore (2006, p 427), report that a person may be more likely to experience stressors because of their gender. According to Halford, Savage & Witz (1997, p97) no matter how hard and how competent a woman works, she will never be accepted in the same way as her male counterpart. However, Carlson, Anson, & Thomas (2003, p44) report female prison officers demonstrating a greater sense of job-related personal achievement and accomplishment than their male colleagues. Female prison officers may adopt different coping strategies than their male counterparts. In their study on the relationship between burnout and coping carried out of prison officers, Gould et al (2012, p1559) found that female officers used more coping strategies, especially emotion-focused and problem focused strategies. They further reported that male officer's burnout scores were significantly higher.

Woodhead, Cronkite, Moos, & Timko (2014, p1184) demonstrated that men are less likely to rely on using coping strategies such as seeking social support than women. They further report that Felsten's (1998) study found that avoidance coping was associated with higher stress ratings among men. "Men are also more likely than women to consume high levels of alcohol and experience drinking problems." (Finney, Moos, & Brennan, 1999, p384)

The gender of prisoner may also see differences in perceived stressors affecting officers as female offenders may present different challenges to those charged with their care. “Female offending behaviour often reflects a history of childhood abuse and stressful life events.” (Sheehan, McIvor & Trotter (2007, p108). According to Holly, Harner, Budescu, Gillihan, & Riley (2013, p61) the majority of women prisoners, most of whom are poor, have suffered from significant lifetime trauma exposure that can lead to posttraumatic stress disorder (PTSD). Indeed many have been forced into a life of crime by abusive partners. “Coercion by men can form a route into criminal activity for some women.” (Corston Report, 2007, p169). Even those women convicted of the most violent offences may have been reacting to the extreme circumstances they found themselves in. Wedderburn (2000, p159) report that in an extreme situation, the manslaughter of a partner by a female, is often the reaction to a long history of domestic violence. However, Xanthakis (2009, p111) reported in a study of prison officers, that there was no evidence to support there being a significant difference between males and females in their reported levels of stress and burnout. It is intended within the current study to investigate whether there is an interaction between gender and gender of facility regarding stress, burnout and coping strategies.

viii.

HYPOTHESIS

There are eight hypotheses for this research.

Hypothesis 1.

There will be a statistically significant relationship between levels of general stress, stress factors, total burn out, and age.

Hypothesis 2.

There will be statistically significant differences between genders in general stress, stress factors, and total burnout.

Hypothesis 3.

There will be statistically significant differences between genders in coping strategies.

Hypothesis 4.

There will be statistically significant differences between officer profiles in general stress, stress factors, and total burnout.

Hypothesis 5.

There will be statistically significant differences between officer profiles in coping strategies.

Hypothesis 6.

There will be statistically significant differences between categories of burnout in general stress and stress factors.

Hypothesis 7.

There will be statistically significant differences between categories of burnout in coping strategies.

Hypothesis 8.

Officer profiles will differ significantly in categories of burnout.

ix. Summary

According to Dollard & Gordon (2014, p88) there are three points at which one can manage occupational stress, firstly at the beginning (preventing stressors from occurring), secondly during (coping with stressors as they arise), and thirdly at the end (aiming to treat stress symptoms).” (Dollard & Gordon 2014, p31). This research is designed to identify the sources of stress among Irish Prison Officers currently serving in the Irish Prison Service, and seeks to determine the effects of these different stressors using a questionnaire adapted from Keinan and Malach-Pines (2007) study on stress and burnout amongst Israeli prison officers

Burnout and coping strategies will be measured using the Maslach Burnout Inventory and the Brief Cope. It is intended to recommend measures to help prevent stress and burnout occurring and to alleviate effects where it already exists. Limitations of the study are addressed and recommendations made for future research.

METHODOLOGY

i Participants:

Participants were obtained by means of convenience sampling. All were full time prison officers serving in the Irish Prison Service. A sample of 150 (Male = 112 Female = 38) were sampled. Of these 128 were working in the male prison and 22 were working in the female prison. Demographic variables included gender, age and marital status. No reward was offered or given for participation

ii Measures:

A self-report measure was constructed based on a previous research carried out by Malach-Pines, & Keinan, (2006, 2007) on police and prison officers in Israel and also on a review of the literature.

Stressors Questionnaire:

This questionnaire was adapted from the original used by Keinan and Malach-Pines (2007) in their study on stress and burnout amongst Israeli prison officers. Some of their items which were irrelevant to the Irish context (e.g. ethnic tensions) were removed. The questionnaire was further sub divided into 4 factors as with the Keinan and Malach-Pines study. The first factor (stressful contact with noninmate) included for example, negative public image of prison officers and unfair treatment by supervisors.. It's internal consistency (Cronbachs alpha) was found to be 0.90. The second factor (stressful contact with inmate) included the need to use force when required and possibility of getting injured. It's Cronbachs alpha was found to be 0.86. The third factor (organisational stressors) included

low and inadequate salary and shift work and had a Cronsbach alpha of 0.77. The fourth factor (inconsiderate practices) included overtime and irregular work hours and had a Cronbachs alpha of 0.69. Officers were asked to rate on a 5-point scale, (1 = not stressful - 5 = extremely stressful) the degree to which each of the 28 different stressors cause them stress.

General Stress Levels:

After rating the level of stress caused by the 28 potential stressors, general stress level was measured using a 9-point scale presented after the 28 specific stressors. (1 = very low, 9 = very high). According to Keinan & Malach-Pines (2007) evaluation of overall stress in this fashion has been used in other studies.

Coping:

Carver's 1997 Brief COPE scale was employed to ask officers how often they used the 28 different coping strategies (e.g., making fun of the situation or I've been criticising myself) to cope with stress. The brief cope is an abbreviated version of the COPE inventory. "This consists of 14 subscales containing two items each." (Schnider, Elhai and Gray, 2007, p346). The subscales included denial items (I've been saying to myself "this isnt real" and I've been refusing to believe this has happened), behavioural disengagement (I've been giving up trying to deal with it and I've been giving up the attempt to cope) and religion (I've been trying to find comfort in my religion or spiritual beliefs and I've been praying or meditating). Questions were asked on a 4 point scale. (1 = I haven't been doing this at all, 4 = doing this a lot).

Burnout.

Level of burnout was measured using the 10-item Burnout Measure Short (Pines 2005). According to Pines (2005, p.85) the BMS has been shown to be a reliable and valid research instrument, with internal consistency coefficients around 0.85. Officers were asked to rate on a 7-point scale how often they experienced physical, cognitive or emotional symptoms of exhaustion such as feeling tired, depressed or having difficulty sleeping. (1 = never, 7 = always)

iii Design:

A quantitative self-report measure was constructed based on a previous research. A self report questionnaire was administered to serving prison officers to examine the effects of perceived stressors, levels of burout, together with potential alleviating effects of various coping strategies. Differences between the gender was measured together with differences in stress levels depending on prison housing either all male or all female prisoners. Predictor variable included gender of participant and gender of prisoner in participant's prison. Criterion variables included total scores from stressor questionnaire, Perceived Stress Scale, Burnout Short version. Pines, (2005) and The Brief Cope scale. Carver, (1997).

iii Procedure:

All questionnaires were distributed to participants by the researcher personally in areas of convenience such as staff canteen and recreation areas in either the male or female facility. Questionnaires completed by staff working in the all female facility were uniquely marked to ensure no subsequent mix up. A cover letter was included introducing the

researcher and explaining the nature of the study. Participants were told the study dealt with stress, burnout and coping strategies. Furthermore, it was emphasized that the privacy and anonymity of participants would be protected. It was further explained that once the data was collected it would not be possible to withdraw an individual's questionnaire due to the anonymity of same. Following this explanation, only one officer declined to participate. Contact details for both employee support and Samaritans were included. There were no identifiable features on the study to ensure participant's anonymity. Both the researcher and supervisor's contact details were included in the event of questions or need for clarification. Upon completion, the questionnaires were immediately collected and securely stored, prior to being entered on SPSS (Statistical Package for Social Science) for analysis.

RESULTS

Frequencies

Table 1 details the frequency distributions of the sample split according to gender and officer profile. The total number of officers = 150. The breakdown was Male = 112 (74.7%), and Female = 38 (25.3%). A further breakdown along gender lines included gender of facility. Those serving in the male prison comprised Male = 107 (71.3%) and Female = 22 (14.7%), while those serving in the female prison comprised Male = 5 (3.3%) and Female = 16 (10.7%).

Table 1. Frequency Distributions for Demographic Variables of Gender and Officer Profile (n = 120).

Gender			Officer Profile			
	Male	Female	Male officer/ male prison	Male officer/ female prison	Female officer/ male prison	Female officer/ female prison
N	112	38	N 107	5	22	16
%	74.7	25.3	% 71.3	3.3	14.7	10.7

The breakdown of the sample according to officer profile is further illustrated in Figure 1.

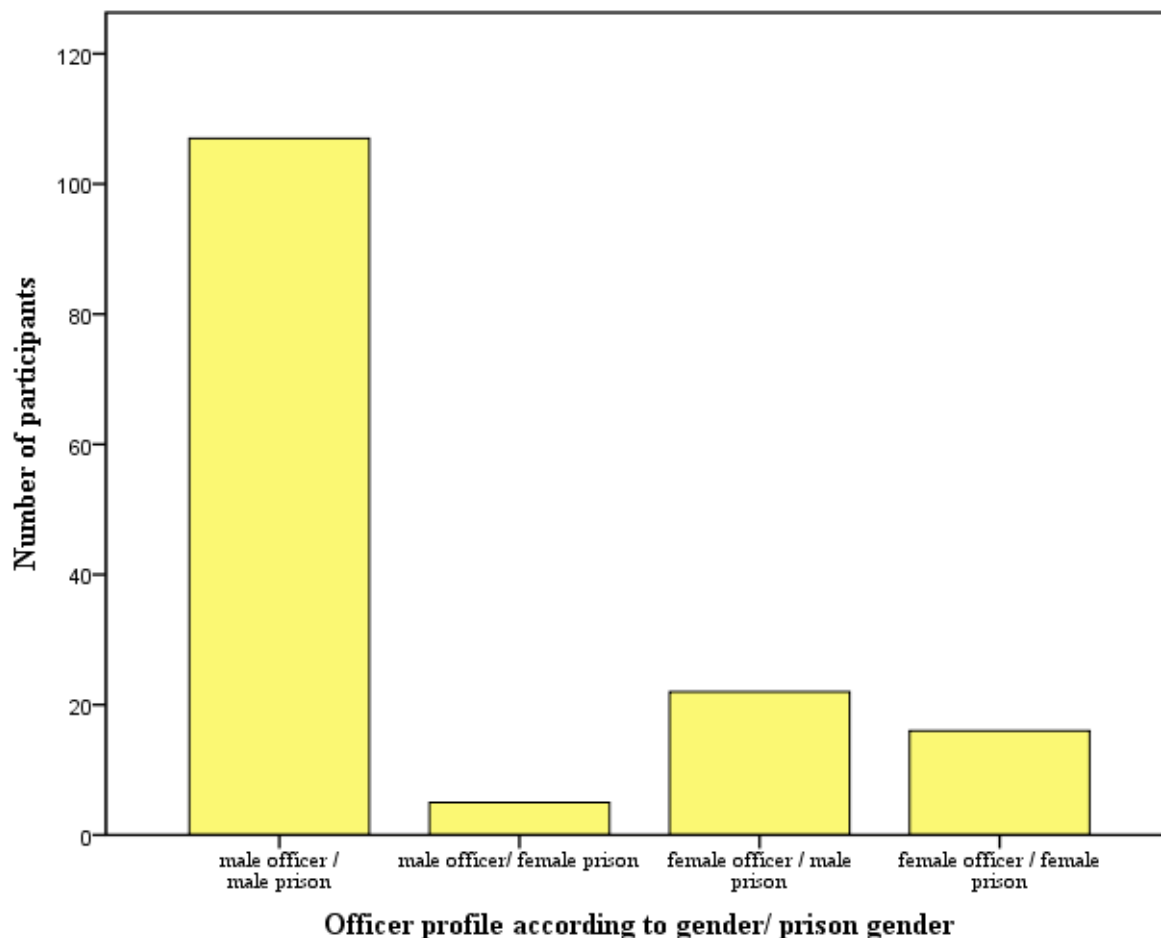


Figure 1. Simple Bar Chart Showing Breakdown of Participants According to Officer Profile.

Table 2 details the frequency distributions of the sample according to category of burnout layered by officer profile. A similar trend in levels of burnout was revealed between all four officer categories with all being consistently high (MO/MP = 20.6%, MO/FP = 20%, FO/MP = 22.7% and FO/FP = 18.8%). Female officers showed highest levels of serious signs of burnout (FO/MP = 13.6% and FO/FP = 12.5%), compared to male officers (MO/MP = 9.3% and MO/FP = 0%). One category, male officer working in the male prison, was shown to require immediate professional help (3.7% of category).

Table 2. Frequency Distributions for Officer Profile and Categories of Burnout ($n = 120$).

Category of Burn Out	Officer Profile							
	Male officer/ male prison		Male officer/ female prison		Female officer/ male prison		Female officer/ female prison	
	N	%	N	%	N	%	N	%
Very low level BO	39	36.4	1	20	9	40.9	9	56.3
Danger signs of BO	32	29.9	3	60	5	22.7	2	12.5
BO	22	20.6	1	20	5	22.7	3	18.8
Serious signs of BO	10	9.3	0	0	3	13.6	2	12.5
Requiring immediate professional help	4	3.7	0	0	0	0	0	0

The breakdown of the sample according to officer profile and category of burnout is further illustrated in Figure 2.

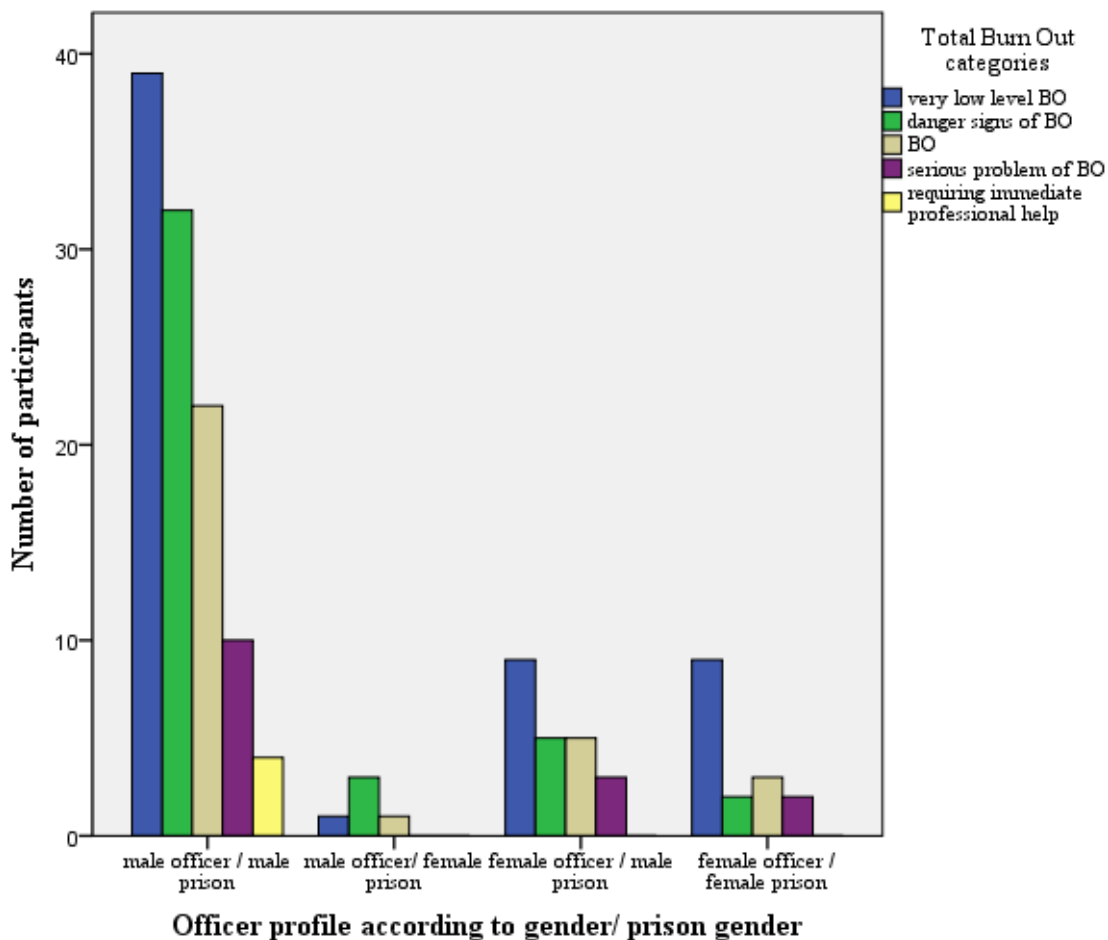


Figure 2 Clustered Bar Chart Showing Total Burnout Categories According to Officer Profile.

Descriptive Statistics

Table 3 details the means and standard deviations for all scale variables measured, comparing between genders and also officer profiles.

Table 3. Descriptive Statistics for Dependent Variables according to Gender and Officer Profile.

Variable	Gender			Officer Profile			
		M	F	MO/ MP	MO/ FP	FO/ MP	FO/ FP
Age	Mean	38.90	35.57	38.88	39.20	34.95	36.69
	SD	7.316	5.347	7.312	9.011	5.009	5.735
General stress	Mean	4.66	4.75	4.69	4.20	4.91	4.50
	SD	1.980	1.935	1.978	2.388	1.925	1.932
Non inmate stress	Mean	16.91	16.51	17.01	15.20	16.77	16.06
	SD	4.724	4.823	4.724	5.357	5.309	4.024
Inmate stress	Mean	20.25	19.92	20.48	17.40	19.73	19.561
	SD	6.505	7.139	6.497	5.320	8.049	6.164
Organisational stress	Mean	34.67	33.81	34.99	29.20	34.00	33.19
	SD	8.074	7.438	7.968	9.576	7.777	7.064
Inconsiderate practices	Mean	8.33	8.30	8.37	7.60	8.50	7.94
	SD	2.654	2.591	2.690	2.074	2.600	2.568
Total Burn Out	Mean	3.09	2.89	3.11	2.92	2.91	2.76
	SD	1.234	1.096	1.232	1.232	1.174	1.061
Self-distraction	Mean	4.46	4.65	4.46	4.20	4.82	4.50
	SD	1.690	1.736	1.706	1.483	1.893	1.506
Active coping	Mean	4.58	4.54	4.58	4.20	4.59	4.56
	SD	1.636	1.723	1.649	1.483	1.764	1.712
Denial	Mean	3.17	2.97	3.15	3.60	2.86	3.13
	SD	1.281	1.481	1.280	1.517	1.521	1.408
Substance use	Mean	3.31	2.89	3.30	3.00	3.14	2.75
	SD	1.593	1.286	1.579	1.732	1.552	1.065
Emotional support	Mean	3.98	4.51	4.02	3.20	4.50	4.50
	SD	1.445	1.502	1.454	1.304	1.439	1.529
Instrumental support	Mean	3.90	4.00	3.89	4.40	3.77	4.25
	SD	1.986	1.564	1.992	2.919	1.270	1.880

Table 3 (continued).

Variable	Gender		Officer Profile				
	M	F	MO/ MP	MO/ FP	FO/ MP	FO/ FP	
Behavioural disengagement	Mean	3.17	2.62	3.18	3.20	2.68	2.50
	SD	1.420	0.893	1.143	1.789	0.995	0.730
Venting	Mean	3.90	4.00	3.89	4.40	3.77	4.25
	SD	1.986	1.564	1.992	2.191	1.270	1.880
Positive reframing	Mean	4.63	4.95	4.65	4.20	5.14	4.69
	SD	1.649	1.810	1.661	1.643	1.781	1.815
Planning	Mean	4.49	5.00	4.47	4.40	5.09	5.00
	SD	1.659	2.055	1.673	1.140	2.114	2.033
Humour	Mean	4.66	4.87	4.67	4.40	4.68	5.13
	SD	1.980	2.175	2.013	1.517	2.079	2.277
Acceptance	Mean	4.60	4.68	4.61	4.20	4.86	4.50
	SD	1.719	1.701	1.725	1.789	1.833	1.506
Religion	Mean	2.90	2.46	2.91	3.00	2.32	2.63
	SD	1.343	0.803	1.336	1.732	0.646	0.957
Self-blame	Mean	3.52	3.27	3.53	3.20	3.41	3.13
	SD	1.553	1.539	1.574	1.304	1.652	1.360

Since the stress factors (inmate, non-inmate, organisational, and inconsiderate practices) were measured using different metrics, this meant that they could not be compared directly against each other. To allow for comparison, the variables were converted to standardised scores.

Table 4 details the means and standard deviations for the z stress factors variables, comparing between officer profiles.

Table 4. Descriptive Statistics for Standardised Stress Factor Variables according to Gender and Officer Profile.

Standardised variable	Officer Profile							
	Male officer/ male prison		Male officer/ female prison		Female officer/ male prison		Female officer/ female prison	
	M	SD	M	SD	M	SD	M	SD
Non inmate stress	0.04	0.997	-0.34	1.130	-0.01	1.120	-0.16	0.849
Inmate stress	0.05	0.979	-0.42	0.801	-0.07	1.212	-0.09	0.928
Organisational stress	0.07	1.007	-0.67	1.211	-0.05	0.983	-0.16	0.893
Inconsiderate practices	0.02	1.023	-0.27	0.788	0.07	0.987	-0.15	0.977

The breakdown of the sample according to officer profile is further illustrated in Figure 3. Notably, organisational stressors appear to be the main source of stress in comparison to other stressors across the majority of officer profiles. The interaction between stress factors and general stress was further examined, and is discussed in the next section.

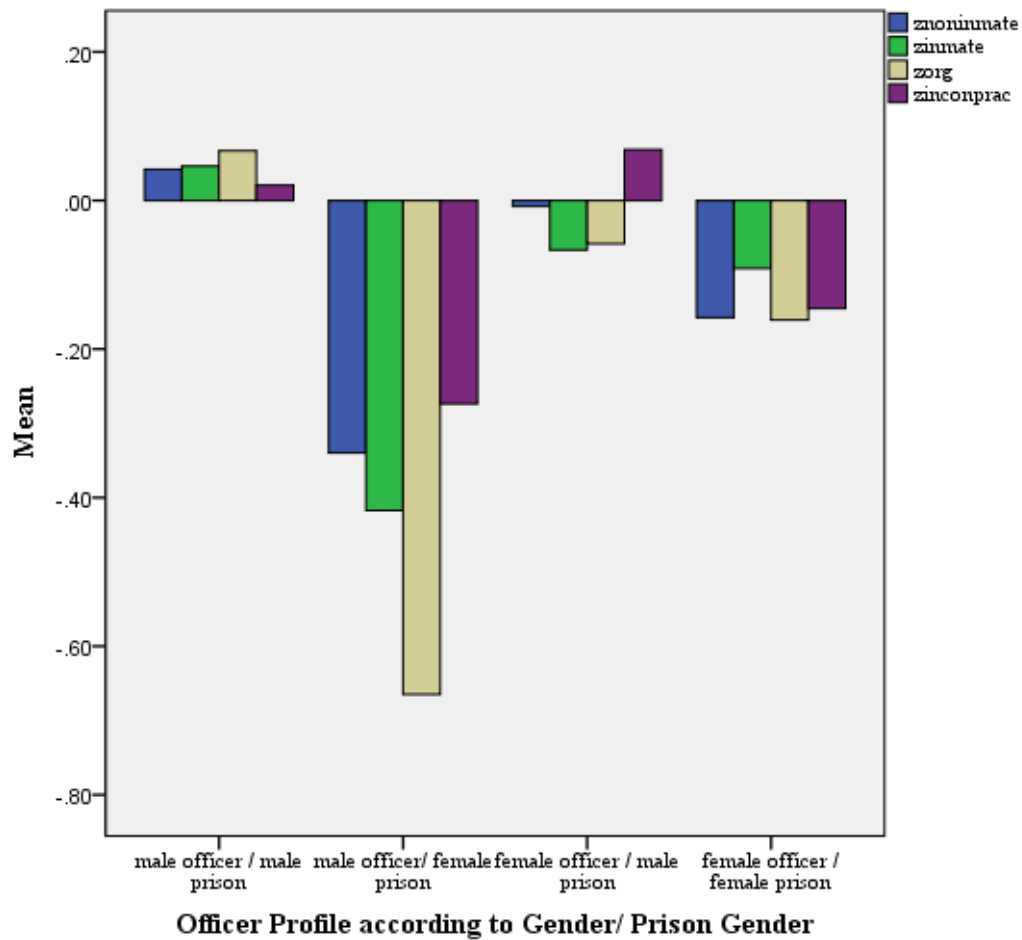


Figure 3. Clustered Bar Chart Showing Mean Standardised Stress Factor Variables According to Officer Profile.

Inferential statistics

The variables were examined for normality and were found to be not normally distributed. However, since it can be argued that parametric tests are robust enough to cope with non-normal data, all parametric tests were run.

Hypothesis 1.

There will be a statistically significant relationship between levels of general stress, stress factors, total burnout, and age.

A series of scatter plots were conducted to examine for potential relationships between the variables. There was no clustering of points around the line for age with any of the other variables, so further correlations were not conducted for age.

A series of Pearson's correlations were conducted to examine the potential relationship between levels of general stress, stress factors and total burnout. All correlations were moderate to strong and positively correlated with significance at the 0.001 level (refer to Table 5 for specific values).

The major trends in the sample were that total burnout showed the strongest positive correlation with general stress ($r = 0.620$, $p < 0.001$). Of the four stress factors, total burnout showed the strongest positive correlation with organisational stress ($r = 0.513$, $p < 0.001$), while a moderately strong positive correlation with inmate stress ($r = 0.374$, $p < 0.001$).

Table 5. Correlation Table Displaying the Relationships between General Stress, Stress Factors and Total Burnout.

Variables	General stress	Non-inmate stress	Inmate stress	Organisational stress	Inconsiderate practices	Total BO
General stress						
Non-inmate stress	0.448**					
Inmate stress	0.431**	0.718**				
Organisational stress	0.509**	0.784**	0.657**			
Inconsiderate practices	0.458**	0.706**	0.656**	0.731**		
Total BO	0.620**	0.481**	0.374**	0.513**	0.420**	

** p significant at the 0.01 level (2-tailed).

Hypothesis 2

There will be statistically significant differences between genders in general stress, stress factors, and total burnout.

A series of independent t-tests were conducted to examine the differences between male and female officers on general stress, stress factors (inmate, non-inmate, organisational, and inconsiderate practices), and total burnout.

No significant differences were found between the genders for any of these dependent variables, therefore the null hypothesis could not be rejected (see Table 6 for a summary of results).

Table 6. Independent Samples t-test Table displaying Differences between Genders for General Stress, Stress Factors and Total Burnout.

Variables	Groups	Mean	SD	t	df	p
General stress	Male	4.66	1.980	-0.249	148	0.803
	Female	4.76	1.935			
Non-inmate stress	Male	16.91	4.724	0.443	148	0.659
	Female	16.51	4.823			
Inmate stress	Male	20.25	6.505	0.261	148	0.795
	Female	19.92	7.140			
Organisational stress	Male	34.67	8.074	0.574	148	0.567
	Female	33.81	7.438			
Inconsiderate practices	Male	8.33	2.654	0.606	148	0.952
	Female	8.30	2.591			
Total BO	Male	3.09	1.234	0.852	148	0.396
	Female	2.90	1.096			

Hypothesis 3

There will be statistically significant differences between genders in coping strategies.

A series of independent t-tests were conducted to examine the differences between male and female officers in coping strategies (self-distraction, active coping, denial, substance use, emotional support, instrumental support, behavioural disengagement, venting, positive reframing, planning, humour, acceptance, religion and self-blame).

Males ($M = 3.17$, $SD = 1.420$) were found to have higher levels of behavioural disengagement than females ($M = 2.62$, $SD = 0.893$). The 95% confidence limits show that the population mean difference of the variables lies somewhere between 0.15 and 0.94. An independent samples t-test found that there was a statistically significant difference in behavioural disengagement between males and females ($t(148) = 2.754$, $p = 0.007$). Therefore the null can be rejected.

Males ($M = 2.90$, $SD = 1.343$) were found to use religion as a coping strategy to a greater degree than females ($M = 2.46$, $SD = 0.803$). The 95% confidence limits show that the population mean difference of the variables lies somewhere between 0.805 and 0.810. An independent samples t-test found that there was a statistically significant difference in the use of religion as a coping strategy between males and females ($t(148) = 2.462$, $p = 0.017$). Therefore the null can be rejected.

No other significant differences were found between the genders for any of the other coping strategies, therefore the null hypothesis could not be rejected in these cases (see Table 7 for a summary of results).

Table 7. Independent Samples t-test Table displaying Differences between Genders for Coping Strategies.

Variables	Groups	Mean	SD	t	df	p
Self-distraction	Male	4.46	1.690			
	Female	4.65	1.736	-0.585	148	0.560
Active coping	Male	4.58	1.636			
	Female	4.54	1.723	0.110	148	0.912
Denial	Male	3.17	1.281			
	Female	2.97	1.481	0.773	148	0.441
Substance use	Male	3.31	1.593			
	Female	2.89	1.286	1.612	148	0.150
Emotional support	Male	3.98	1.445			
	Female	4.51	1.502	-1.922	148	0.064
Instrumental support	Male	3.90	1.986			
	Female	4.00	1.564	-0.272	148	0.786
Behavioural disengagement	Male	3.17	1.420			
	Female	2.62	0.893	2.754	148	0.007*
Positive reframing	Male	4.63	1.649			
	Female	4.95	1.810	-0.993	148	0.322
Venting	Male	3.90	1.986			
	Female	4.00	1.564	-0.272	148	0.786
Planning	Male	4.49	1.659			
	Female	5.00	2.055	-1.379	148	0.174

Table 7 (continued).

Variables	Groups	Mean	SD	t	df	p
Humour	Male	4.66	1.980			
	Female	4.87	2.175	-0.523	148	0.602
Acceptance	Male	4.60	1.719			
	Female	4.68	1.701	-0.228	148	0.820
Religion	Male	2.90	1.343			
	Female	2.46	0.803	2.462	148	0.017*
Self-blame	Male	3.52	1.553			
	Female	3.27	1.539	-0.858	148	0.392

* p significant at the 0.05 level.

Hypothesis 4

There will be statistically significant differences between officer profiles in general stress, stress factors, and total burnout.

A series of one-way analysis of variance were conducted to examine the differences between officer profiles (male officer/ male prison, male officer/ female prison, female officer/ male prison, female officer/ female prison) on general stress, stress factors, and total burnout.

No significant differences were found between the officer profiles for any of these dependent variables, therefore the null hypothesis could not be rejected (see Table 8 for a summary of results).

Table 8. Summary of Analysis of Variance (ANOVA) Results for Differences between Officer Profiles and General Stress, Stress Factors and Total Burnout.

Variables	Groups	Mean	SD	F	dfs	p
General stress	MO/ MP	4.69	1.978	0.241	3, 146	0.867
	MO/ FP	4.20	2.388			
	FO/ MP	4.91	1.925			
	FO/ FP	4.50	1.932			
Non-inmate stress	MO/ MP	17.01	4.724	0.384	3, 146	0.764
	MO/ FP	15.20	5.357			
	FO/ MP	16.77	5.309			
	FO/ FP	16.06	4.024			
Inmate stress	MO/ MP	20.48	6.497	0.438	3, 146	0.726
	MO/ FP	17.40	5.320			
	FO/ MP	19.73	8.049			
	FO/ FP	19.561	6.164			
Organisational stress	MO/ MP	34.99	7.968	1.063	3, 146	0.367
	MO/ FP	29.20	9.576			
	FO/ MP	34.00	7.777			
	FO/ FP	33.19	7.064			
Inconsiderate practices	MO/ MP	8.37	2.690	0.283	3, 146	0.838
	MO/ FP	7.60	2.074			
	FO/ MP	8.50	2.600			
	FO/ FP	7.94	2.568			
Total BO	MO/ MP	3.11	1.232	0.513	3, 146	0.674
	MO/ FP	2.92	1.232			
	FO/ MP	2.91	1.174			
	FO/ FP	2.76	1.061			

Hypothesis 5.

There will be statistically significant differences between officer profiles in coping strategies.

A series of one-way analysis of variance were conducted to examine the differences between officer profiles in coping strategies.

No significant differences were found between the officer profiles for any of the coping strategy variables, therefore the null hypothesis could not be rejected (see Table 9 for a summary of results).

Table 9. Summary of Analysis of Variance (ANOVA) Results for Differences between Officer Profiles and Coping Strategies.

Variables	Groups	Mean	SD	F	dfs	p
Self-distraction	MO/ MP	4.46	1.706	0.326	3, 146	0.806
	MO/ FP	4.20	1.483			
	FO/ MP	4.82	1.893			
	FO/ FP	4.50	1.506			
Active coping	MO/ MP	4.58	1.649	0.084	3, 146	0.969
	MO/ FP	4.20	1.483			
	FO/ MP	4.59	1.764			
	FO/ FP	4.56	1.712			
Denial	MO/ MP	3.15	1.280	0.502	3, 146	0.682
	MO/ FP	3.60	1.517			
	FO/ MP	2.86	1.521			
	FO/ FP	3.13	1.408			

Table 9 (continued).

Variables	Groups	Mean	SD	F	dfs	p
Substance use	MO/ MP	3.30	1.579	0.647	3, 146	0.586
	MO/ FP	3.00	1.732			
	FO/ MP	3.14	1.552			
	FO/ FP	2.75	1.065			
Emotional support	MO/ MP	4.02	1.454	1.690	3, 146	0.173
	MO/ FP	3.20	1.304			
	FO/ MP	4.50	1.439			
	FO/ FP	4.50	1.529			
Instrumental support	MO/ MP	3.89	1.992	0.321	3, 146	0.810
	MO/ FP	4.40	2.919			
	FO/ MP	3.77	1.270			
	FO/ FP	4.25	1.880			
Behavioural disengagement	MO/ MP	3.18	1.143	1.852	3, 146	0.140
	MO/ FP	3.20	1.789			
	FO/ MP	2.68	0.995			
	FO/ FP	2.50	0.730			
Positive reframing	MO/ MP	4.65	1.661	0.669	3, 146	0.573
	MO/ FP	4.20	1.643			
	FO/ MP	5.14	1.781			
	FO/ FP	4.69	1.815			
Venting	MO/ MP	3.89	1.992	0.321	3, 146	0.810
	MO/ FP	4.40	2.191			
	FO/ MP	3.77	1.270			
	FO/ FP	4.25	1.880			

Table 9 (continued).

Variables	Groups	Mean	SD	F	dfs	p
Planning	MO/ MP	4.47	1.673	1.060	3, 146	0.370
	MO/ FP	4.40	1.140			
	FO/ MP	5.09	2.114			
	FO/ FP	5.00	2.033			
Humour	MO/ MP	4.67	2.013	0.272	3, 146	0.845
	MO/ FP	4.40	1.517			
	FO/ MP	4.68	2.079			
	FO/ FP	5.13	2.277			
Acceptance	MO/ MP	4.61	1.725	0.274	3, 146	0.844
	MO/ FP	4.20	1.789			
	FO/ MP	4.86	1.833			
	FO/ FP	4.50	1.506			
Religion	MO/ MP	2.91	1.336	1.530	3, 146	0.211
	MO/ FP	3.00	1.732			
	FO/ MP	2.32	0.646			
	FO/ FP	2.63	0.957			
Self-blame	MO/ MP	3.53	1.574	0.378	3, 146	0.769
	MO/ FP	3.20	1.304			
	FO/ MP	3.41	1.652			
	FO/ FP	3.13	1.360			

Hypothesis 6.

There will be statistically significant differences between categories of burnout in general stress and stress factors.

A series of one-way analysis of variance were conducted to examine the differences between categories of burnout (very low level, danger signs, burnout, serious problems, requiring immediate professional help) in general stress and stress factors.

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of general stress ($F(4, 145) = 20.856, p < .001$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level” category had significantly lower levels of general stress than all other categories. The “danger signs” category had significantly lower levels than the “burnout”, “serious problem” and “requiring immediate professional help” categories, and the “burnout” category showed the same trend with the last two categories (see Table 10 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of non-inmate stress ($F(4, 145) = 12.617, p < .001$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level” and “danger signs” categories had significantly lower levels of non-inmate stress than all other categories. No significant differences existed between the “very low level” and “danger signs” categories, or the “burnout”, “serious problem” and “requiring immediate professional help” categories (see Table 10 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of inmate stress ($F(4, 145) = 6.309, p <$

.001). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level” category had significantly lower levels of inmate stress than the “burnout” and “serious problem” categories. No significant differences existed between the “very low level” and “requiring immediate professional help” categories, or between any of the other categories (see Table 10 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of organisational stress ($F(4, 145) = 13.822$, $p < .001$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level” category had significantly lower levels of organisational stress than all other categories. The “danger signs” category had significantly lower levels than the “serious problem” category. No other significant differences existed between the other categories (see Table 10 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of stress due to inconsiderate practices ($F(4, 145) = 7.099$, $p < .001$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level” category had significantly lower levels of stress due to inconsiderate practices than the “burnout” and “serious problem” categories. No significant differences existed between any of the other categories (see Table 10 for a summary of mean scores and standard deviations).

Table 10. Summary of Analysis of Variance (ANOVA) Results for Differences between Categories of Burnout, General Stress and Stress Factors.

Variables	Groups	Mean	SD	F	dfs	p
General stress	Very low level BO	3.55	1.638			
	Danger signs of BO	4.62	1.696			
	BO	5.39	1.626			
	Serious problem of BO	6.93	0.961			
	Requiring immediate professional help	8.00	0.817	20.856	4, 145	0.000***
Non-inmate stress	Very low level BO	14.38	3.602			
	Danger signs of BO	16.43	4.418			
	BO	19.58	3.640			
	Serious problem of BO	20.87	5.153			
	Requiring immediate professional help	19.50	7.506	12.617	4, 145	0.000***
Inmate stress	Very low level BO	17.26	5.297			
	Danger signs of BO	20.52	6.217			
	BO	23.39	6.152			
	Serious problem of BO	23.27	8.319			
	Requiring immediate professional help	22.00	10.231	6.309	4, 145	0.000***
Organisational stress	Very low level BO	29.84	7.172			
	Danger signs of BO	34.83	6.439			
	BO	38.84	6.251			
	Serious problem of BO	40.00	7.445			
	Requiring immediate professional help	42.75	7.365	13.822	4, 145	0.000***

Table 10 (continued).

Variables	Groups	Mean	SD	F	dfs	p
Inconsiderate practices	Very low level BO	7.16	2.285			
	Danger signs of BO	8.36	2.477			
	BO	9.45	2.336			
	Serious problem of BO	9.93	3.011			
	Requiring immediate professional help	10.00	2.708	7.099	4, 145	0.000***

*** p significant at the 0.001 level.

Hypothesis 7.

There will be statistically significant differences between categories of burnout in coping strategies.

A series of one-way analysis of variance were conducted to examine the differences between categories of burnout in coping strategies.

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of self-distraction ($F(4, 145) = 7.013, p < .001$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level” category had significantly lower levels of self-distraction than the “danger signs”, “burnout” and “serious problem” categories. The “danger signs” category had significantly lower levels than the “serious problem” category. No significant differences existed between any of the other categories (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of active coping ($F(4, 145) = 5.212, p = 0.001$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level” category had significantly lower levels of active coping than the “serious problem” and “requiring immediate professional help” categories. The “danger signs” category had significantly lower levels than the “requiring immediate professional help” category. No significant differences existed between any of the other categories (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of use of denial ($F(4, 145) = 4.437, p = 0.002$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level” category had significantly lower levels of denial than the “burnout” category. No significant differences existed between any of the other categories (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of level of substance use ($F(4, 145) = 14.151, p < .001$). More specifically, Tukey HSD post hoc analysis confirmed that all categories had significantly lower levels of substance use than the “requiring immediate professional help” category. In addition, the “very low level” and “danger signs” categories had lower levels than the “serious problem” category, and the “very low level” category also had lower levels of substance use than the “burnout” category (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of level of the use of emotional support ($F(4,$

145) = 4.377, $p = 0.002$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level” had significantly lower levels of the use of emotional support than the “serious problem” category. No significant differences existed between any of the other categories (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of level of the use of instrumental support ($F(4, 145) = 7.558$, $p < .001$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level”, “danger signs” and “burnout” categories had significantly lower levels of use of instrumental support than the “requiring immediate professional help” category. In addition, the “very low level” and “danger signs” categories had lower levels than the “serious problem” category (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of level of behavioural disengagement ($F(4, 145) = 11.969$, $p < .001$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level”, “danger signs” and “burnout” categories had significantly lower levels of behavioural disengagement than the “serious problem” and “requiring immediate professional help” categories (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of venting ($F(4, 145) = 7.558$, $p < .001$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level”, “danger signs” and “burnout” categories had significantly lower levels of venting than the “requiring immediate professional help” category. In addition the “very low level” and “danger signs”

categories had significantly lower levels than the “serious problem” category (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of level of positive reframing ($F(4, 145) = 3.545, p = 0.009$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level” category had significantly lower levels of positive reframing than the “serious problem” category. No other significant differences existed between the categories (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of level of use of planning ($F(4, 145) = 3.317, p = 0.012$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level” category had significantly lower levels of use of planning than the “serious problem” category. No other significant differences existed between the categories (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of level of use of humour ($F(4, 145) = 2.857, p = 0.026$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low level” category had significantly lower levels of use of humour than the “requiring immediate professional help” category. No other significant differences existed between the categories (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of level of acceptance ($F(4, 145) = 3.784, p = 0.006$). More specifically, Tukey HSD post hoc analysis confirmed that the “very low

level' category had significantly lower levels of acceptance than the "serious problem" category. No other significant differences existed between the categories (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of use of religion ($F(4, 145) = 4.622, p = 0.002$). More specifically, Tukey HSD post hoc analysis confirmed that the "very low level", "danger signs" and "burnout" categories had significantly lower levels of use of religion than the "serious problem" category. No other significant differences existed between the categories (see Table 11 for a summary of mean scores and standard deviations).

A one-way analysis of variance showed that there was a significant difference between the five categories in terms of the level of self-blame ($F(4, 145) = 9.273, p < .001$). More specifically, Tukey HSD post hoc analysis confirmed that the "very low level" and "danger signs" categories had significantly lower levels of self-blame than the "serious problem" and "requiring immediate professional help" categories. In addition, the "very low level" category had significantly lower levels of self-blame than the "burnout" category (see Table 11 for a summary of mean scores and standard deviations).

Table 11. Summary of Analysis of Variance (ANOVA) Results for Differences between Categories of Burnout and Coping Strategies.

Variables	Groups	Mean	SD	F	dfs	p
Self-distraction	Very low level BO	3.78	1.534			
	Danger signs of BO	4.76	1.495			
	BO	4.77	1.687			
	Serious problem of BO	6.00	1.558			
	Requiring immediate professional help	4.75	2.217	7.013	4, 145	0.000***
Active coping	Very low level BO	4.17	1.635			
	Danger signs of BO	4.31	1.490			
	BO	4.90	1.620			
	Serious problem of BO	5.47	1.457			
	Requiring immediate professional help	7.00	1.155	5.212	4, 145	0.001**
Denial	Very low level BO	2.64	1.071			
	Danger signs of BO	3.17	1.324			
	BO	3.61	1.430			
	Serious problem of BO	3.53	1.457			
	Requiring immediate professional help	4.25	1.500	4.437	4, 145	0.002**
Substance use	Very low level BO	2.57	1.110			
	Danger signs of BO	3.12	1.418			
	BO	3.48	1.480			
	Serious problem of BO	4.40	1.454			
	Requiring immediate professional help	6.75	0.957	14.151	4, 145	0.000***

Table 11 (continued)

Variables	Groups	Mean	SD	F	dfs	p
Emotional support	Very low level BO	3.62	1.322			
	Danger signs of BO	4.17	1.342			
	BO	4.36	1.644			
	Serious problem of BO	5.07	1.163			
	Requiring immediate professional help	5.25	2.217	4.377	4, 145	0.002**
Instrumental support	Very low level BO	3.47	1.779			
	Danger signs of BO	3.69	1.746			
	BO	3.97	1.722			
	Serious problem of BO	5.40	1.724			
	Requiring immediate professional help	7.25	0.957	7.558	4, 145	0.000***
Behavioural disengagement	Very low level BO	2.50	0.996			
	Danger signs of BO	2.95	1.287			
	BO	3.19	1.138			
	Serious problem of BO	4.40	1.242			
	Requiring immediate professional help	5.25	2.062	11.969	4, 145	0.000***
Venting	Very low level BO	3.47	1.779			
	Danger signs of BO	3.69	1.746			
	BO	3.97	1.722			
	Serious problem of BO	5.40	1.734			
	Requiring immediate professional help	7.25	0.957	7.558	4, 145	0.000***

Table 11 (continued)

Variables	Groups	Mean	SD	F	dfs	p
Positive reframing	Very low level BO	4.21	1.725			
	Danger signs of BO	4.86	1.647			
	BO	4.77	1.606			
	Serious problem of BO	5.80	1.014			
	Requiring immediate professional help	5.75	2.217	3.545	4, 145	0.009**
Planning	Very low level BO	4.16	1.785			
	Danger signs of BO	4.62	1.710			
	BO	4.74	1.770			
	Serious problem of BO	5.73	1.280			
	Requiring immediate professional help	6.00	1.826	3.317	4, 145	0.012*
Humour	Very low level BO	4.29	1.864			
	Danger signs of BO	4.76	1.973			
	BO	4.74	2.160			
	Serious problem of BO	5.47	2.167			
	Requiring immediate professional help	7.25	0.957	2.857	4, 145	0.026*
Acceptance	Very low level BO	4.09	1.570			
	Danger signs of BO	4.69	1.787			
	BO	5.03	1.683			
	Serious problem of BO	5.73	1.487			
	Requiring immediate professional help	4.25	1.500	3.784	4, 145	0.006**

Table 11 (continued)

Variables	Groups	Mean	SD	F	dfs	p
Religion	Very low level BO	2.57	1.028			
	Danger signs of BO	2.91	1.322			
	BO	2.48	0.851			
	Serious problem of BO	3.93	1.792			
	Requiring immediate professional help	3.00	1.414	4.622	4, 145	0.002**
Self-blame	Very low level BO	2.91	1.189			
	Danger signs of BO	3.19	1.194			
	BO	3.90	1.184			
	Serious problem of BO	4.87	1.356			
	Requiring immediate professional help	5.50	2.646	9.273	4, 145	0.000***

* p significant at the 0.05 level; ** p significant at the 0.01 level; *** p significant at the 0.001 level.

Hypothesis 8.

Officer profiles will differ significantly in categories of burnout.

A Chi-square test for independence was conducted to examine the differences between officer profiles in category of burnout.

There was no significant officer profile difference in category of burnout ($\chi^2 = 8.07$, $df = 12$, $p = 0.779$).

DISCUSSION

This study set out to measure levels of stress and burnout among prison officers serving in the Irish prison service. Coping strategies were also measured and differences pertaining to both gender of officer and gender of prisoner housed in the prison were investigated.

The current study demonstrated that prison officers experience substantial levels of burnout. Indeed for all four officer profiles, levels of burnout showed very similar trends with all four approaching or just exceeding the figure of 20 per cent. Female officers showed the highest levels of serious signs of burnout, however again there was no significant difference from the male officers working in the male prison. While there was no reported levels of serious burnout or requiring immediate professional help within male officers working in the female prison the number of participants was very small, five, which may account for this. One category, male officer working in the male prison displayed the most concerning result with 3.7 per cent of these male officers shown to require immediate professional help. However, overall the current study did not identify any major differences in levels of stress and burnout between males and females. This is in line with previous research conducted on prison officers in Britain by Xanthakis (2009) who found no evidence of significant differences between males and females in reported levels of stress and burnout.

With regard to Hypothesis 1, which stated that there would be a statistically significant relationship between levels of general stress, stressors (four factors), total burn out, and age. The four stress factors are, stressful contact with noninmates, stressful contact with inmates, organisational stressors and inconsiderate practices. No correlation was found between age and any of the other variables. This result is in line with the findings of Akbari et al (2014) study on Iranian prison officers who found no correlation between age and levels

of stress. All correlations within the other variables were moderate to strong and positively correlated with significance at the 0.001 level. Total burnout showed the strongest positive correlation with general stress and the strongest positive correlation with organisational stressors while only a moderately strong positive correlation with inmate stress. It appears members of the Irish prison service find organisational stressors, such as overload and low and inadequate salary more stressful than close contact with prisoners or possibility of getting injured. These organisational stressors of course relate to many professions and not just prison officers. In the current economic climate, it would appear that prison officers may also be “feeling the pinch” the same as the rest of the working population. Keinan & Malach-Pines (2007) suggest that most prison officers adopt a “it won’t happen to me” attitude to physical dangers which may alleviate the effects of stressors related to either direct or indirect inmate contact.

Hypothesis 2 stated that there would be statistically significant differences between genders in general stress, stress factors, and total burnout however no significant differences were found indeed results were remarkably similar across all variables. Other studies such as Xanthakis (2009) reported similar findings. It is possible that male and female officers experience different stressors such as the need to appear strong in a male dominated environment, as reported by Berdahl & Moore (2006), however use of different coping strategies may be a reason for similar levels of stress and burnout reported across the variables.

Hypothesis 3 stated that there would be statistically significant differences between genders in coping strategies. Of the fourteen different coping strategies only two were found to have significant differences. Males were found to use behavioural disengagement (giving up trying to deal with the situation or attempting to cope) and religious beliefs (praying, meditating, or finding comfort in spiritual beliefs) more than females. Previous research

(Woodhead et al, 2014) suggests that males would engage in different coping activities and that they were less likely to seek social support. Although no significant difference was found between males and female in seeking emotional support, it was approaching significance ($p = 0.064$). This is again similar with the previous findings of Xanthakis (2009) who reported female prison officers scoring higher on positive attitudes towards workplace counselling than male officers.

Hypothesis 4 stated that there would be statistically significant differences between officer profiles (male officer / male prison, male officer / female prison, female officer / male prison and female officer / female prison) in general stress, stress factors, and total burnout however no significant differences were found. It would appear the gender of the prisoner in the prison is not causing greater difficulty to the officers in the Irish system. Similarly, Hypothesis 5 stated that there would be statistically significant differences between officer profiles in coping strategies, and again none were found. The same was true for Hypothesis 8 which also addressed officer profile differences and stated that these would differ significantly in categories of burnout, and again no significant difference were found. This suggests that, unlike previous research, for example (Sheehan, McIvor & Trotter (2007; Holly, Harner, Budescu, Gillihan, & Riley 2013) the profile of female prisoner within the Irish prison system may not be affecting their behaviour significantly differently than the male prisoners. The female prison is very modern both in physical layout and in the way prisoners interact with staff compared to the much older male prison. This may account for the findings of this study and may have implications for how the Irish prison service run the older male prisons compared to the more modern female facility.

Hypothesis 6 states that there would be statistically significant differences between categories of burnout in general stress and stress factors. The results seem to show a continuum between levels of stress and category of burnout. Very low level of burnout had

the lowest levels in general stress and as the category of burnout increased so the level of general stress increased with each category being significantly higher than the last. The requiring immediate professional help category showed the highest stress level. The same pattern was found in both organisational stressors and inconsiderate practices. Again it appears that officers are experiencing most stress from stressors such as shift work, low and inadequate salary and bureaucracy, than from those relating to inmate or non inmate contact such as possibility of getting injured or negative public image of prison officers. With the non-inmate stress variable, very low level of burnout and danger signs categories showed significantly lower levels of stress than burnout, serious problem or requiring immediate professional help, with serious problem being the highest. With the inmate stress variable it was the burnout category which had the highest level. Very low level burnout was again the lowest but interestingly requiring immediate professional help was next again seeming to demonstrate that officers experience lower levels of stress in areas dealing directly or indirectly with prisoners as found in previous research such as Keinan & Malach-Pines (2007). It may be that these stressors are expected and anticipated due to the nature of the work where as the other factors are not being foreseen.

Hypothesis 7 stated that there would be statistically significant differences between categories of burnout in coping strategies. Of the fourteen coping strategies all showed very low level burnout as scoring the lowest with significant differences between all five categories. Ten strategies found requiring immediate professional help as the highest. However four categories, self-distraction (e.g. going to the movies), positive reframing (looking for something good in whats happening), acceptance (“I’ve been learning to live with it”) and religion (“I’ve been praying or meditating”) found serious problem of burnout as the highest level. Of those coping strategies employed, it is questionable whether the (accepting the situation) category is a good thing when compared to the others. The same can

also be said for the substance use strategy ('I've been using alcohol or other drugs to help me get through it'). This coping strategy may lead to increased absenteeism and reduced job performance which in turn might compound the effects of burnout. Again, very low level category scored the lowest, with requiring immediate professional help the highest and showing significantly higher levels than the other categories. .

Limitations of the study.

By far the larger number of respondents were male. This is due to the demographics currently in place within the Irish Prison Service. A further issue arose regarding numbers of respondents from the female facility which has far fewer officers than the male. A larger number of female officers and officers serving in the female prison, would offer a more representative sample and potentially yield different results. This study also used a self report measure which may be vulnerable to self-report bias.

Recommendations and future directions

An overview of the literature together with the findings of this study have led to the following recommendations that may help reduce the substantial levels of burnout and stress experienced by prison personnel in their work:

1. Development of an education programme be developed and rolled out designed to enable officers and supervisors identify signs of stress and burnout in oneself and ones colleagues.
2. As personality has been shown to influence an individuals proneness to stress and burnout, it is recommend that a personality test be part of the recruitment strategy to

help identify those who may be vulnerable to stressors and tailor training and education accordingly.

3. I recommend a similar study be conducted on a larger scale taking in more prisons and officers serving across the country, particularly officers working in the female prisons. This study should include methods (e.g. observations) not so vulnerable to self-report bias.
4. Creation of specific interventions designed to reduce stress among prison officers. Emphasis should be placed on new recruits ensuring they are exposed to simulations of typical stressful situations.
5. To reduce stress resulting from the difficulty in balancing family and work demands, it is recommended that the relationship between the prison authority and the families of employees is improved. Families should be included in social events and given updated information regarding the nature of the prison officers' work.
6. In 2008 the Irish Prison Service adopted a Performance Management Development System (PMDS). This system allows managers to regularly review and appraise performance. It is recommended that an anonymous organisational survey is implemented, allowing employees to evaluate their superiors, and affording the officer an opportunity to provide upward feedback. This would enable the identification of superiors whose functioning is deficient and may require training.
7. A longitudinal study investigating the success of stress and burnout interventions in reducing levels of both.

Conclusion.

In conclusion, this study differs from many previous studies in that it not only allowed comparison of levels of stress, burnout and coping from a gender of the officer perspective,

but also from the gender of the prisoner in the facility. However, a number of shortcomings still exist in the research on stress and burnout of prison officers. There is especially little knowledge on the effectiveness of different approaches used to assist prison officers in preventing or reducing their work-induced stress. I suggest, therefore, that future research focus on a systematic evaluation of the recommendations presented above, so as to identify those most effective. It is also important to examine the impact of stress and burnout on the actual job performance of prison officers.

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*Appendix***Questionnaire.**

Dear Respondent

My name is David Mulligan. I am a final year student on the BA (Hons) Psychology programme in Dublin Business School. I am conducting research which is looking at workplace stressors, burnout and coping strategies.

No personal information will be collected during the course of this research, so please do not include any personal details such as name on this booklet. Participation is voluntary and you have the right to withdraw at any time, however once the data has been collected, I cannot remove it due to the anonymous nature of this research.

During the questionnaire sections I ask you to please read each item carefully before responding and answer as honestly as you can.

If you have any questions or comments please do not hesitate to contact me or my supervisor:

Email: XXXXX@mydbs.ie

Phone: 01XXXXXXX

Supervisor: Dr. Rosie Reid.

Email: XXXXX@dbs.ie

Useful contact numbers;

Prison Officer Employee Assistance Programme

31-35

Bow Street

Dublin 7

043 333 5316

Samaritans Ireland

4-5 Usher's Court

Usher's Quay

Dublin 8

01 671 0071

Section A

Please read each question carefully and tick the appropriate answer. Responses will be strictly confidential.

1. Are you

Male

Female

2. What age are you?

3. What is your marital status?

Married

Single

Widowed

Separated

Divorced

Live-in partner/Significant other

Section B

Please rate on a scale **1 – 5** how stressful you find the following workplace stressors.

1 being not stressful **5** being extremely stressful.

Please answer by circling the appropriate number.

1	Low and inadequate salary	1	2	3	4	5
2	Unfair treatment by supervisors	1	2	3	4	5
3	Overload	1	2	3	4	5
4	Lack of resources to do the job right	1	2	3	4	5
5	Slow promotion	1	2	3	4	5
6	Uncertainty about promotion	1	2	3	4	5
7	Irregular work hours	1	2	3	4	5
8	Work-family conflict	1	2	3	4	5
9	Negative public image of prison officers	1	2	3	4	5
10	Unplanned and unexpected activities	1	2	3	4	5
11	Shift work	1	2	3	4	5
12	Possibility of getting injured	1	2	3	4	5
13	Encounters with difficult events and horrible and upsetting sights	1	2	3	4	5
14	Bureaucracy and paperwork	1	2	3	4	5
15	Ambiguous job description	1	2	3	4	5
16	Lack of supervisors interest in personal problems	1	2	3	4	5
17	Fear of receiving a complaint	1	2	3	4	5
18	High responsibility associated with the job	1	2	3	4	5
19	Excessive supervision	1	2	3	4	5
20	Boring and routine tasks	1	2	3	4	5
21	Rigid and authoritative system	1	2	3	4	5
22	Need to make fast decisions	1	2	3	4	5
23	Respond to major incident e.g. riot	1	2	3	4	5
24	Competition with co-workers	1	2	3	4	5
25	High number of false alarms	1	2	3	4	5
26	Need to use force when required	1	2	3	4	5
27	Close contact with prisoners	1	2	3	4	5
28	Facing temptation e.g. bribes	1	2	3	4	5

Please rate your **general stress level** by circling the number which is most appropriate.

1 being very low and **9** being very high.

1 **2** **3** **4** **5** **6** **7** **8** **9**

Section C

Please use the following scale to answer the question:

When you think about work overall, how often do you feel the following?

1 **2** **3** **4** **5** **6** **7**
 Never almost never rarely sometimes often very often always

Please answer by circling the appropriate number.

1	Tired	-	1	2	3	4	5	6	7
2	Dissappointed with people		1	2	3	4	5	6	7
3	Hopeless		1	2	3	4	5	6	7
4	Trapped		1	2	3	4	5	6	7
5	Helpless		1	2	3	4	5	6	7
6	Depressed		1	2	3	4	5	6	7
7	Physically weak / sickly		1	2	3	4	5	6	7
8	Worthless / Like a failure		1	2	3	4	5	6	7
9	Difficulty sleeping		1	2	3	4	5	6	7
10	"I've had it"		1	2	3	4	5	6	7

Section D

Please rate the following coping mechanisms on a scale of 1 – 4.

1 = I haven't been doing this at all.

2 = I've been doing this a little bit.

3 = I've been doing this a medium amount.

4 = I've been doing this a lot.

Please answer by circling the appropriate number.

1	I've been turning to other activities to take my mind off things	1	2	3	4
2	I've been concentrating my efforts on doing something about my situation	1	2	3	4
3	I've been saying to myself "this situation isn't real"	1	2	3	4
4	I've been using alcohol or other drugs to make myself feel better	1	2	3	4
5	I've been getting emotional support from others	1	2	3	4
6	I've been giving up trying to deal with it	1	2	3	4
7	I've been taking action to try and make the situation better	1	2	3	4
8	I've been saying things to let my unpleasant feelings escape	1	2	3	4
9	I've been getting help and advice from other people	1	2	3	4
10	I've been trying to see things in a different light, to make things seem more positive	1	2	3	4
11	I've been criticising myself	1	2	3	4
12	I've been trying to come up with a strategy about what to do	1	2	3	4
13	I've been getting comfort and understanding from someone	1	2	3	4
14	I've been giving up the attempt to cope	1	2	3	4
15	I've been looking for something good in my situation	1	2	3	4
16	I've been making jokes about it	1	2	3	4
17	I've been distracting myself by doing things like going to the movies, watching TV, reading, daydreaming, sleeping or shopping	1	2	3	4
18	I've been accepting the situation	1	2	3	4
19	I've been expressing my negative feelings	1	2	3	4
20	I've been trying to find comfort in my religious or spiritual beliefs	1	2	3	4
21	I've been trying to get advice and help from other people about what to do	1	2	3	4
22	I've been using drugs or alcohol to help me get through it.	1	2	3	4
23	I've been praying or meditating	1	2	3	4
24	I've been making fun of the situation	1	2	3	4
25	I've been refusing to believe I am in the situation	1	2	3	4
26	I've been blaming myself for the situation	1	2	3	4
27	I've been learning to live with the situation	1	2	3	4
28	I've been thinking about what I can do to improve the situation	1	2	3	4

Thank you for taking the time to complete this questionnaire

