

## THE RELATIONSHIP OF DEMOGRAPHIC PROFILE AND ADVERSITY QUOTIENT OF POLICE PERSONNEL IN CHANDIGARH

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Adversity quotient is the capability of an individual to work under opposed situation. Some of the demographic profile factors influencing adversity quotient of an individual are age, gender and qualification. This study aims to analyse the role of these factors in determining the level of adversity quotient of police personnel of Chandigarh Police using quantitative technique. Data has been collected from 60 participants through convenience sampling technique, using the ARP (Adversity Response Profile) scale developed by Paul Stoltz. The reliability test uses Cronbach's alpha analysis. The outcomes of explained work direct that the significance value of one of the three variables is  $0.006 < 0.05$  hence  $H_0$  is rejected and  $H_1$  is accepted. The value of this research is to add evidence on the basis of statistical conclusion regarding the impact of demographic variables on adversity quotient.

Keywords: Adversity quotient, police, demographic, ARP

### Key Points

1. In highly demanding jobs, adversity quotient of employees plays important role to handle adversities while coping with professional and personal life.
2. There is a need to investigate the role of demographic factors in terms of age, gender, and qualification on adversity quotient of police personnel.

### 1. Introduction

In this highly demanding, competitive and challenging world no job is stress free. Employees are struggling in seeking respect, recognition, dignity and work life balance. In the environment of tremendous pressure, employees feel frustrated and exhausted. The consequences of this stressful environment is that every individual is not able to maintain balance between personal and professional life obligations. Their relationships with their families and dear ones are strained. This failure to handle adverse situation leads to many physical and psychological health issues such as hypertension, cardiovascular issues, sleep disorder etc. and their performance also suffers. How an individual deal with an adverse situation depends upon his personal traits, which can be age, qualification, gender etc.

Adversity Quotient is the capability of individual to handle the rigid situation. This term Adversity Quotient was propounded by Paul Stoltz in 1997 via his book titled "Adversity Quotient: Turning Obstacles into Opportunities." Adversity Quotient measures one's ability to fight back and positively respond to a negative situation. While performing, how confidently one responds to an obstacle is power of resilience (Adversity Quotient) (Shivaranjini, 2014).

The AQ is a valid measure and a new concept which is based on the exploration from cognitive psychology, psycho-neuroimmunology, and neurophysiology. It is a scientifically proven technique which establishes configurations of reactions to adversity. People are grouped into three categories: Quitters, Campers and Climbers (Stoltz, 2000).

Quitters are those individuals who are not satisfied, keep on complaining, always tired, lazy, lethargic and not energetic. They generally do not feel healthy and well. They like to compromise in life. Generally, they try to take easy way in their life to avoid the complexities. They feel like they are the victims and they leave their dreams.

Campers are cluster of persons who started climbing the mountain. They try, they grow and improve over years. They put their efforts hard and get work done. Assuming that the mountain will be stable, they camp with their friends. They do not utilise their capacity to the fullest. Longer a person stays at one place he/she feels weaker.

Climbers are people who are risk takers, energetic, keep on making some changes, dedicated to their goal. Climbers are pronounced as tough, eager, ground-breaker, energetic, fanatical. They never allow any hurdle to get in the way of the rise.

Stoltz (1997) has given four measurements of Adversity Quotient which is abridged as CO2RE: Control, Origin-Ownership, Reach and Endurance.

Control is the talent of an individual to overcome confidently and change an adverse scene. The control directly affects the other dimensions of CO2RE. It is perceived that those having higher level of Adversity Quotient can control or change the situation as per demand of the situation, considerably and even if they cannot change the given adverse situation it is quite possible for them to face the situation and control their responses over the adverse situation. Those having lower degree of AQ respond as if the given situation is out of their hand and they have no, or very less, control over the situation. Generally, they don't even have control over their emotions in adverse cases. They prefer to lay down their weapons against the adversity. Origin and Ownership, the two things Origin-Ownership denoted by O2, response about what are the roots of adverse situation and to what extent a person considers his responsibility to solve that adversity irrespective of his responsibility. Person with higher Adversity Quotient tries to find out the root cause of difficult situation and finds a possible solution for that whereas, person with low Adversity Quotient finds themselves stranded and in prey. They try to escape and run away from the finding the solution of that very adverse situation.

Reach is the magnitude of that problem over other aspects of a person's work and life. To what extent adversity is going to affect the other spheres of life is reach. To solve the difficult situation, it is necessary to control the reach of adversity over other aspects of individual work and life. Individuals with high rate of Adversity Quotient will not allow adversity to reach in other parts of their lifecycle. They do not mix the problem part with other healthy going part of their life which is very important for problem solving attitude. Those with lower AQ tend to throw their adverse part of life into other healthy parts of life leading to causalities in their life. Endurance is the sensitivity of an individual how long the adverse situation or its causes lasts (Zulaikha et al., 2020). Persons with lower Adversity Quotient lose their hope and become pessimistic. For them adversity continues for uncertain time period. Whereas people with higher Adversity Quotient are optimistic and quickly move forward with hope. They do not stick to adversity. For them adverse situation is temporary and would quickly pass.

The police job is exceptional in many ways; like, 24 X 7 hours jobs, no public holidays, high political nosiness, high job demands, lesser support from angry public and higher authorities, uncertain work situations (Rathi & Barath, 2013). All these work condition leads to psychological stress, lack of sleep and work family conflicts in police personnel (Kaur et al., 2013; Wagner et al., 2019). So there is need of high AQ among police employees. The conducted research aims to find relationship of demographic factors with Adversity Quotient.

## **2. Statement of the Problem**

As clear from the introduction part the purposes of ongoing research study are as follow:

1. To investigate the level of Adversity Quotient among Chandigarh police personnel.
2. To investigates the role of demographic factors in terms of age, gender, and qualification on Adversity Quotient of police personnel.

**Empirical literature review on Adversity Quotient and work life balance:** In a review based study conducted by (Shivaranjini, 2014) on IT sector, it was revealed that AQ helps to control the attrition rate of employees and develop budding leaders. In another research work conducted on data collected from Taiwan workers using convenience sampling it was concluded gender, age and seniority has impact on AQ but not of educational background (Shen, 2014). Taking occupational stress as dependent and AQ as Predictors/constants, Singh and Sharma (2017) using snowball sampling method, conducted a study and found there is significant relationship between both the factors. In a review based work on salespersons it was achieved that AQ have an influence on performance & can be changed (Wolor et al., 2020). In another study (Somaratne et al., 2020) focus was laid that AQ plays significant role in perceived stress. In a study conducted on Police Women in Mapolda based in Aceh using Content Validity Ratio CVR researcher proved the negative relationship between Adversity Quotient and Work Family Conflict (Zulaikha et al., 2020). Considering Occupational environment as independent and health and safety as dependent variables Prajapati et al. (2015), conducted a study on total of 482 traffic police personnel, using Epi-Info software version 7.0. percentage found that police personnel suffer from critical respiratory problems, partial deafness, high blood pressure and gastric problems due to unbalanced diet and suffering from many other health issues. More than half of them were feeling job stress and disturbed family life facing adversities in their routine life. In a study with sample of 120 Chennai police personnel by Suganya and Sasirekha, (2017) it was found that disturbance in work and personal life leads to misery and tiredness among police constables. Large numbers of relevant factors persuading the fulfilment of adversities in achieving work life balance among police personnel were explored using factor analysis (Devaraj et al., 2019).

### **Defining Variables:**

**Adversity Quotient:** Paul Stoltz (1997), has defined “Adversity Quotient is a science of Resilience that measure of, how one responds to adversity which can be understood and changed and can be evaluated and can be interpreted.” Adversity Quotient in this paper is to be measured with Adversity Response Profile given by Stoltz.

**Demographic aspects:** For the given study purpose demographic variables age, gender, qualification of population are taken as these variables are considered to be dominant for given research. Age of the focussed respondents, divided into three categories i.e. under 30 years old,

31-50 years old, 51 and above. Educational background includes categories School, Graduate, Post graduate and above.

### Conceptual framework and hypothesis

H1: There is significant role of demographic variables on Adversity Quotient.

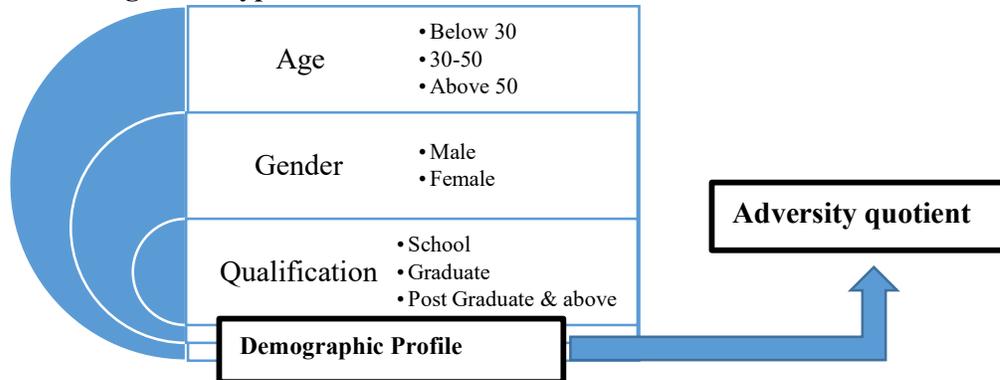
H1a: Difference in age have significant effect on Adversity Quotient.

H1b: Difference in gender have significant association with Adversity Quotient.

H1c: Difference in qualification have significant relationship on Adversity Quotient.

Based upon hypothesis following research framework shown in fig.1 is developed.

**Figure :i Hypothesis Frame Work**



### methods

#### Data and sample

This study is conducted on police employees of Chandigarh department. A cross-sectional exploratory study is done to test the hypotheses. Data is collected through offline and Online questionnaires. Convenience sampling method is used because of constraints of time, cost and workforce, thus the generalizability of the results of the study are limited. Initially 19 questionnaires were distributed to conduct pilot testing and then formal questionnaire is used to collect data. The respondents for this study comprised police personnel serving in different police stations in Chandigarh. Number of respondents are 60 consisting of male and female police employees. A total of 100 questionnaires were distributed out of which only 72 returned. After excluding 12 incomplete questionnaires, valid 60 sample size left. There are 38 male consisting 63.3% and 22 female consisting 36.7% of total sample size. In terms of age distribution, 7% of the sample are below 30 years old, 42% are aged from group of 30-50, 15% are from age group above 50. In terms of qualification background, 36.7% are Matric or Secondary passed, 51.7% consisting of College Graduates and 11.7% are Post Graduates. The basic information of the samples is as shown in Table 1

**Table 1: Analysis on the Basic Information of Samples.**

Variables	Characteristics	Frequency	Percentage %
Age	Below30	9	15%
	30-50	42	70%
	Above 50	9	15%
Gender	Male	38	63.3%
	Female	22	36.7%

Qualification	School Education	22	36.7%
	Graduation	31	51.7%
	Post-Graduation	7	11.7%

**Instrument for data collection**

The researcher measured the Adversity Quotient by Adversity Response Profile (ARP) formulated by Dr. Paul Stoltz. After collecting the data Cronbach’s  $\alpha$  coefficient and item analysis were used to evaluate the reliability of questionnaire among the CO2RE dimensions. The performed exploration revealed that, the Cronbach’s  $\alpha$  of all dimensions is  $> 0.7$ . It is proved that value near to 1 of Cronbach’s alpha statistic confirms instrument quality (Taber, 2018). Therefore, the reliability and internal consistency of the questionnaire are considered significant. The reliability analysis is shown in following table.

**Table 2: Reliability Analysis**

Variables to be assessed	Cronbach’s $\alpha$
AQ	0.780
Control	0.790
Origin and Ownership	0.800
Reach	0.853
Endurance	0.878

AQ is a well-established theory propounded after thorough investigation by experts. This study also used confirmatory factor analysis using SPSS 20 to test the validity of various dimension of AQ, and found validity of various dimensions of AQ satisfactory. Descriptive statistics of AQ shows the following figures.

**Table 3: Descriptive Statistics of AQ**

	N	Minimum	Maximum	Mean	Std. Deviation
AQ	60	66.00	166.00	117.7000	22.62689

**Results**

Researcher used descriptive statistics using statistical software SPSS 20 to process and analyse the collected data. One Way ANOVA is performed to find out the difference in AQ caused due to age, gender and qualification of variables.

**Table 4: Analysis on the Results of One Way ANOVA**

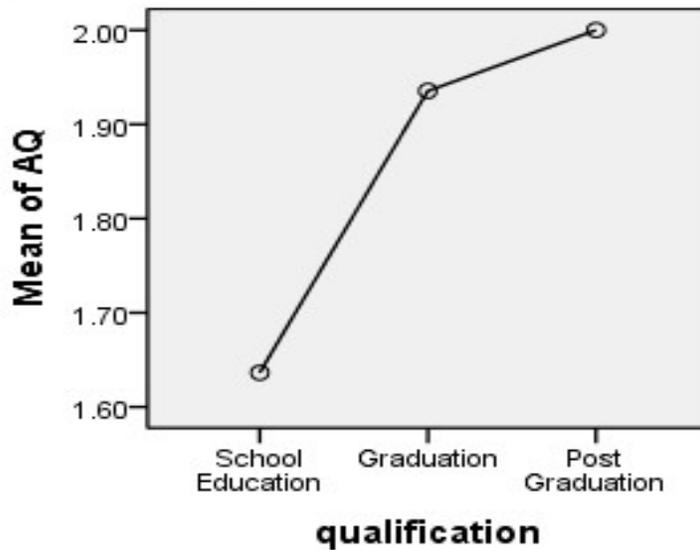
Variables	Characteristics	Mean	Significance
Age	Below30	1.8889	.350
	30-50	1.8571	
	Above 50	1.6667	
Gender	Male	1.7895	.238
	Female	1.9091	

Qualification	School Education	1.6364	.006
	Graduation	1.9355	
	Post-Graduation	2.0000	

As shown in the table the difference in age and gender does not have any significant effect on AQ. But it is clear that relationship exists between qualification and AQ at 5% level of significant.

After performing Post- hoc-test, Means Plot of AQ and Qualification shows that as the education level increases from school education to graduation level, AQ significantly increases whereas moving from Graduation to Post Graduation level, AQ gradually increases.

**Figure 2: Relationship between Mean of Adversity Quotient and Qualification**



**Inferences of the study:** Adversity Quotient depends upon some of the demographic factors, but it can be increased via training and practice. Organizations must provide training to their workforces so that they might deal with adverse situations in a better way and can attain balance in their life.

**Table 5: Research Hypotheses Results**

Hypotheses	Hypotheses content	Research results
H1	There is significant role of demographic variables on Adversity Quotient	Partly supported
H1a	Difference in age have significant effect on Adversity Quotient.	Not supported
H1b	Difference in gender have significant association with Adversity Quotient	Not supported
H1c	Difference in qualification have significant relationship on Adversity Quotient	Supported

- The paper revealed that there is positive relation of AQ with qualification. So special training should be given to raise the wakefulness of AQ among police employees, as AQ would enable them to face adverse situations in smooth way (Shivaranjini, 2014).
- Due to official duties, personal life of most of the police officials are disturbed so Adversity Quotient workshops are need of today so that they can well establish balance between personal and official life. Work life balance must be needed for better performance in the organization (Suprianto et al., 2017). Adversity Quotient is one of the way to attain work lie balance among police employees.
- It is also revealed that average AQ of sample size selected is below average as given by Stoltz (1997), in his book suggesting the need of training for AQ among Chandigarh Police Personnel.

### **Limitations and recommendations**

The given study is based on cross-sectional data, which limits its conclusions based on causal interpretability. Data is collected through questionnaire so it is vulnerable to biases such as respondent bias, investigator bias and social suitability bias. It is suggested to conduct the future research on different other sectors involving adversities as the results drawn in this study are based upon small sample collected from Chandigarh Police Personnel (CPP) and the same cannot be generalized for varied sectors and other regions of the country.

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