

Stress, Coping, Burnout Job Satisfaction and General Health
among Members of An Garda Síochana

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Abstract

The aim of this study was to examine if age, gender stress and coping correlated with general health, burnout and job satisfaction. The Method used was a cross-sectional correlational design. A relevant selection of questions from the Operational Police Stress Questionnaire, the Organisational Police Stress Questionnaire, two specific Job Satisfaction questions, the brief cope survey, Maslach's Burnout Inventory and the General Health Questionnaire were used to measure the variables. Participants were all full time members of An Garda Síochana with the rank of Garda. Gardaí were asked to fill in the questionnaires and to disclose their gender and age. Multiple regression tests were carried out on the significant correlations. The analyses showed that there were significant relationships between sex and job satisfaction, operational stress and depersonalisation, age and personal achievement, sex and emotional exhaustion and operational stress and general health. There were however other predictor variables which influenced these relationships.

Introduction

An Garda Síochana is categorised as a national, community orientated, policing organisation who often deal with traumatic incidents. An Garda Síochana was established in 1922 so it is a relatively new police organisation (Conway, 2014, p.1)). It is also one of the only national police organisations that remain largely unarmed. Currently there are no studies that have been conducted examining stress, job satisfaction, coping, burnout and general health of members of An Garda Síochana. Studies from other countries will be utilised to aid in this study.

An Garda Síochana has been a topic of media spotlight recently. Stress and low job satisfaction among Gardaí has been highlighted in the media recently due to the lack of manpower and resources. Daderman et al (2014) looked at stress in Norwegian police officers and stated that most Police organisations in the world deal with traumatic and dangerous incidents. These incidents can cause increased stress levels in individuals. Studies have shown stress can have a negative impact on health, job satisfaction and may contribute to burnout (Violanti & Aron, 1995; Oginska-Bulik, 2005)

An Garda Síochana currently has no 24 hour counselling service available to its members despite many requests from Garda representative bodies such as the Association of Garda Sergeants and Inspectors (AGSI) (no author, 2016). The Irish Independent Newspaper reported on the 20th March 2006 that 5000 officers were taking legal action against the Chief Constable of the Police Service of Northern Ireland (PSNI) for lack of psychological support offered to officers who were suffering stress in the course of duty. This article highlighted that An Garda Síochana also lacked psychological support for members (no author, 2006). Policing is one of the few occupations where employees are asked continually to face physical dangers and to put their lives on the line at any time (Golembiewski & Kim, 1990).

The predictor variables that will be used in this study are age, gender, stress and coping. The dependent variables will be general health, burnout and job satisfaction. A one way Anova, an independent samples t-test, Pearson's correlations and multiple regression tests will be used to analyse the data.

Perceived Stress

Stress is defined as a 'negative emotional experience accompanied by predictable biochemical, physiological, cognitive and behavioural changes that are directed either toward altering the stressful event or accommodating its effects' (Taylor, 2012, p168). Stress is caused by 'changes in the particular type of work we do, breakdown of traditional family structures and by many features of contemporary urban environment' (Marks et al 2005, p253). A person, in the case a Garda, can only deal with so much stress before it has a negative health effect (Oginska-Bulik, 2005). It is females who usually display higher levels of occupational stress than males (Kanter, 1977). A common stress related illness police officers can experience is Post-traumatic Stress Disorder (PTSD). Gardaí and other professions could experience PTSD as a result of dealing with traumatic incidents in their jobs. Stress experienced from dealing with traumatic incidents could result in symptoms such as insomnia, nightmares, poor concentration and memory problems (Helzer et al 1987, Baum and Spencer, 1997). General health and stress will be examined in this study to see if there is correlation between them. It is hypothesised that there will be a significant relationship between general health and stress among members of An Garda Síochana.

The transactional model of stress and coping is a process which begins with a stressful event or situation, for example dealing with aggressive or dangerous people. The next step is primary appraisal which is when the Garda appraises the threat, challenge or harm of the situation. This would be the stage where Gardaí would attempt to talk to an aggressive

individual in an attempt to calm them down. If this is unsuccessful reasonable force may have to be considered. Secondary appraisal is when the Garda assesses what they can do and the confidence in the ability to control motivation, behaviour and social environment (self-efficacy). The Gardaí may decide to deploy pepper spray to subdue the individual. The final stage of the stress process is development of coping strategies that, in this case, Gardaí use to aid in the decrease of stress. (Lazarus & Cohen, 1977; Antonovsky & Kats, 1967; Cohen 1984)

The causes of stress are different for every person. Stress can be used as a motivator for some people within their job roles in An Garda Síochana. This is known as positive or eustress. Distress or negative stress can lead to a negative impact on physical and mental health in individuals (Nelson & Simmons, 2003). It is important for Gardaí to experience stress but not to a limited where it effects their health and wellbeing. This study will look at the factors which cause high level of stress among members of An Garda Síochana and if they correlate with burnout, general health and job satisfaction.

Coping

There are two main strategies that can be used when coping with stress. They are ‘Problem Focused’ which is when direct action can be implemented and something constructive can be done. An example of this is when a member of An Garda Síochana has a meeting arranged but suddenly an urgent call must be attended. The urgent call is attended by the Garda and the meeting must be rescheduled by phone call and an apology by the Garda. ‘Emotion Focused’ coping aims to regulate the emotions felt from a stressful event (Bond et al, 2000). This occurs when the stressful situation has to be accepted and no direct intervention can be accomplished. In this case it is important for the Garda not to become too emotional and regulate their emotions to avoid negative stress and health issues. ‘Stress arises

when individuals perceive that they cannot adequately cope with the demands being made on them or with threats to their well-being' (Lazarus, 1966). Hart et al (1995) studied police stress, wellbeing, personality and coping among police officers. The results suggested that problem-focused coping resulted in positive work experiences, whereas emotion-focused coping contributed to negative work experiences

Coping will be examined in this study using the Brief Cope questionnaire (Carver, 1997). The results will be divided into 14 different subscales; self-distraction, active coping, denial, substance use, use of emotional support, use of instrumental support, behavioural disengagement, venting, positive reframing, planning, humour, acceptance, religion and self-blame. Each of these subscales will be examined to see if they have a relationship with general health, burnout and job satisfaction.

Job Satisfaction

Job Satisfaction is defined as 'a response towards various facets of one's job. Meaning a person can be relatively satisfied with one aspect of their job and dissatisfied with other aspects' (French, 1998 p.137). Previous studies have indicated that although police officers are exposed to traumatic and dangerous incidents they tend to show a higher level of job satisfaction when compared to groups in less stressful jobs (Hart, 1999). There are currently no previous studies to compare job satisfaction within An Garda Síochana. Some relevant studies in other police organisations from other countries can give an indication of the factors that affect job satisfaction. Zhao, Thurman & He (1999) conducted a study on the sources of job satisfaction among police officers. The analysis of the data showed that that the police agency's work environment has an influence on the job satisfaction of the officers.

Burke & Paton (2006) studied police officer job satisfaction. This study indicated that operational hassles were the only significant correlation with job satisfaction. It is hoped that

this study will highlight the level of Job satisfaction among members of An Garda Síochana and to examine if there is a correlation between job satisfaction, age, gender, stress and coping. It is hypothesised that females will display lower level of job satisfaction than males.

Burnout

Studies have shown that burnout is much more prevalent in people whose jobs include a large amount of interaction with other people who express their own problems. Examples of these would be police officers, teachers, nurses and other caring professions (Evans and Fischer, 1993).

Burnout usually occurs in three phases. The first is emotional exhaustion caused by excessive and sometimes unrealistic demands made on the person. This occurs when the emotion focused coping strategy is no longer feasible due to the continued stress and demands placed on the Garda and they become exhausted trying to regulate their emotions. Burke & Mikkelsen (2006) found that there is a significant correlation between work demands and exhaustion in Norwegian police officers. The second stage of burnout is depersonalisation which is the development of an insensitive and cynical attitude towards other people in the workplace; in this case the workplace is the Garda Station where the member is based. Depersonalisation is a mental illness that causes the person to become distant and disconnected from reality and experience things as if they were out of their own bodies and not real. The third phase is low personal achievement which occurs when a person is completely burned out. This is when Gardaí feels a sense of frustration or helplessness. This leads to low productivity in the workplace and can manifest into low productivity in other aspects of life as well (Riggio, 2013 p. 265).

Age can be a significant factor when examining burnout. Previous studies indicate that the higher the age category the higher the levels of burnout among police officers

(Beutell & Wittig-Berman, 1999). It is hypothesised that there will be a significantly higher level of burnout in older members of An Garda Síochana.

Female police officers usually display higher levels of burnout than males. This could be due to other factors such as family commitments (Burke, 1994). It is hypothesised that this study will indicate a significant difference of burnout levels between gender groups.

The more distress a police officer experiences the higher the level of burnout among them (Beutell & Wittig-Berman, 1999). It is therefore hypothesised that there will be a significant positive relationship between stress and burnout

General Health

General health of members on An Garda Síochana will be examined in this study. The general health questionnaire (GHQ) will be used to determine if Gardaí are at risk of developing a stress related illness. As mentioned, it is hypothesised that there will be a significant relationship between general health and stress

Gender will be used to determine if males or females are at greater risk of developing a stress related illness. Collins & Gibbs (2003) found a significant relationship between gender and mental health and discovered females scored higher on the GHQ than males. Age of participants will also be examined to determine if there is a significant difference in scores on the GHQ. It is hypothesised that older members of An Garda Síochana will be at a higher risk of developing a stress related illness than younger members.

Gender

The level of burnout, job satisfaction and overall general health will be examined to see if there are any significant gender differences. McCarty et al (2007) conducted a study on occupational stress and burnout among police officers. This study found that there were no

significant difference in stress levels and burnout between males and females. This study, however, did identify that predictors of stress were different for males and females.

He, Zhao & Archbold (2002) looked at gender, police stress and coping mechanisms. This research indicated that both male and female police officers experienced work-family conflict and destructive coping mechanisms. These were found to be the strongest and most consistent stressors among police officers in New England.

Darensburg et al (2006) conducted a study looking at gender and age differences among police officers in Buffalo suffering with PTSD and depression. This study found that depression in females was two times that of male officers. It also indicated that there were no significant differences in levels of PTSD between males and females. These results suggest that gender could have a significant relationship with general health

Age

The age profile of An Garda Síochana has changed in the past few years due to the recruitment freeze imposed for 5 years from 2009-2014. The entrance age required to join An Garda Síochana is 18 years of age. The recruitment ceased for 5 years so this means that there is currently no fully qualified member of An Garda Síochana with the rank of Garda under the age of 21 years old in the organisation (at time of writing). All members of An Garda Síochana with the rank of Garda must be retired by their 60th birthday.

Many studies have been conducted on age of police officers and stress. Violanti & Aron (1995) conducted a study on 103 police officers in a police organisation in America. This study concluded that officers with six to ten years of experience reported the highest overall combined stressor mean score and officers in the age category of thirty-one to thirty-five years reported shift work as the most intense stressor.

Darensburg et al (2006) concluded that levels of depression and PTSD were much less in younger officers than in officers over 40 years of age. This could be to do with the less experience the younger officers had so therefore less exposure to traumatic events.

Biggam, Power and Macdonald (1997) conducted a study and examined the correlation between coping and psychological distress in police officers. This study indicated that there was no significant correlation but some effects were apparent in relation to rank, gender and age.

Aims

To summarise the aim of this study is to determine if age, gender, stress or coping relate to job satisfaction, burnout and general health. If so how well do they relate and what other factors contribute to this relationship. The variables used in this current study will be used to answer the following questions;

Are members of An Garda Síochana at risk of developing a stress related illness? How satisfied are Gardaí with their jobs? Are Gardaí experiencing symptoms of burnout? How do Gardaí cope? Is age and gender a factor in general health, burnout and job satisfaction?

Hypothesis

1. It is hypothesised that there will be a lower level of job satisfaction among female members of An Garda Síochana.
2. It is hypothesised that there is a positive linear relationship between stress and emotional exhaustion among members of An Garda Síochana.
3. It is hypothesised that there will be a significant relationship between stress and depersonalisation among members of An Garda Síochana

4. It is hypothesised that personal achievement will be at a significantly higher level in older members of An Garda Síochana.
5. It is hypothesised that there will be a significant positive linear relationship between stress and general health among members of An Garda Síochana.
6. It is hypothesised that older members of An Garda Síochana will be at higher risk of developing a stress related illness than younger members.

Methodology

Participants

The participants consisted of 104 Members of An Garda Síochana (N=104) with the rank of Garda (61 males and 43 females) who were involved in every day policing duties which includes responding to calls, beat duty, protection posts, administration duties etc. All Gardaí were in full time employment so this study excluded members who were job sharing or members on career breaks. The age of the participants ranged from 21-60 years of age (M= 33, SD= 8). The sampling method was convenient as all members were easily accessible. The sample was taken from Garda Stations throughout the republic of Ireland. In order to gain access to potential participant's prior consent was given by the Research Unit based in Templemore (see appendix 1). Participation was completely voluntary.

Materials

The questionnaire booklet (appendix 2) used was made up of a cover sheet where the introduction and aims of the study were explained to participants along with two questions; sex and age. Age was categorised into four sections 21-30, 31-40, 41-50, 51-60. Sex was categorised as male or female. The questionnaires used were as follows;

Job Satisfaction- Two questions were asked to examine job satisfaction. The first question was rated from 1-10 on how satisfied the person is with their job. This was measured on a scale of 'dissatisfied' to 'completely satisfied'. The second question was rated on a Likert scale from 0-4 on how much they agreed with the statement 'I am thoroughly satisfied with my job' beginning with 'totally disagree' to 'totally agree'. Both questions used have been proven to be valid and reliable.

The Organisational Police Stress Questionnaire and the Operational Police Questionnaire (McCreary & Thompson, 2006)- This valid and reliable questionnaire usually consist of 40 questions in total but for the purpose of this study there is a total of 26 questions combined. This is to limit the length of the total questionnaire booklet. Questions 5,7,9,10,12,13,15,19 and 20 were excluded from the operational stress questionnaire. Questions 9,10,11,12 and 14 were omitted from the organisational stress questionnaire as they were less relevant than others. If all questions were included the questionnaire would be very long for participants to fill out. This survey is rated from 1-7 ranging from 'no stress at all' to 'a lot of stress'. The results were divided into operational stress and organisational stress.

Maslach's Burnout Inventory (Maslach & Jackson, 1986) was next and rated on a 7 point Likert scale ranging from 'never' to 'every day' with a total of 22 questions. The 3 sub scales the questions were divided into were emotional exhaustion, depersonalization and personal achievement.

The Brief Cope (Carver, 1997) used 28 questions to measure coping strategies. All questions were rated on a scale of 1-4 ranging from 'I haven't been doing this at all' to 'I've been doing this a lot'. The questions were computed into 14 sub scales with no reverse coding. The subscales used were; self-distraction, active coping, denial, substance use, use of emotional support, use of instrumental support, behavioural disengagement, venting, positive reframing, planning, humour, acceptance, religion and self-blame.

The General Health Questionnaire (Goldberg & Hillier, 1979) 12 questions were asked, all related to general health. The four questions asked ranged from 'better than usual' to 'much less than usual'. These questions were scored on a scale of 1-4. Any scores of 45 or more indicated significant stress and a risk of developing a stress-related illness.

The materials that were required were consent forms (appendix 3), information sheets (appendix 4), questionnaire booklet, pens, staples, an envelope to place the questionnaires in when completed and a box to secure the questionnaires. A computer, printer and ink along with printing paper were also required. The questionnaires were made up of 92 questions in total.

Design

This current study is a correlational study. It is also cross sectional as it involved the analysis of data collected at one specific point in time. This study can be classed as a case study as it focused on one particular group, which in this case is a sample group of 104 members of An Garda Síochana with the rank of Garda (61 males, 43 females), who are involved in every day policing in Ireland. The predictor variables used were age, gender, stress and coping. The criterion variables were general health, burnout and job satisfaction. The predictors were used to examine a relationship between them and the criterion variables.

Procedure

Once permission was obtained from Templemore and each District Office to distribute the questionnaire the questionnaire booklets were printed and stored in a box. Once the shifts began in each of the stations visited the questionnaires were distributed. This took place Monday to Wednesdays at 12pm, 3pm on Thursdays and 9pm on Friday and Saturdays when two shifts were working. This was in an attempt to get as many participants as possible during shift cross-overs. The stations that were visited were a mix of rural and urban stations throughout Ireland. Samples were taken from County Dublin, Monaghan, Louth, Galway, Clare, Westmeath, Cork, Laois, Offaly and Wicklow

The participants were made aware that it would take approximately 15 minutes to fill the questionnaires out and that their participation was completely voluntary. It was also explained that the questionnaire was anonymous and would be placed in an envelope and then stored in a secure box. Information sheets and consent forms were given to the participants. It was explained that all consent forms would be kept separate from questionnaires to ensure anonymity. Consent forms were collected and questionnaire booklets were then handed out. All completed questionnaires were placed in an envelope and then sealed. All consent forms were placed in a separate envelope to ensure anonymity. Everything collected was then put in a secure box for safe keeping.

SPSS was used to analyse the data provided. This involved imputing each result and running appropriate tests to analyse the results.

Ethical Considerations

Prior consent was sought to use members of An Garda Síochana as a sample group. Consent was granted by the Research Unit in Templemore. The use of online questionnaires was refused due to security risks and firewalls.

Participants were given an information sheet outlining the aims and rationale of the study so they could give informed consent. It was explained that taking part in this study was completely voluntary and they could leave at any stage when completing the questionnaires. It was also explained that they will not be in a position to withdraw once the questionnaire was returned due to anonymity. All the details on the information sheet were also verbally given by the researcher. Contact details of the researcher were given in case the participants wished to get information of the results of the study.

Due to the sensitivity of the participation verbal consent instead of written consent was offered. The information gathered has been dealt with strict confidence.

A personal, password protected computer was used to store the data collected. This computer was also used to analyse the data. No one other than the researcher and the supervisor will have access to the data and the completed surveys.

Results

In this section, the findings of the data analysis will be furnished accordingly. Descriptive statistics sections contain charts for the mean and standard deviation for the predictor and criterion variables. These are discussed in plain words to get a better understanding of the participants' response. In the inferential statistics section, the main hypothesis of this study will be tested. A total 104 valid responses were received for this study.

Data Analysis

Data was manually inputted into SPSS. Checks were completed for data errors. Variables were then computed into their subscales. See table 1 and 1.1 for the descriptive statistics for each outcome and predictor variables. A one way Anova was conducted to correlate age with the dependent variables; emotional exhaustion, depersonalisation, personal achievement, job satisfaction and general health (table 2). A post hoc analysis was conducted using the significant variables. The Bonferroni analysis was utilised. An independent t-test was carried out to look for gender differences in each outcome measure (table 3).

A Pearson's Correlation was conducted using operational stress (PSQOP) and organisational stress (PSQORG) and the outcome measures. This test was conducted again using the 14 subscales of coping with the outcome measures.

Multiple regression tests were then carried out between the significantly correlated variables. Tests for mediation were then carried out on certain variables.

Descriptive Statistics*Table 1: Descriptive Statistics of Psychological Outcome Measures*

Variable	Mean	Standard Deviation
Job Satisfaction	7.10	1.84
General Health	26.53	6.39
Emotional Exhaustion	37.30	14.08
Depersonalisation	18.22	6.57
Personal Achievement	32.88	8.27

Table 1.1: Descriptive Statistics of Psychological Predictor Measures

Variable	Mean	Standard Deviation
PSQORG	73.59	15.65
PSQOP	44.35	13.54
Sex	1.41	.50
Age	2.23	.92
Self-Distraction	4.58	1.61
Active Coping	4.38	1.77
Denial	3.10	1.48
Substance use	3.09	1.58
Emotional support	3.94	1.51
Instrumental support	3.90	1.63
Behavioural Disengagement	3.09	1.26
Venting	4.50	1.80
Post reframing	4.17	1.62
Planning	4.39	1.74
Humour	4.64	1.91
Acceptance	4.48	1.70
Religion	2.99	1.51
Self-blame	3.72	1.65

Inferential Statistics

To test the hypothesis of this study, some preliminary tests were required to identify the most appropriate statistical techniques to use. The test of normality and determining whether there are outliers are important in using parametric statistics and therefore the results are presented as follows:

Independent Samples T-Test

An Independent Samples T-test (table 2) found that there was a statistically significant difference between job satisfaction of males ($M = 7.43$, $SD = 1.85$) and females ($M = 6.63$, $SD = 1.73$) ($t(102) = 2.23$, $p = .028$, $CI(95\%) .09-1.51$). The results also indicated a significant difference between emotional exhaustion of males ($M=34.38$, $SD=14.36$) and females ($M=41.44$, $SD=12.72$) ($t(102) = 2.59$, $p=.011$, $CI(95\%) -12.48- -1.65$).

Table 2: An Independent Samples T-test table displaying the differences between the outcome measures and gender.

Variables	Groups	Mean	SD	t	df	p
Job Satisfaction	Male	7.423	1.848	2.226	102	.028
	Female	6.628	1.732			
General Health	Male	26.00	6.613	-1.005	102	.317
	Female	27.279	6.064			
Emotional Exhaustion	Male	34.377	14.358	-2.588	102	.011
	Female	41.442	12.725			
Depersonalisation	Male	17.295	6.259	-1.728	102	.087
	Female	19.535	6.853			
Personal Achievement	Male	32.672	8.769	-.297	102	.767
	Female	33.162	7.584			

One Way Anova

A one-way analysis of variance showed that personal achievement differed significantly between the four age groups ($F(3, 100) = 4.68, p = .004$). More specifically a Bonferroni post hoc analyses highlighted that the age group 51-60 ($M = 38.75, SD = 7.29$) scored significantly higher in personal achievement than the 42-50 ($M = 30.86, SD = 9.36, p = .037$) and the 21-30 age group ($M = 29.18, SD = 7.30, p = .006$) Thus highlighting that higher levels of personal achievement are significant in older members of An Garda Síochana. See table 3 for results between the outcome measures and personal achievement

Table 3: ANOVA table displaying the differences between the outcome measures and personal achievement

Variables	Groups	Mean	SD	F	dfs	p
BurnoutPA	21-30	29.18	7.30	4.681	103	.004
	31-40	34.02	7.47			
	41-50	30.86	9.36			
	51-60	38.75	7.29			

Pearson's Correlation Tests

A Pearson Correlation found that there was a significant, strong positive relationship between organisational stress and emotional exhaustion ($r(104) = .578, p = .01$). The results also indicate a significant moderate positive relationship between organisational stress and depersonalisation ($r(104) = .375, p = .01$) and general health ($r(104) = .334, p = .01$). Similar significant results were discovered when the same test was conducted using operational stress as the predictor variable.

Table 4: A Pearson's Correlation table displaying correlations between organisational stress and the dependent variables

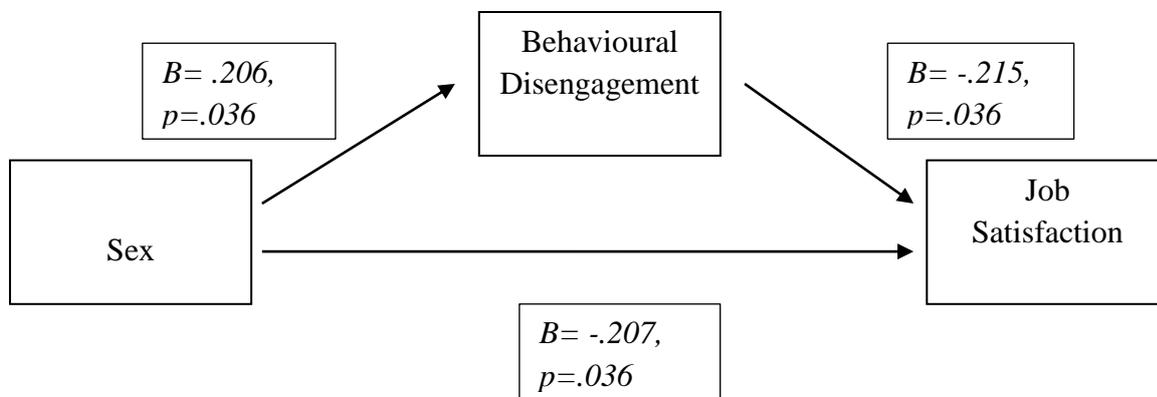
Variable	PSQORG	JOBSAT	BURNOU T_EE	BURNOU T_DEPER	BURNOU T_PA	GHQ
PSQORG						
JOBSAT	-.157					
BURNOUT_EE	.578**	-.234*				
BURNOUT_D EPER	.375**	-.266**	.492**			
BURNOUT_PA	.034	.232*	.036	-.240*		
GHQ	.334**	-.298**	.578**	.436**	-.103	

The significant results from all the Correlation tests were then used in multiple regression tests to examine the level of significance and the relationship between variables.

Hypothesis 1

Multiple regression tests were used to test whether sex, age, denial, substance use, and behavioural disengagement were predictors of job satisfaction. It was found that sex significantly predicted job satisfaction ($\beta = -.181$, $p = .061$, 95% CI = .12 - .52). The results of the regression indicated that one variable accounted for the full relationship between sex and job satisfaction the variable was behavioural disengagement ($R^2 = .136$, $F(4, 99) = 3.90$, $p = .006$). More specifically females experienced significantly lower job satisfaction than males and behavioural disengagement was the variable that solely influenced this relationship. This could be explained by looking at the gender ratio in An Garda Síochana. The organisation consists of significantly more males than females. Females could use behavioural disengagement in the constant macho setting which ultimately could lead to lower job satisfaction over time. This result supports the hypothesis that job satisfaction is lower in females than males. See figure 1 for mediation between variables and the

unmediated and mediated values between sex and job satisfaction. See figure 1 for the final results of the regression model using mediation.



	Beta Value	P value
Unmediated path	-.215	.027
Mediated path	-.181	.061

Figure 1: Behavioural Disengagement Mediator

Hypothesis 2

Table 5 represent the significant relationship between sex and emotional exhaustion. It was found that sex significantly predicted emotional exhaustion ($\beta = .153$, $p = .045$). The results of the regression tests indicate that a number of variables accounted for the relationship between sex and emotional exhaustion. This test indicates that males experience higher levels of emotional exhaustion than females. It also indicates that males engage in venting ($R^2 = .158$, $F(1, 102) = 19.07$, $p = .0001$). Organisational and operational stress also played a part in the relationship along with other coping variables. This result could mean that males experience greater work related stress than females which leads to emotional exhaustion. This supports the hypothesis that states that there is a significant linear relationship between sex and emotional exhaustion.

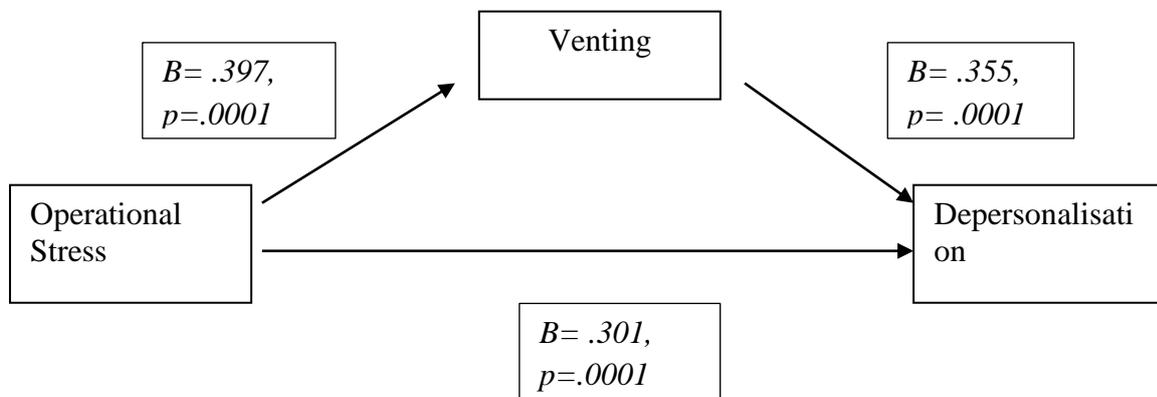
Table 5: Final Regression Model with Emotional Exhaustion

Variables	Unstandardized B	std. error	Standardized Beta	t	sig
(Constant)	-11.68	5.863		-1.99	.049
Sex	4.353	2.143	.153	2.03	.045
PSQORG	.281	.089	.317	3.17	.002
PSQOP	.218	.111	.212	1.97	.051
Denial	.927	.803	.099	1.15	.252
Substance use	.853	.777	.097	1.10	.275
Venting	1.789	.759	.230	2.36	.021
Post reframing	-.576	.835	.069	.690	.492
Humour	-.906	.681	-.122	-1.33	.187
Acceptance	.576	.835	.069	.690	.492
Religion	1.022	.741	.108	1.38	.171

Hypothesis 3

In the next regression operational Stress was significant with depersonalisation in block one but not in block two. Each of those variables that were entered in block two that were significant (i.e. venting) or which were significant as a trend (i.e. behavioural disengagement) were tested as a potential mediator and neither was found to have a significant mediating influence (figure 2). Therefore it is likely that it was a combination of all the coping variables entered in the second block that had a mediating influence between operational stress and depersonalisation. Figure 2 displays the final result of the regression model after mediation. Venting ($R^2 = .158$, $F(1, 102) = 19.07$, $p = .0001$) was not the main

mediator between operational stress and depersonalisation. The hypothesis is accepted as there is a significant relationship between stress and depersonalisation.



	Beta Value	P value
Unmediated path	.346	.005
Mediated path	.152	.201

Figure 2: Venting Mediator between operational stress and depersonalisation

Hypothesis 4

Table 6 displays the final regression model for personal achievement. Age was significant in block one but not in block two in the first model. Planning was removed from the regression and this resulted in age becoming significant ($\beta = .209$, $p = .025$) in both boxes. It is likely that it was a combination of active coping ($\beta = .294$, $p = .005$) and post reframing ($\beta = .104$, $p = .312$) that had a mediating influence between age and personal achievement. The results show a higher level of personal achievement in older members of An Garda Síochana therefore the hypothesis was supported.

Table 6: Final Regression model for personal achievement

Variables	Unstandardized B	std. error	Standardized Beta	t	sig
(Constant)	20.73	2.95		7.04	.0001
Age	1.86	.819	.209	2.27	.025
Active Coping	1.37	.481	.294	2.85	.005
Post reframing	.532	.524	.104	1.02	.312

Hypothesis 5

The final multiple regression was then used to test whether organisational and operational stress were predictors of general health. Table 7 displays the final regression model for general health. Operational stress was significant in block one but not in block two in the first model. The substance use ($\beta = .345$, $p = .001$) and self-blame ($\beta = .167$, $p = .054$) were both significant so each was tested as a mediator. The result indicate that neither variable acted alone as the main mediator. The conclusion from this regression is that it is likely that by engaging in both self-blame and substance use that reduces the impact operational stress has on general health. Perhaps the reasoning for this is social drinking by Gardaí. This could explain why substance use is a factor in reducing stress and this in turn could contribute to less stress related illnesses.

Hypothesis 6

There was no significant linear relationship between age and general health therefore the hypothesis is not supported in this study (table 7)

Table 7: Final Regression Model for General Health

Variables	Unstandardized B	std. error	Standardized Beta	t	sig
(Constant)	12.385	2.598		4.767	.000
PSQORG	.044	.043	.108	1.01	.314
PSQOP	.051	.053	.110	.974	.332
Denial	.710	.416	.166	1.706	.091
Substance use	1.384	.391	.345	3.537	.001
Behavioural Dis.	.606	.481	.121	1.260	.211
Venting	-.447	.330	-.124	-1.355	.178
Self-blame	.641	.328	.167	1.955	.054

Discussion

The aim of this study was to examine the relationship age, gender, operational and organisational stress and the 14 subscales of coping had with scores from the general health questionnaire, Maslach's Burnout Inventory and overall job satisfaction. There is no doubt that policing in any country is a stressful occupation. Dealing with traumatic incidents does cause distress to police officers. Lack of equipment and resources were highlighted in this study, among others, as causing a high level of distress among members of An Garda Síochana. There were no significant differences in levels of stress between genders. A large amount of studies would contradict this, for example Kanter (1977) showed that females are likely to experience higher levels of distress than males. The result of this study could indicate a change of an era. In the 1970s very few women became police officers. Now women are seen as equal to men and carry out the same duties as males. The same causes of distress are experienced by both genders now.

There were a total of six hypotheses in this study. It was hypothesised that females would experience lower levels of job satisfaction than males. This hypothesis was accepted as females do experience lower levels of job satisfaction. There was one very interesting result in this regression that is unusual; females cope by engaging in behavioural disengagement. Full mediation was discovered in this regression. This is unusual as males tend to engage in behavioural disengagement more frequently than females in most studies. This could be due to the work environment females work in. An Garda Síochana has significantly more male officers than females so behaviour disengagement could be used by females to cope with working in a macho environment. Zhao, Thurman & He (1999) showed that that the police agency's work environment has an influence job satisfaction so this could support this theory. This result does not support Burke & Paton's (2006) study which indicated that operational

hassles were the only significant correlation with job satisfaction. Operational stress was not significant with job satisfaction

It was also hypothesised that there is a positive linear relationship between stress and emotional exhaustion among members of An Garda Síochana. The results indicated a significant relationship between sex and emotional exhaustion but that stress was a variable that influenced this. There was no direct relationship between stress and emotional exhaustion so therefore the null hypothesis is accepted. This result does not support Oginska-Bulik (2005) which indicated that stress can contribute to burnout. Burke and Mikkelsen's (2006) study also does not support this result. Their study found a strong correlation between work stress and exhaustion.

It was hypothesised that there would be a significant positive linear relationship between stress and general health among members of An Garda Síochana. The results identified a linear relationship between these variables however the results also indicated that other coping variables, namely substance use and self-blame, also influenced the relationship. This result supports Violanti and Aron's (1995) study which indicated that stress could lead to illness.

The third hypotheses suggested that there would be a significant relationship between stress and depersonalisation among members of An Garda Síochana. Operational stress was identified as significant. Other factors such as venting had an influence on this result. Humour, behavioural disengagement and substance use also slightly influenced the relationship. This hypothesis is accepted. The results from this study also support Beutell & Wittig-Berman's study. Beutell & Wittig-Berman (1999) found that the more distress an officer is subjected to, the higher the level of burnout the officer displays.

The results of this study suggest that older members of An Garda Síochana experience higher levels of personal achievement than younger members. This could be because they

have lived longer and have experienced a lot more over their years of service compared to younger members. It was hypothesised that personal achievement will be at a significantly higher level in older members of An Garda Síochana therefore the results support the hypothesis. This study did not find any significant relationship between sex and any of the three subscales of burnout so therefore this study supports McCarthy et al (2007) study on occupational stress and burnout among police officers which found that there was no significant difference in stress levels and burnout between males and females

Hypothesis five was not supported. There was no significant relationship between age, gender and general health. As mentioned stress has a significant effect on general health but there is no difference between the age groups. This study does not support Collins & Gibbs (2003) which indicated that there was a significant relationship between gender and mental health and discovered females scored higher on the GHQ than males.

The final hypothesis indicated that older members of An Garda Síochana will be at higher risk of developing a stress related illness than younger members. This study found no significant relationship between age and general health. This study did not support this hypothesis so therefore the null hypothesis is accepted.

Limitations

There were limitations encountered while conducting this study. The first was the data collected was self-report questionnaires, which raised the possibility of response set tendencies. Some of the participants may have answered questions the way they think they should be answered instead of answering appropriately to the way they felt.

Only 104 participants completed the survey which may not be considered a representative sample of an organisation with over 11, 000 members, if all ranks are included. There are also currently no previous studies to compare these results with in An Garda

Síochana. International studies are the only comparison and it is not clear if these studies have the same approach to policing as An Garda Síochana. Some cultural differences also made it difficult to compare other studies. Most police forces in America would carry firearms which could be a significant factor when they are compared with The Gardaí who are largely unarmed.

Another limitation was obtaining written consent from members of An Garda Síochana. Gardaí had concerns about anonymity if they signed their name on the consent form. It was explained to them that the consent forms would be stored separate to the surveys but some Gardaí were not confident. To overcome this verbal consent was given by many members in exchange of written consent. This made collecting the data faster and more members completed surveys.

Internet surveys would have made distribution of surveys easier and perhaps could have resulted in a higher participation rate from Gardaí. As mentioned samples were taken from County Dublin, Monaghan, Louth, Galway, Clare, Westmeath, Cork, Laois, Offaly and Wicklow travelling to these stations and handing out surveys was extremely time consuming and limiting.

Strengths

The researcher who conducted this study is a member of An Garda Síochana which may have contributed to the number of Gardaí that participated. It is difficult to say if this was a contributing factor for participants to feel more comfortable filling out the questionnaires or a deterrent as the potential participants saw the researcher as one of them and therefore biased.

The Garda stations that were visited were a mix of rural and urban stations. This was to ensure a representative sample was used. Policing in rural areas is different from policing in urban areas. Garda Station that border Northern Ireland were also visited as policing could potentially be different in these areas as well.

This study can easily be replicated as all measures were valid and reliable. The questionnaires used were relevant to the topic and to policing. This study is the first to be completed using An Garda Síochana as a sample group. It would be interesting to see if future results are similar to the results of this study.

Future Research

Any future research could be very beneficial to An Garda Síochana. Future research should aim to study a larger sample in order to make the sample more representative of An Garda Síochana and increase the validity of the findings. If all ranks were included it could make the study less limiting. This study was cross-sectional so it only captures a snapshot of the variables at a given point in time. Longitudinal research could be completed by replicating this study at a later date and comparing the results of the two studies and analyse the data from both studies. This could be beneficial to examine the implementation of new procedures or resources within An Garda Síochana.

Future research could also look at creating merged variables for the coping sub scales. Some measures could be grouped together to get accurate, valid results. 14 subscales is a large amount to use when conducting a study like this which involves the use of several different questionnaires.

Conclusions

This study is unique. The variables measured in this study have never been examined within An Garda Síochana. The participants in this study were members of An Garda Síochana with the rank of Garda. This was because of their vast experience of everyday policing in Ireland. The sample was taken from numerous Garda Stations around the republic of Ireland with a mix of rural and urban dynamics to make the sample group representative of An Garda Síochana as a national police organisation. Time constraint and manual questionnaires did however limit the number of Garda stations that were accessed and the number of Gardaí who could take part. Online surveys could have led to greater access and participation.

This study concluded that Gardaí experience a significant amount of stress and this could lead to a stress related illness. It also identifies that females are not as satisfied with their jobs as males and females engage in behavioural disengagement to cope. Depersonalisation was found to be significant with operational stress. This suggests that members of An Garda Síochana disengage from the reality. They become detached or disconnected and act almost robotic. Emotional exhaustion is experienced by males more than females. Older members of An Garda Síochana display higher levels of personal achievement than younger Gardaí

It is hoped that the results from this study can benefit members of An Garda Síochana. This study highlights the factors that cause distress to members and what effect they are having on them personally. Like other occupations, It is up to management to identify these factors and implement changes to decrease the distress levels of members.

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7. Appendix

1. Data processing agreement form from Templemore

DATA PROCESSING AGREEMENT

**RESEARCHING LEVELS OF PERCEIVED OCCUPATIONAL STRESS AND JOB
SATISFACTION AMONG MEMBERS OF AN GARDA SIOCHANA**

Dated:

2ND OCTOBER 2015

Between

An Garda Síochána

And

**MANDY LOWE, GARDA, 32057K
STUDENT, DUBLIN BUSINESS SCHOOL
13-14 AUNGIER STREET
DUBLIN 2**

DATA PROCESSING AGREEMENT

This Agreement dated the [2ND OCTOBER 2015] sets out the terms and conditions under which personal data held by the specified data controller will be disclosed to the specified data processor. This Agreement is entered into with the purpose of ensuring compliance with the principles of the Data Protection Act 1988 as amended (“the Act”). Any disclosure of data must comply with the provisions of the Act.

1. The Parties

- 1.1. This Agreement is between An Garda Síochána, (herein after called the “Data Controller”) of **Garda Headquarters, Phoenix Park, Dublin 8; MANDY LOWE** (herein after called the “Data Processor”), of **DUBLIN BUSINESS SCHOOL, 13-14 AUNGIER STREET, DUBLIN 2.**

2. Purpose

- 2.1. The purpose of this Agreement is to allow for the undertaking of a PSYCHOLOGY research study **LOOKING AT LEVELS OF OCCUPATIONAL STRESS AND JOB SATISFACTION AMONG MEMBERS OF AN GARDA SIOCHANA**
- 2.2. This Purpose is consistent with the original purpose of the data collection.

3. Definitions

- 3.1. In this Agreement, the expressions “**Data Controller**”, “**Data Processor**”, “**Personal Data**”, “**Sensitive Personal Data**”, “**Processing**”, “**Commissioner**” have the same meaning as in the Act.
- 3.2. “**Research data**” is defined as police recorded crime information including ‘Personal Data’ and ‘Sensitive Personal Data’ in the form of raw data provided by the Data Controller to the Data Processor.
- 3.3. “**Aggregated Data**” is defined as Research Data grouped together to the extent that no living individual can be identified from that Aggregated Data or any other data in the possession of, or likely to come into the possession of any person obtaining the Aggregated Data.

- 3.4. **“Agreement”** means this data processing agreement together with the Schedule and all other documents attached to or referred to as forming part of this Agreement.
- 3.5. Headings are inserted for convenience only and shall not affect the construction or interpretation of this Agreement and, unless otherwise stated, references to clauses and schedules are references to the clauses of and schedules to this Agreement;
- 3.6. Any reference to any enactment or statutory provision shall be deemed to include a reference to such enactment or statute as extended, re-enacted, consolidated, implemented or amended and to any subordinate legislation made under it; and
- 3.7. The word ‘including’ shall mean including without limitation or prejudice to the generality of any description, definition, term or phrase preceding that word, and the word ‘include’ and its derivatives shall be construed accordingly.

4. Information provision

- 4.1. It is recognised that the Purpose requires access to the Research Data, which may have been previously protectively marked by the Data Controller.
- 4.2. The Research Data will be provided over a set time period to be agreed in advance by both parties.
- 4.3. Ownership of the Research Data shall at all times remain with the Data Controller. For the avoidance of doubt, the Data Processor undertakes to ensure that no response to any request for information whether pursuant the Act or any request to utilise the information for further research purposes will be acceded to without the consent of the Data Controller and consideration by him of any exemptions, in respect of the Act appropriate reservations and safeguards in respect of research requests.
- 4.4. Aggregated Data compiled from the Research Data, and processed pursuant to this Agreement, will come entirely under the control of the Data Controller and may only be processed in accordance with this Agreement.
- 4.5. The recipient(s) of the research findings (including Aggregated Data) for the purposes of this Agreement is/are: **An Garda Síochána** and **DUBLIN BUSINESS SCHOOL**.

5. Use, Disclosure and Publication

- 5.1. The Research Data will be used solely for the Purpose set out at clause 2, above.
- 5.2. The Research Data shall not at any time be copied, broadcast or disseminated to any other third parties, except in accordance with this Data Processing Agreement.
- 5.3. Subject to 5.4 below, the Research Data will not be matched with any other Personal Data otherwise obtained from the Data Controller, or any other source, unless specifically authorised by the Data Controller.
- 5.4. It is acknowledged that data matching will occur to the extent that sets of Aggregated Data may be applied to sets of other Aggregated Data obtained from public sector bodies for the Purpose.
- 5.5. The Research Data will not be disclosed to any third party without the written authority of the Data Controller.
- 5.6. The only exceptions to clauses 5.2. to 5.5. above will be where any person is required to give evidence in legal proceedings.
- 5.7. Access to the Research Data will be restricted to those researchers of the Data Processor directly involved in the processing of the Research Data in pursuance of the Purpose.
- 5.8. No steps will be taken to contact any party who may be identified in the Research Data.

6. Data Protection and Human Rights

- 6.1. The use and disclosure of any Personal Data shall be in accordance with the obligations imposed upon the parties to this Agreement by the Act and the European Court of Human Rights Act 2003.
- 6.2. The parties agree and declare that the Research Data will be used and processed with regard to the rights and freedoms enshrined within the European Convention on Human Rights.
- 6.3. The Data Processor undertakes to comply with the provisions of the Act.

- 6.4. The receipt by the Data Processor from any Data Subject of a request to access to the Data covered by this Agreement must be immediately reported to the Data Controller to assess if the Data Controller wishes to claim any exemptions.
- 6.5. The Data Processor shall give reasonable assistance as is necessary to the Data Controller in order to enable him to:
 - 6.5.1. Comply with request for subject access from the Data Subjects;
 - 6.5.2. Respond to Information Notices served upon him by the Commissioner;
 - 6.5.3. Respond to complaints from Data Subjects;
 - 6.5.4. Investigate any breach or alleged breach of the Act.

in accordance with his statutory obligations under the Act.

- 6.6. This Agreement acts in fulfilment of part of the responsibilities of the Data Controller as required by the Act 2003.

7. Confidentiality

- 7.1. The parties shall not use or divulge or communicate to any person (other than those whose need to know the same for the Purpose, or without the prior written authority of the Data Controller) any Personal Data obtained from the Data Controller, which it shall treat as private and confidential and safeguard accordingly.
- 7.2. The Data Processor shall ensure that any individuals involved in the Purpose and to whom Research Data is disclosed under this Agreement are aware of and comply with this Agreement.
- 7.3. The restrictions contained in 7.1 shall cease to apply to any Personal Data which may come into the public domain otherwise than through unauthorised disclosure by the parties to the Agreement or any other party.
- 7.4. For the avoidance of doubt, the obligations of confidentiality imposed on the parties by this Agreement shall continue in full force and effect after the expiry or termination of this Agreement.
- 7.5. Respect for the privacy of individuals should be guaranteed in any research project requiring the use of Personal Data.
- 7.6. No steps to attempt to identify any person from the Research Data or Aggregate Data will be made by any data matching or other exercise.

8. Retention, Review and Weeding.

- 8.1. All Research Data will be retained by The Data Processor until no later than the end **1ST APRIL 2016**. At the conclusion of this period the Research Data will be returned/destroyed.
- 8.2. The Data Controller shall maintain a record of all Disclosed Data to the Data Processor, this will enable a check to be made that all Disclosed Data has been returned/destroyed.

9. Security

- 9.1. The Data Processor recognises that the Data Controller has obligations relating to the security of data in his control under the Act. The Data Processor will continue to apply those relevant obligations as detailed below on behalf of the Data Controller during the term of this Agreement.
- 9.2. The Data Processor agrees to apply appropriate security measures, commensurate with the requirements of the Act. In particular, the Data Processors shall ensure that measures are in place to do everything reasonable to:
 - 9.2.1. Make accidental compromise or damage unlikely during storage, handling, use, processing transmission or transport;
 - 9.2.2. Deter deliberate compromise to opportunist attack; and
 - 9.2.3. Promote discretion in order to avoid unauthorised access.
- 9.3. The Research Data shall be processed by the Data Processor without unreasonable delay.
- 9.4. The Data Controller will wish to undertake suitability checks on any persons having access to An Garda Síochána premises and the Research Data and further reserves the right to issue instructions that particular individuals shall not be able to participate in the Research Project without reasons being given for this decision. The Data Processor will ensure that each person who will participate in the Research Project understands this and provides their written consent as necessary.
- 9.5. Any security incidents, breaches and newly identified vulnerabilities must be reported at the earliest opportunity to the Data Controller. The security report must contain the location of the premises, the person reporting the incident, the date and time of the incident and time at which it came to notice and brief details including the impact.
- 9.6. The Data Controller reserves the right to undertake a review of security provided by the Data Processor and may request access to the Data Processor premises for this purpose. Failure to provide sufficient guarantees in respect of adequate security measures will likely result in the termination of the contract.

- 9.7. The parties hereto undertake to comply with all or any reasonable requirements concerning the storage, access or use of any Research Data.
- 9.8. Any archived copies of the Research Data created by back up and recovery procedures will be deleted at the termination of the contract.
- 9.9. The Data Processor undertakes not to use the services of any sub-contractors in connection with the processing of the Research Data without the prior written approval of the Data Controller.
- 9.10. The Data Processor undertakes to ensure that all research data and copies thereof are secured when not in use and that upon termination of the Agreement, all such documents or copies thereof shall be securely disposed of or destroyed in a manner to make retrieval or reconstruction not possible.

10. Indemnity

10.1. In consideration of the provision of the Research Data for the Purpose the Data Processor undertakes to indemnify the Data Controller its members and civilian personnel against any liability, which may be incurred by such person or authority as a result of the Data Processor's breach of this Agreement.

10.2. Provided that this indemnity shall not apply:

- 10.2.1. where the liability arises from information supplied which is shown to have been incomplete or incorrect, unless the person or authority claiming the benefit of this indemnity establishes that the error did not result from any wilful wrongdoing or negligence on his part;
- 10.2.2. unless the person or authority claiming the benefit of this indemnity notifies the relevant Data Processor as soon as possible of any action, claim or demand to which this indemnity applies, permits the Data Processor to deal with the action, claim or demand by settlement or otherwise and renders the Data Processor all reasonable assistance in so dealing;
- 10.2.3. to the extent that the person or authority claiming the benefit of this indemnity makes any admission which may be prejudicial to the defence of the action, claim or demand.

11. Termination and Variation

11.1. Subject to the provisions of paragraph 8.1 this Agreement shall terminate in **1ST APRIL 2017** or the completion of the Purpose, whichever be the later.

- 11.2. The Data Controller may at any time by notice in writing terminate this Agreement forthwith if the Data Processor is in breach of any material obligation under this Agreement.
- 11.3. In the event that any party wishes to exit from this Agreement, that party shall serve a notice, in writing, to the offices of the other party of a date not less than 30 days from the date of the said notice, on which the party proposed to exit the Agreement.
- 11.4. In the event that either party wishes to vary any term of this Agreement that party will give notice, in writing to the offices of the other party, explaining the effect of and reason for the proposed variation. The parties shall within 30 days of receipt of such a notice meet to discuss the variation.

12. Miscellaneous

- 12.1. This Agreement constitutes the entire agreement between the Parties as regards the subject matter hereof and supersedes all prior oral or written agreements regarding such subject matter.
- 12.2. If any provision of this Agreement is held by a Court of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the remaining provisions of this Agreement, which shall remain in full force and effect.
- 12.3. The validity, construction and interpretation of the Agreement and any determination of the performance, which it requires shall be governed by the Laws of Ireland and the Parties, hereby submit to the exclusive jurisdiction of the Irish Courts.

Signed on behalf of An Garda Síochána

..... **Name and Position**

Signed for and on behalf of and duly authorised by Y

..... **Name and Address**

UNDERTAKING OF CONFIDENTIALITY

I, MANDY LOWE as a researcher involved in the research as defined in the Agreement between the **An Garda Síochána**, and **PSYCHOLOGY DEPARTMENT, DUBLIN BUSINESS SCHOOL, 13-14 AUNGIER STREET, DUBLIN 2** to which this Undertaking is appended, hereby acknowledge the responsibilities arising from this Agreement.

I understand that my part in fulfilling the Purpose means that I may have access to the Research Data and that such access shall include

- a) reading or viewing of information held on computer or displayed by some other electronic means, or
- b) reading or viewing manually held information in written, printed or photographic form.

I undertake that; -

1. I shall not communicate to nor discuss with any other person the contents of the Research Data except to those persons authorised by An Garda Síochána.
2. I shall not retain, extract, copy or in any way use any Research Data to which I have been afforded access during the course of my duties for any other purpose.
3. I will only operate computer applications or manual systems that I have been trained to use.
4. I will comply with appropriate physical and system security procedures made known.

I understand that the Research Data is subject to the provisions of the Data Protection Act 1988 as amended and that by knowingly or recklessly acting outside the scope of this Agreement I may incur criminal and/or civil liabilities.

I undertake to seek advice and guidance from the a relevant official Data Controller in the event that I have any doubts or concerns about my responsibilities or the authorised use of the Research Data and/or Aggregate Data defined in the Data Processing Agreement

I have read, understood and accept the above.

Name...MANDY LOWE.....

Signed...MANDY LOWE.....

Date...2/10/15.....

2. Questionnaire Booklet

My name is Mandy Lowe and I am a final year student of Psychology in Dublin Business School. I am also a member of An Garda Síochana attached to Dundrum Garda Station, Dublin 14. This survey is investigating the relationship between stress with levels of burnout, coping, job satisfaction and general health. The information gathered will be used for my final year thesis.

Participation is totally discretionary and all data will be anonymous. Due to the anonymous nature of this study, once you have submitted your answers your contribution cannot be retracted. Your completion of this study is taken as consent for use. This questionnaire should take 15 minutes to complete. If you have any questions feel free to contact me at xxxx@xxxx

The information gathered will be securely stored. The questionnaire will be transferred from paper and recorded to electronic format. This will then be stored securely on a password protected computer. Consent forms will be stored separately in a secure box.

Please circle the relevant answer below:

Sex: Male

 Female

Age: 21-30 31-40 41-50 51-60

1. On a scale of 1-10 how satisfied are you with your job?

1 2 3 4 5 6 7 8 9 10

Dissatisfied

Satisfied

2. Please circle the answer which best represents how you feel about this statement***'I am thoroughly dissatisfied with my job'*** 0 1 2 3 4

0= I totally disagree

1= Disagree

2= I don't agree or disagree

3= I agree

4= I totally agree

Below is a list of items that describe different aspects of being a police officer. After each item, please circle how much stress it has caused you over the past 6 months, using a 7-point Scale (see below) that ranges from "No Stress At All" to "A Lot Of Stress":

No Stress at All			Moderate Stress			A Lot of Stress
1	2	3	4	5	6	7

1.	Dealing with co-workers	1	2	3	4	5	6	7
2.	The feeling that different rules apply to different people (e.g. favouritism)	1	2	3	4	5	6	7
3.	Feeling like you always have to prove yourself to the organization	1	2	3	4	5	6	7
4.	Excessive administrative duties	1	2	3	4	5	6	7
5.	Constant changes in policy / legislation	1	2	3	4	5	6	7
6.	Staff shortages	1	2	3	4	5	6	7
7.	Bureaucratic red tape	1	2	3	4	5	6	7
8.	Too much computer work	1	2	3	4	5	6	7
9.	Lack of resources	1	2	3	4	5	6	7
11.	If you are sick or injured your co-workers seem to look down on you	1	2	3	4	5	6	7

12.	Leaders over-emphasise the negatives (e.g. supervisor evaluations, public complaints)	1	2	3	4	5	6	7
13.	Internal investigations	1	2	3	4	5	6	7
14.	Dealing the court system	1	2	3	4	5	6	7
15.	The need to be accountable for doing your job	1	2	3	4	5	6	7
16.	Inadequate equipment	1	2	3	4	5	6	7
17.	Shift Work	1	2	3	4	5	6	7
18.	Working alone at night	1	2	3	4	5	6	7
19.	Over-time demands	1	2	3	4	5	6	7
20.	Risk of being injured on the job	1	2	3	4	5	6	7
21.	Traumatic events	1	2	3	4	5	6	7
22.	Finding time to stay in good physical condition	1	2	3	4	5	6	7
23.	Lack of understanding from family and friends about your work	1	2	3	4	5	6	7
24.	Upholding a 'higher image' in public	1	2	3	4	5	6	7
25.	Negative comments from the public	1	2	3	4	5	6	7
26.	Limitations to your social life (e.g. who your friends are, where you socialise)	1	2	3	4	5	6	7

Thank you for completing those items. The next set of items relates to a number of common stress responses. Please insert a cross besides the response that best describes how you feel in response to each statement:

	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day
1. I feel emotionally drained from my work.							
2. I feel used up at the end of the day.							
3. I feel fatigued when I get up in the morning and have to face another day on the job.							
	Never	A few times a year or	Once a month or less	A few times a month	Once a week	A few times a	Every day

		less				week	
4. I can easily understand what my clients feel about things.							
5. I feel I treat some clients as if they were impersonal objects.							
6. Working with people all day is really a strain for me.							
7. I deal very effectively with the problems of my clients.							
8. I feel burned out from my work.							
9. I feel I'm positively influencing other people's lives through my work.							
10. I've become more callous towards people since I took this job.							
11. I worry that this job is hardening me emotionally.							
12. I feel very energetic.							
13. I feel frustrated by my job.							
14. I feel I'm working too hard on my job.							
15. I don't really care what happens to some clients.							
16. Working with people directly puts too much stress on me.							
	Never	A few times a year or	Once a month	A few times a	Once a week	A few times a	Every day

		less	or less	month		week	
17. I can easily create a relaxed atmosphere with my clients.							
18. I feel exhilarated after working closely with my clients.							
19. I have accomplished many worthwhile things in this job.							
20. I feel like I'm at the end of my rope.							
21. In my work, I deal with emotional problems very calmly.							
22. I feel clients blame me for some of their problems.							

You have done really well – thank you. These next items deal with ways you've been coping with the stress in your life. The stress issue is the 'it' in some of the items! There are many ways to try to deal with problems. These items ask what you've been doing to cope with present stresses. Each item says something about a particular way of coping and please avoid answering on the basis of whether how you've been coping seems to be working or not—just whether or not you're doing it. Use these response choices and try to rate each item separately in your mind from the others. Make your answers as true FOR YOU as you can.

Coding categories:

- 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

1. I've been turning to work or other activities to take my mind off things.

2. I've been concentrating my efforts on doing something about the situation I'm in.

3. I've been saying to myself "this isn't real."

4. I've been using alcohol or other drugs to make myself feel better.

5. I've been getting emotional support from others.

6. I've been giving up trying to deal with it.
7. I've been taking action to try to make the situation better.
8. I've been refusing to believe that it has happened.
9. I've been saying things to let my unpleasant feelings escape.
10. I've been getting help and advice from other people.
11. I've been using alcohol or other drugs to help me get through it.
12. I've been trying to see it in a different light, to make it seem more positive.
13. I've been criticizing myself.
14. I've been trying to come up with a strategy about what to do.
15. I've been getting comfort and understanding from someone.
16. I've been giving up the attempt to cope.
17. I've been looking for something good in what is happening.
18. I've been making jokes about it.
19. I've been doing something to think about it less, such as going to movies, watching TV, reading, daydreaming, sleeping, or shopping.
20. I've been accepting the reality of the fact that it has happened.
21. I've been expressing my negative feelings.
22. I've been trying to find comfort in my religion or spiritual beliefs.
23. I've been trying to get advice or help from other people about what to do.
24. I've been learning to live with it.
25. I've been thinking hard about what steps to take.
26. I've been blaming myself for things that happened.
27. I've been praying or meditating.
28. I've been making fun of the situation.

The following items ask about your general health *over the past few weeks*. Please answer all the questions simply by circling or boldening the answer that you think most nearly applies to you. Remember that we want to know about your present and recent complaints, not those you had in the past. It is important that you try to answer all the questions.

Have you recently:

1. been able to concentrate on whatever you're doing?	Better than usual	Same as usual	Less than usual	Much less than usual
2. lost much sleep over worry?	Not at all	No more than usual	Rather more than usual	Much more than usual
3. felt that you are playing a useful part in things?	More so than usual	Same as usual	Less useful than usual	Much less useful
4. felt capable of making decisions about things?	More so than usual	Same as usual	Less so than usual	Much less capable
5. felt constantly under strain?	Not at all	No more than usual	Rather more than usual	Much more than usual
6. felt you couldn't overcome your difficulties?	Not at all	No more than usual	Rather more than usual	Much more than usual
7. been able to enjoy your normal day-to-day activities?	More so than usual	Same as usual	Less so than usual	Much less than usual
8. been able to face up to your problems?	More so than usual	Same as usual	Less able than usual	Much less able
9. been feeling	Not at all	No more than usual	Rather more than usual	Much more than usual

unhappy and depressed?				
10. been losing confidence in yourself?	Not at all	No more than usual	Rather more than usual	Much more than usual
11. been thinking of yourself as a worthless person?	Not at all	No more than usual	Rather more than usual	Much more than usual
12. been feeling reasonably happy, all things considered?	More so than usual	About same as usual	Less so than usual	Much less than usual

Thank you very much for your participation.

3. Participant Consent Form**Participant Consent Form***Stress, Job Satisfaction, Burnout and Coping among Members of An Garda Síochana*

Name:

Rank:

Station:

Initial

1. I agree to participate in this research.

2. This agreement is of my own free will.

3. I have been given information regarding the aims of the research and have been given the researcher's name and contact details if I require further information.

4. I have had the opportunity to ask any questions about the study.

5. I realise that I may withdraw from the study at any time, without having to give a reason and without suffering any adverse consequences.

6. I am aware that even after participating, I can decide to withdraw my data up until the time specified on the Participant Information Sheet.

7. I understand that all personal information provided by myself will remain confidential and no information that identifies me will be made publically available.

Signed: Date:
(by participant)

Print name:

Signed: Date:
(on behalf of researchers)

Print Name:

4. Participation Information Sheet

Participant Information Sheet.

Study title – Stress, coping, burnout and job satisfaction among members of An Garda Síochana

My name is Mandy Lowe. I am a student in Dublin Business School and I am undertaking research into stress, coping, burnout, general health and job satisfaction among members of An Garda Síochana as part of my thesis in the School of Psychology. All members of An Garda Síochana are being invited to take part by filling out a questionnaire.

There is very little research that has attempted to detail the perceived demands and potential sources of stress experienced by Gardaí. Gardaí are being invited because they have had the most experience of the range of perceived demands.

Your participation is entirely voluntary and if you begin the questionnaire and you do not wish to continue you can have your contributions discarded and removed from any analysis I carry out.

The aim of this study is to identify and gather a comprehensive list of perceived sources of stress which could potentially impact on your well-being. It is also to identify the levels of job satisfaction, coping mechanisms Gardaí use and the levels of burnout experienced by Gardaí.

Only I or my thesis supervisor, Dr Chris Gibbons, will have access to the completed questionnaires. No record of names will be kept. All contributions will be treated anonymously.

The study has been approved by Dublin Business school ethics board and also the ethics board in the research section, Templemore.