

JOB SATISFACTION AND MENTAL HEALTH OF POLICE OFFICERS IN BANGLADESH

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Abstract

The purpose of the present study was to examine the relationship between job satisfaction and mental health of Bangladeshi police officers. Additional objectives were to investigate the variation in job satisfaction and mental health by their gender, age, educational qualification, and job-duration. 115 participants were taken purposively from 12 police stations of Dhaka city. Results indicated that job satisfaction and mental health were not significantly differed by respondents' gender. Job satisfaction was only significantly differed by their duration of job. Variation in mental health was significant for respondents' age, educational qualification, and job-duration. Job satisfaction and mental health was negatively correlated ($r = -.26, p < .01$). Moreover, job satisfaction had significant positive correlation with all aspects of it and overall attitude toward job ($r = .31, p < .01$), and negative correlation with willingness to quit job ($r = -.25, p < .01$). Furthermore, among the five aspects of job satisfaction, the job itself ($r = -.26, p < .01$) and promotion opportunity ($r = -.24, p < .05$) had negative correlation with mental health. Respondents, satisfied with promotion, showed positive attitude toward the job ($r = .33, p < .01$) and low perceived job stress ($r = -.24, p < .01$). The findings of this present study can be enormously helpful to the police administrative to take required actions for the betterment of the officers.

Key words: *Job satisfaction, mental health*

Introduction

Job satisfaction is an attitudinal variable (Brief, 1998; Spector, 2004) that depends on various attitudes a person hold towards job and different facts related to it like work nature, duration, promotion opportunity, job environment, supervision, leaves policy, relation with colleagues, personal adjustment etc. (Ahmed, Uddin & Kabir, 2015). It is essential to be happier, whatever job anyone engages in, to keep one-self delighted. The echelon of job satisfaction is an imperative factor influencing the mental health of an employee. Displeasure in job may affect both the corporeal and psychological wellbeing of the employee and he or she may not perform efficiently in the job (Lee, Liao, & Chiang, 2009).

Mental health is a state of well-being in which one apprehends his own abilities, can survive with the daily life stresses, can work prolifically and abundantly, and is able to make a contribution to the community (WHO, 2001). It can be considered as emotional, behavioural, and communal

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mellowness that includes a person's capability to enjoy life, to attain poise between life activities and efforts, and to conquer psychological pliability. Maintaining finer mental health is decisive to living a long and vigorous life. A person struggling with mental turmoil may experience strain, depression, insomnia (Scott & Judge, 2006), or other psychosomatic problems like lower back pain, headache, fatigue, gastro intestinal problems etc. (Piko, 2006). Individuals with mental illness are incapable to think rationally and deal with daily tribulations of life (Adenuga, 2015).

Satisfaction in job and employees' mental health is a remarkable issue in the recent era. A vast number of published studies have suggested a link between individual's job satisfaction and mental health (Shigemi & Tsuda, 1997; Scott & Judge, 2006; Evans, Huxley & Gately, 2006; Nadinloyi, Sadeghi & Hazloo, 2013). Snelgrove (1998) and Cho Cheng (2008) found that mentally healthy people are satisfied with their job. In Bangladesh, many people are anguishing from different mental health problems. Police officers are not excused from this reality. They are involved in an exigent profession and have to encounter various decisive incidents and potential tormenting events. They may have to make life and death decisions in a flash and places for blunder are trim. Dissatisfaction in job and the nature of the job may put them at risk for the expansion of mental health tribulations. Previous research findings indicate that the suicide rate of police officers is higher and the underlying problem is not suicides, however—it's mental health (Violanti, 2010).

However, both job satisfaction and mental health may vary with different socio-demographic factors. For example, gender issue in job satisfaction is a notorious concern as both significant (Gumbang, Suki, & Suki, 2010) and non-significant (Ahmed, Uddin, & Kabir, 2015) difference was found in previous studies. Bernal, Snyder, and McDaniel (1998) found that job satisfaction does not vary with age. But, significant difference was found in the study of Lokesh, Patra, and Venkatesan (2016). Adeoye, Akoma and Binuyo (2014) found significant difference for educational qualification in case of job satisfaction. Significant variation in age level for mental health was found by Graaf, Dorsselaer, Have, Schoemaker, & Vollebergh (2005).

There are some exact causes to carry out the present study. First of all, it is a scientific snooping to inspect the alliance between job satisfaction and mental health among the Bangladeshi police officers. Secondly, most of the studies were carried out in the Western culture to examine the relationship between job satisfaction and mental health, but in Bangladesh, limited studies were done and no study has been conducted on this issue with the Bangladeshi police officers. Thirdly, in case of job satisfaction and mental health, some findings regarding the demographic variables, like gender, age, educational qualification etc. are controversial. That is why the present authors intended to carry out this study in Bangladesh in order to exploring the overall job satisfaction and mental health of police officers. The findings of the present study may be helpful to the police authority for understanding the nature of relationship between job satisfaction and mental,

for updating and optimizing the available human resources in the police organization. Moreover, it will add new knowledge to existing literature.

The main objective of the present study was to examine the relationship between job satisfaction and mental health of Bangladeshi police officers. Specific objectives of the study were to investigate the gender variation in job satisfaction and mental health of Bangladeshi police officers, variation in job satisfaction according to their age, educational qualification, and job duration, variation in mental health according to their age, educational qualification, and job duration, the overall attitude toward their present job, willingness to quit the job, and perceived stress in the present job, relationship among job satisfaction, five aspects of job satisfaction, mental health status, overall attitude toward their present job, willingness to quit job, and perceived stress in their present job.

Material and Methods

Participants

A total of 115 respondents, age ranging from 22 to 43 years, were selected purposively from 12 Police Stations in Dhaka City of Bangladesh. 52 of them were sub-inspectors and 63 were assistant sub-inspectors. Different information about the participants is presented in Table 1.

Table 1. Participants Characteristics.

Characteristics	Attribute	Frequency	Percentage
Gender	Male	101	87.8
	Female	14	12.2
Age	21 to 30 years	37	32.2
	31 to 40 years	75	65.2
	41 to 50 years	3	2.6
Educational Qualification	HSC	50	43.5
	Honors	44	38.3
	Masters	10	8.7
	Other	11	9.6
Duration of Job	below 5 years	43	37.4
	5 to 10 years	35	30.4
	11 to 15 years	32	27.8
	16 to 20 years	3	2.6
	More than 20 years	2	1.7

Measuring Instruments

Two questionnaires adapted in Bangla version were used for the present study:

1. Job Descriptive Index (aJDI) (Short Form) Facet Scale
2. General Health Questionnaire (GHQ-28)
3. Personal Information Form (PIF)

Description of the instruments

1. Personal Information Form (PIF)

A personal information form (PIF) was used to collect information like age, gender, educational qualification, and job duration. Additionally, three questions, included in PIF, were asked to respondents (Ahmed, Uddin, & Kabir, 2015). These are: your present job in a word (ranged from very bad (1) to very good (5)); your willingness to quit the present job (ranged from firmly unwilling (1) to firmly willing (4)); and are you often feel stress in your job (ranged from never (1) to always (5)).

2. Adapted Bangla Version of the Abridged Job Descriptive Index (aJDI)

The aJDI comprised of 25 items those measured 5 aspects of job satisfaction (i.e. job, pay, promotion opportunity, supervision, and colleagues). The original scale (Balzer, Kihm, Smith, Irwin, Bachioch, Robie, Sinar, & Parra, 1997) was translated in Bangla by Uddin (2013). Respondents were required to express their attitude toward different aspects of job concerning items using five (5) point scale, ranged from “firmly disagree” (1) to “firmly agree” (5). Among 25 items, 15 items (1, 3, 5, 6, 8, 9, 11, 13, 14, 16, 18, 20, 21, 23, and 25) were scored as “firmly disagree” (1) to “firmly agree” (5). And rest 10 of the items are scored as “firmly disagree” (5) to “firmly agree” (1). Cronbach’s alpha for job was .77, for pay .72, for promotion .79, for supervisor .92, and for colleagues was .88.

3. Adapted Bangla Version of the General Health Questionnaire (GHQ-28)

In the beginning, Bangla version of the GHQ-28 developed by David Goldberg in 1978 as General Health Questionnaires having 60 items. The Bangla version of GHQ-28 was used to assess the psychological wellbeing through its four subscales: somatic symptoms, anxiety, social dysfunction, and severe depression. It is a 4-point Likert scale from 1 (not at all) to 4 (Much more than usual). Two-week test retest reliability of the Bangla version scale was .756. The Cronbach’s alpha coefficient reliability for the four subscales was .83 for somatic symptoms, .83 for anxiety, .76 for social dysfunction, and .83 for severe depression. The total score range from 28 to 112. The higher score indicates the poorer to the psychological wellbeing of the respondents.

Procedure

At first, formal permission was taken from the police authority. The data were collected through the questionnaires mentioned above from the respondents who were spontaneous and showed positive attitudes towards the research. For taking consent, at the beginning, each respondent was briefed about the general purpose of the study. The respondents were also assured that all information given by them would be kept confidential and would be used only for research purpose. Both written and verbal instructions were provided to them for clarification about what to do, and how to fill up all questionnaires. After completion, all the respondents were thanked for their participation.

Results and Discussion

The purpose of the present study was to examine the relationship between job satisfaction and mental health of Bangladeshi police officers. Obtained data were analyzed by employing independent sample *t*-test in order to examine whether job satisfaction and mental health differed by respondents' gender (Table 2), ANOVA in order to scrutinize whether job satisfaction (Table 3) and mental health (Table 4) varied by respondents' age, educational qualification, and job duration. The findings are presented in the following tables.

Table 2. Mean, SD and *t* of Job Satisfaction and Mental Health of Male and Female Police Officers.

	Attributes	<i>N</i>	Job Satisfaction				Mental Health			
			<i>M</i>	<i>SD</i>	<i>df</i>	<i>t</i>	<i>M</i>	<i>SD</i>	<i>df</i>	<i>t</i>
Gender	Male	101	93.13	7.26	113	-.324	42.41	7.49	113	-.605
	Female	14	93.79	5.71			43.71	8.22		

Findings of Table 2 indicated that the job satisfaction and overall mental health were not significantly differed by respondents' gender. Ahmed, Uddin, and Kabir (2015) also found no significant difference for gender in case of job satisfaction.

Table 3. Analysis of Variance of Job Satisfaction of Police Officers According to Age, Educational Qualification (EQ), and Job Duration (JD).

	Attributes	<i>N</i>	<i>M</i>	<i>SD</i>	<i>F</i>	<i>Sig.</i>
Age	20 to 30 years	37	93.59	7.09	.200	.819
	31 to 40 years	75	92.95	7.23		
	41 to 50 years	3	95.00	1.00		
EQ	HSC	50	93.20	6.32	1.119	.345
	Honors	44	94.92	7.94		
	Masters	10	90.60	7.75		

	Other	11	91.18	5.74		
	below 5 years	43	95.16	7.03		
	5 to 10 years	35	92.97	7.14		
JD	11 to 15 years	32	90.38	6.75	2.512	.046
	16 to 20 years	3	97.33	1.16		
	> 20 years	2	94.50	0.71		

Table 3 indicated that job satisfaction according to duration of job was significant. No significant difference was found for age and educational qualification. Bernal, Snyder, & McDaniel (1998) also found that job satisfaction does not vary with age. But Adeoye, Akoma and Binuyo (2014) found significant difference for educational qualification.

Table 4. Analysis of Variance of Mental Health of Police Officers according to Age, Educational Qualification (EQ), and Job Duration (JD).

	Attributes	<i>N</i>	<i>M</i>	<i>SD</i>	<i>F</i>	<i>Sig.</i>
	20 to 30 years	37	38.08	8.22		
Age	31 to 40 years	75	44.59	6.27	11.62	.001
	41 to 50 years	3	47.33	5.03		
	HSC	50	45.58	5.79		
EQ	Hons	44	38.91	8.49	7.116	.001
	MS	10	42.70	6.62		
	Others	11	43.36	5.63		
	below 5 years	43	38.72	8.55		
	5 to 10 years	35	43.11	4.66		
JD	11 to 15 years	32	46.44	6.71	6.564	.001
	16 to 20 years	3	45.00	4.35		
	>20 years	2	50.00	2.83		

Table 4 revealed that the difference in mental health of Bangladeshi police officers according to different level of age, educational qualification, and job duration is significant. Variation in age level for mental health is supported by the findings of Graaf, Dorsselaer, Have, Schoemaker, & Vollebergh (2005).

Post-hoc pair wise comparisons were carried out to see whether difference between the means of all possible pairs was significant or not in case of police officers' age level, educational qualification and job duration. The results obtained by using Tukey's method are presented in table 5, table 6 and table 7 respectively.

Table 5. Mean Difference in Mental Health According to Police Officers' Age Level.

(I) Age	(J) Age	Mean Difference	Std. Error	Sig.
21 to 30 years	31 to 40	-6.645	1.405	.001
	41 to 50	-9.252	4.179	.073
31 to 40 years	21 to 30	6.645	1.405	.001
	41 to 50	-2.607	4.101	.801
41 to 50 years	21 to 30	9.252	4.179	.073
	31 to 40	2.607	4.101	.801

Table 5 indicated that mean difference was significant for 21 to 30 and 31 to 40 years.

Table 6. Mean Difference in Mental Health According to Police Officers' Educational Qualification.

(I) Educational Qualification	(J) Educational Qualification	Mean Difference	Std. Error	Sig.
HSC	Honours	6.671	1.450	.001
	Masters	2.880	2.429	.637
	Other	2.216	2.335	.778
Honours	HSC	-6.671	1.450	.001
	Masters	-3.791	2.457	.415
	Other	-4.455	2.364	.241
Masters	HSC	-2.880	2.429	.637
	Honours	3.791	2.457	.415
	Other	-.664	3.064	.996
Other	HSC	-2.216	2.235	.778
	Honours	4.455	2.364	.241
	Masters	.664	3.064	.996

Table 6 indicated that mean difference is significant only for HSC and Honours level.

Table 7. Mean Difference in Mental Health According to Police Officers' Duration of Job.

(I) Job Duration	(J) Job Duration	Mean Difference	Std. Error	Sig.
Below 5 years	6 to 10	-4.393	1.573	.048
	11 to 15	-7.717	1.614	.000
	16 to 20	-6.279	4.127	.551
	21 to 25	-11.279	4.999	.167

6 to 10 years	below 5 years	4.393	1.573	.048
	11 to 15	-3.323	1.690	.290
	16 to 20	-1.886	4.158	.991
	21 to 25	-6.886	5.025	.648
11 to 15 years	Below 5 years	7.717*	1.614	.000
	6 to 10	3.323	1.690	.290
	16 to 20	1.438	4.173	.997
	21 to 25	-3.562	5.037	.954
16 to 20 years	Below 5 years	6.279	4.127	.551
	6 to 10	1.886	4.158	.991
	11 to 15	-1.438	4.173	.997
	21 to 25	-5.000	6.309	.932
21 to 25years	Below 5 years	11.279	4.999	.167
	6 to 10	6.886	5.025	.648
	11 to 15	3.562	5.037	.954
	16 to 20	5.000	6.309	.932

Table 7 indicated that job duration level below 5 years differ significantly with level 6 to 10 years and level 11 to 15 years.

To ascertain the overall attitude toward the present job, perceived job stress, and willingness to quit the job, responses in three questions were subjected to measure of frequency and percentages. Findings are presented in Table 8 and Table 9 respectively.

Table 8. Participants Overall Attitude towards the Job and Perceived Job Stress.

Response	Overall attitude towards the job		Response	Perceived job stress	
	Frequency	Percentage		Frequency	Percentage
Very bad	0	0	Never	5	4.3
Bad	1	.9	Often not	5	4.3
Not so bad not so good	29	25.2	Sometime	83	72.2
Good	73	63.5	Often	19	16.5
Very good	12	10.4	Always	3	2.6

Table 8 revealed that nearly one-fourth (25.2%) of the respondents held average attitude toward their present job, .9% reported their present job as bad, 63.5% as good and 10.4% as very good. With respect to the respondents' perceived stress in their present job, the present study revealed that 4.3% didn't feel stress in doing their job. Nearly three-fourth of the respondents (72.2%) sometimes felt stress in doing their job.

Table 9. Participants Willingness to Quit the Job.

Responses	Frequency	Percentage
Firmly unwilling	10	8.7
Unwilling	61	53
Willing	40	34.8
Firmly willing	4	3.5

Results of Table 9 indicated that among respondents 8.7% reported firmly unwilling to quit their present job, 53% unwilling to quit job, 34.8% willing to quit job and 3.5% reported firmly willingness to quit their present job. Though a small number of the respondents expressed overall negative attitude toward their job, but many respondents were willing to quit their job.

To see the correlations among job satisfaction, mental health, overall attitude toward respondents' present job, willingness to quit job, and perceived stress in the job, the collected data were subjected to the pearson product moment correlation analysis. Results appear in Table 10 below.

Table 10. Correlations among Job Satisfaction (JS), 5 Aspects of JS (Job Itself (JI), Pay, Promotional Facilities (Pro), Supervision (Sup), and Colleagues (Col)), Mental Health (GHQ), Overall Attitude toward Job (OATJ), Willingness to Quit Job (WQJ), and Perceived Job Stress (PSJ).

	1	2	3	4	5	6	7	8	9	10
JS	-									
JI	.54**	-								
Pay	.77**	.24**	-							
Pro	.77**	.45**	.50**	-						
Sup	.55**	.14	.21*	-.27**	-					
Col	.55**	.09	.16	.19*	.24**	-				
GHQ	-.26**	-.26**	-.16	-.24*	-.00	-.17	-			
OATJ	.31**	.23*	.22*	.33**	.09	.05	-.15	-		
WQJ	-.25**	-.01	-.38**	.16	.05	-.02	.15	-.04	-	
PSJ	-.09	-.03	-.13	-.24**	.15	.14	.09	-.22*	.11	-

** $p < .01$; * $p < .05$

Table 10 indicated that there was a negative correlation ($r = -.26, p < .01$) between job satisfaction and mental health of the respondents which was consistent with the findings of Snelgrove (1998) and Cho Cheng (2008). Moreover, it was found that the overall job satisfaction of respondents' had significant positive and large correlation with all aspects of job satisfaction (Ahmed, Uddin, & Kabir, 2015), like pay (Mallik, Danish, & Munir, 2012), promotion opportunity (Awang, Danish, & Usman, 2010), etc.

Table 10 also revealed that job satisfaction was positively correlated with overall attitude toward the job ($r = .31, p < .01$) which denotes that job satisfaction increases if the respondents have optimistic attitude toward their job. It was also found that job satisfaction was significantly negatively correlated with willingness to quit job ($r = -.25, p < .01$) which indicates that more job satisfaction among the employees less willingness to quit the job, less satisfaction in job among the employees more willingness to quit the job, and this outcome supports the previous finding (Crampton & Wagner, 1994).

The findings also pointed out that among the five aspects of job satisfaction, the job itself ($r = -.26, p < .01$) and promotion opportunity ($r = -.24, p < .05$) had significant negative correlation with overall mental health. It means that respondents, dissatisfied with their job and promotion opportunity, scored high in GHQ-28 which indicates poor mental health. Respondents who were satisfied by their job itself and pay facet, overall attitude toward their job was better and they were less willing to quit job. Moreover, respondents who were satisfied with the promotion facet showed overall positive attitude toward the job ($r = .33, p < .01$) and low perceived stress in the job ($r = -.24, p < .01$).

Conclusion

This present study has its own merits in throwing lights into an area which needs attention and further research. The findings of the study certainly points to the urgency of implementing effective wellness programs. Counselling service can be introduced to every police station for the betterment of the police officers. This will help employees to explore ways of gaining greater satisfaction from different aspects of job (Faragher, Cass, & Cooper, 2005); to decrease daily job problems and to boost up themselves in performing their job. Moreover, counsellors, therapists, psychologists, social workers can play vital role in managing mental illness. This present study suffers from a number of limitations, suggesting avenues for future studies. Although most of the findings of this present research support the previous findings on the role of job satisfaction in the stipulation of mental health, one of the limitations is the lack of research resources for the police officers of Bangladesh. Another limitation is the reliance on a sample of small size and data were collected only from the Dhaka city. A larger and more exhaustive sample of all over Bangladesh

would be taken for more amendment results. Moreover, the research was done with only sub-inspectors and assistant sub-inspectors which did not represent the whole police department of Bangladesh. However, further studies are suggested by including other variables which may affect job satisfaction and mental health of Bangladeshi police officers, like heavy workload, self-esteem, socioeconomic status, relationship status etc.

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