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DEPARTMENT OF PSYCHOLOGY

PSYCHOSOCIAL FACTORS IN THE DEVELOPMENT OF ANXIETY IN THE GHANA POLICE SERVICE: A CASE STUDY OF NIMA DIVISIONAL COMMAND.

BY

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10139059

THIS DISSERTATION IS SUBMITTED TO THE UNIVERSITY OF GHANA, LEGON IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE AWARD OF MASTER OF ARTS GUIDANCE AND COUNSELLING PSYCHOLOGY DEGREE

OCTOBER 2012
DECLARATION

I Ben-Newlife Zotoo (Rev.) do hereby declare that I produced this dissertation from original research undertaken as a student of the Faculty of Social Sciences, Methodist University College Ghana (MUCG). And that this work has never been submitted in whole or in part for any purpose in this University or any other University.

This dissertation was written and produced under supervision of professor S.A. Danquah and Rev. Dr. Joseph Ghunney of Methodist University College, Ghana.

All references made to the work of other people as well as those of other organization(s) have been duly acknowledged.

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CERTIFICATION

The undersigned do hereby certify that he has read and recommended to the faculty of Social Sciences of the Methodist University College Ghana. This dissertation titled

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DEDICATION

I dedicate this work to the Almighty God, my wife, Mabel, my dear children, Edem, Edinam and Edidem, my mother Akosiwa Kudexa and my late father Midodzi Zotoo.
ABSTRACT

This study investigated the psychosocial factors contributing to anxiety among the police in Ghana Police Service. The purpose was to determine, identify and describe psychological and social factors responsible for anxiety among the police. One hundred and seventy police officers were conveniently selected from four police stations, namely, Nima, Legon, Airport and Kotobabi police stations respectively to participate in the study. A questionnaire was administered to gather relevant information for the study. The questionnaire consisted of a self designed section and the Depression Anxiety Stress Scale (DASS). Findings revealed that age and tenure of office impacted significantly on officers’ level of anxiety. Younger officers and those who served more years in the service reported lower level of anxiety. It was also found that officers who experienced anxiety in their childhood reported more anxiety than those who did not whiles female police officers also reported more anxiety than their male counterparts. Police officers between the ranks ASP to IGP experienced more anxiety than those between constables to inspector ranks. These findings imply that anxiety among police officers is real and is impacted by some psychological and social factors. It was recommended that measures are put in place to reduce the level of anxiety among the police.
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CHAPTER ONE

1.1 BACKGROUND OF THE STUDY

The men and women who work in law enforcement agencies are trained to handle extreme situations while being unaffected emotionally by the horrors of the streets. Police officers are expected to be tough and in control, however the experiences their profession provides them become too overwhelming. As a result, this law enforcement agency is among the highest anxiety-rated occupations in the world (Maril 2006) not forgetting the alarming rate at which this is galloping in Ghana. As a positive force, anxiety which is born out of stress provides motivation in order to achieve important goals. However, when anxiety is unrelenting and out of control, it is a negative force that causes unhappiness, sickness, and even death. The majority of police-related anxiety is derived from the day-to-day conditions police officers encounter. Domestic instability is also a foundation of anxiety, which could be caused by the high risk, involved in law enforcement and by the emotional withdrawal of the officer from his/her family. Stress and anxiety are the main cause of the emotional and physical breakdown of police officers today; therefore anxiety education is a critical necessity as more and more police officers are suffering from depression, alcoholism, divorce, and suicide (Walker 2006). Anxiety is the uncomfortable feeling of dread that occurs in response to extreme or prolonged periods of stress. It is commonly ranked as mild, moderate, severe, or panic. It is believed that a mild amount of anxiety is a normal part of the human being and that mild anxiety is necessary to change and develop new ways of coping with anxiety. Anxiety is a reaction to an internal threat, such as an unacceptable impulse or a repressed thought that is straining to reach a conscious level or a real, threatened, or imagined, threat to the patient’s self-esteem. (Smeltzer and Bare, 2000).
Bandura (1999) defines anxiety as a state of anticipatory apprehension over possible deleterious happening. The feeling of anxiety by each and every person symbolizes apprehension and avoidant behavior that often interfer with performance in everyday activity including that of the Ghana Police Service.

Anxiety is part of the day to day life of any human being. Negative emotions such as guilt, hopelessness, or anger and negative thought such as all is my fault including self-defeating beliefs and behavior, (Burns;1993) can be seen in the Ghana Police Service personnel since they are human. It’s a natural spin-off of having a brain that is competent of considering the future. A little anxiety is good, even necessary, and a good motivator to enable us to plan well for the future and to execute it well.

Anxiety serves as one element in a wide range of elastic reactions that are important for people to survive in a dangerous world. A certain amount of anxiety introduces an appropriate element of caution in potentially dangerous situations. Most of the time, a person’s level of anxiety makes appropriate and undetectable shifts alongside a band of consciousness from sleep through alertness to anxiety and fear then back again. Sometimes, however, a person’s anxiety response system operates improperly or is weighed down by events; in this case, an anxiety disorder arises (Berkow et al, 1999).

Anxiety which is also cause by the state of psychic distress has physical, environmental and social factors. It shows our unhappiness, irritability and dissatisfaction. Each person who has post traumatic stress, panic and depression produces strong anxiety reactions. Such a feeling of distress and helplessness is
apparent in the birth trauma. All of these experiences lead to increase tension and apprehension.

Anxiety is the central problem in these disorders. The onset of anxiety disorders ranges from 16 to 40 years of age. The people who have anxiety disorders get heart disturbance such chest pain, palpitations and breathlessness. So, it is not surprising that an estimated 10 percent of people suffer from anxiety disorders. The sufferers may also experience panic attack, phobias, obsessions, and compulsions. Because anxiety disorders are mild in comparison with other abnormal behaviors, they are often labeled neurotic (Worchel and Shebilske, 1983).

Anxiety is a common mental problem in the general population that would interfere with one’s interpersonal relationships or even job performance. While many people would be anxious in some social settings such as giving a public speech, some people would show a marked and persistent fear with possible avoidant behaviors. The course of such severe social anxiety level, or social phobia, is often continuous and the duration is frequently life-long if no appropriate treatment is received. This makes suicide among police officers to be a growing problem (Kroes & Hurrell; 1975). Police work entails an extraordinary degree of occupational anxiety. Not only do police officers face the prospect of death and violence in the line of duty, administrative matters and relationships with the public represent additional anxiety. Police officers who fail to adapt to the multitude of pressures of police work often feel powerless and helpless, and some seek to re-establish control through suicide.

Suicide in the general population is a significant public health problem. Suicide is the ninth leading cause of death for all Americans, with white males being the most
frequent victims. About 18 attempts are made in every month to commit suicide.

Although numerous factors contribute to the decision to take one’s life, research indicates that 90 percent of suicides are associated with mental illness out of anxiety (Dempsey and Forst 2001). Many suicide deaths are preventable, but despite early warning symptoms, most victims fail to receive proper diagnosis and treatment. A combined effort on the part of the public and the mental and medical health communities is needed. Suicide in the police population is a major health threat that has only recently begun to receive national attention. Although suicide rates among police officers are hard to find, there is some indication that twice as many officers kill themselves than are killed in the line of duty (Seligman 1975).

The emotional impact of the situation sets in, accompanied by common reactions like a heightened sense of danger and vulnerability, fear, anxiety, anger, and rage.

“Anecdotal evidence tells that, officers who experience a strong sense of loss of control, coupled with high levels of anxiety, are at greatest risk for developing future problems” (Gaines 2001). The anxiety of the administrative aftermath, which normally involves investigations and legal consequences, can compound the stress of the critical incident. This case can take an unusually long time, and the officer involved might perceive that he or she is being treated like a suspect and abandoned by his or her department. The officer might feel that his or her career is in jeopardy. During these periods of powerlessness and helplessness, the officer is most vulnerable to suicidal thoughts. Several incidents of officer suicide can be traced to perceived career threats. In 1994, a surge in police suicides occurred. Two New York City officers killed themselves after being involved in corruption scandals. Another officer killed himself after a drunken driving arrest, which he knew would jeopardize his career. Yet another officer shot himself. (Gaines 2001).
All people experience anxiety to some degree. Most people feel anxious when faced with a new situation, as the researcher seeks to discover in the Ghana Police Service. The physical symptoms of anxiety reflect a chronic “readiness” to deal with some future threat. These symptoms may include fidgeting, muscle tension, sleeping problems, and headaches. Higher levels of anxiety may produce such symptoms as rapid heartbeat, sweating, increased blood pressure, nausea, and dizziness.

Levels of anxiety begin from a state of euphoria to panic. During the euphoric period, there is some kind of an intensified feeling of well-being that is not directly the same as a specific conditions or state of affairs. It precedes the onset of the first level which is mild anxiety where individual experience is positive in which there is increase alertness to inner feelings or the environment, such as increased ability to learn, become competitive and the like. The second level is moderate anxiety wherein there is a narrowing of the ability to perceive. The person is able to focus or concentrate on only one specific thing. Severe anxiety may also arise as the next level in which there is further reduction in the ability to perceive and focus is on small or scattered details. Sometimes anxiety explodes in a panic attack as the fourth level of anxiety which is marked by a general feeling of terror. A person engulfed in a panic attack usually experiences a racing or pounding heart, sometimes even pain or heaviness in the chest. Breathing becomes difficult. The body trembles and hands turn clammy. The person may notice tingling in their hands and feet, sometimes in their arms and legs. They may start to feel light-headed (Wikipedia.org 29/06/2011).
1.2 TYPES OF ANXIETY

There are many types of anxiety; as explained below.

1.2.1 General Anxiety Disorder

This anxiety is characterized by excessive worry that is out of proportion to the effect of the circumstances. Persons with GAD may eventually experience other mental disorders, such as panic disorder or major depressive disorder. (Georgetown University: Heath Education Services. West, 1994, NY.)

1.2.2 Social Anxiety Disorder

The continuous fear of situations whereby a person have been observed by others such as using public facilities, giving speeches, dancing acting and so on. As a result the person becomes skeptical of public performance. (Georgetown University: Heath Education Services. (West, 1994, NY.)

1.2.3 Obsessive Compulsive Disorder (OCD)

An individual with this kind of anxiety uses ritualistic and repeated behavior to rid themselves of obsessive thought and fears. (Georgetown University: Heath Education Services. (West, 1994, NY.)

1.2.4 Panic Disorder

This is a type of anxiety that is accompanied by physiological manifestations and usually unpredictable. This type of anxiety occurs at any time, even while asleep. It could pick up under minutes and lasting for longer time especially when not given quick medical assistance leads to heart attack. (Georgetown University: Heath Education Services. West, 1994, NY.)
1.2.5 Post Traumatic Stress Disorder (PTSD)

This is a kind of anxiety of psychiatric illness that could occur during a traumatic situation or circumstances giving rise to injury, damage or death. (Georgetown University: Heath Education Services. West, 1994, NY.)

1.2.6 Agoraphobia.

This type of anxiety result in condition of being helpless in an inescapable, sucking, surprising or embarrassing situations, Usually characterized by the omission open places. (Georgetown University: Heath Education Services. West, 1994, NY.)

1.2.7 Specific Phobia

This is an anxiety resulting in persistent fear of objects or a condition. When the individual is confronted with such object or condition, the reaction is immediate which produces severe anxiety signs. (Georgetown University: Heath Education Services.) West, 1994, NY.

1.2.8 Separation Anxiety Disorder (SAD)

Separation anxiety disorder is a psychological condition in which an individual experiences excessive anxiety regarding separation from home or from people to whom the individual has a strong emotional attachment (like a father, mother, grandparents, and brothers or sisters). Separation Anxiety Disorder (SAD), is characterized by significant and recurrent amounts of worry upon (or anticipation of) separation from a child or adolescent's home or from those to whom the child or adolescent is attached. Diagnostic and Statistical Manual of Mental Disorders. Washington, D.C.: American Psychiatric Association. 1980. pp. 53.
1.3 CAUSES OF ANXIETY

Of course, if you knew the cause of your anxiety, it would be much easier to treat it, right? Too often, there are multiple causes and risk factors for anxiety in one’s life. However, mental health professionals have narrowed the field to a few larger potential causes for the feelings one may be having.

1.3.1 Brain Chemistry

Very often, the way one’s brain does (or does not) produce chemicals can cause one to feel more anxiety than someone else might. There are several schools of thought on this. Some believe that it's a problem of serotonin levels not being maintained, thus causing more depressive and fear-based reactions to stress. Others believe that it's merely an adrenaline imbalance causing the troubles with anxiety. Either way, there are ways to test and see if your brain chemistry is off.

1.3.2 Genetics

If someone else in your family has a history of anxiety, you are certainly at a greater risk of developing anxiety too. While there isn't a specific anxiety gene, the heredity link seems to be fairly consistent in case studies. Of course, the case could be made that those living in the same families may also simply have learned the same behaviors and reactions to stress.

1.3.3 Environment

Where you grow up and how you are taught to handle stress often plays a big role in whether you too will have troubles managing your own anxiety. If you are taught
that certain things are frightening, you may believe that they are, even if they are not. Likewise, if you live in an area that isn't safe, you might have higher levels of anxiety.

1.3.4 past Negative Experiences

Sexual traumas, military service, rapes, incest and other painful experiences can also lead to problems with anxiety later in life. Even if you feel that you have dealt with these issues or that you can ‘get over it,’ you may still have troubles feeling comfortable in similar situations.

1.3.5 Illness

Whether you are sick or a loved one is sick, anxiety levels can rise exponentially during this sort of crisis time.

1.3.6 Deaths

The death of a loved one is another common cause of anxiety. Of course, this list could be pages long in terms of what causes us to be stressed out.

The common everyday causes of anxiety include Family, Relationships, Work, Children, Money Etc. Narrowing down the cause for you might take time, but when you are able to determine the trigger for your anxiety response, you will be better able to respond to it in a positive manner. Plus, you will be able to avoid the situations where you feel the most anxiety or you can learn to react in a different manner to them. (http://www.anxietycuresreview.com).
IMPLICATION OF ANXIETY TO THE GHANA POLICE SERVICE

Considering the fact that they are human beings in the Ghana Police Service, they are prone or exposed and could be affected by either of the types of anxiety. It was discovered that large numbers of retired police personnel were diagnosed of neurological cases relating to one or two of the anxiety problems caused during their time of service. Their subjective and over-subjective condition of service, their harsh treatment, sudden outbreak of large sounds from bombs, atomic mussels, guns, rigorous training style, inadequate rest, to mention but few create anxiety in the service. (Georgetown University: Heath Education Services. West, 1994, NY.

1.5 STATEMENT OF THE PROBLEM

Some negative incidents such as the Christiansburg castle crossroad disturbances, the 9th May, 2003 stadium disaster, the M.V. Benjamin cocaine scandal, the missing cocaine that was in police custody at the Criminal Investigation Department (C.I.D.) headquarters as well as the Taifa and the Dansoman shooting incidents, that were recorded marred the good image of the police organization. The allegations of malpractice against police personnel’s have destroyed the image of the service and made them more hostile and driven the police into greater isolation (Pokoo-Aikinsk, J.B. The Police in Ghana 1939-2009, 2001).

According to “People Daily Graphic’ on Tuesday, June 22 1993, there was a news item entitled “Policeman commits suicide”. In this news item, a police corporal committed suicide due to a little misunderstanding between him and the wife. He made an attempt to shoot the wife on two occasions which proved futile. Out of frustration which is the result of anxiety, he shot himself in the chest with his personal barrel gun.
In the Ghanaian Times newspaper dated Tuesday May 5, 1994, there was also another news item entitled “Policeman sets his three children on fire”. In this another police corporal set himself and the three children ablaze due to a little disagreement between him and the wife.

Another police officer while in night duty at the National Democratic Congress (NDC) constituency chairman’s residence at Gushiegu had to struggle with an armed robber who was armed with an AK47 assault rifle and 367 rounds of ammunition in two small bags alone and he was able to overpower him (Peoples’ Daily Graphic, Saturday 24th September, 2011)

It is then clear that, the circumstances mentioned above may be due to anxiety or may lead to anxiety.

Due to ignorance of the causes of anxiety in the Ghana Police Service, the psychosocial factors associated with its development are overlooked. That is why many of officers fall victim to psychological challengers including anxiety and spends the rest of their lives struggling with it. This motivated the researcher to go into this study of these factors and how it can be manage or reduce to the barest minimum if not totally resolved.

1.6 PURPOSE OF THE STUDY

People with anxiety seldom seek professional help because they do not realize this is a mental illness which could be alleviated by medication and/or psychological treatment. Anxiety is somewhat under-evaluated by clinicians as well. Over the last couple of decades, a great deal of research has redirected their attention to the
potential causes, psychological theories and outcomes of social anxiety, which together shed some light on its relations to other psychiatric illnesses.

The study shall be to identify and document the psychosocial factors influencing the development of anxiety among the Ghana Police officers. It shall also find out the effects on their work performance respectively.

1.7 OBJECTIVES OF THE STUDY

The research aims at achieving the following objectives:

1. To determine the level of anxiety in the Ghana Police Service
2. To identify the psychosocial factors that pre-dispose police officers to anxiety.
3. To throw more light on the anxiety situation in the Ghana Police Service.

1.8 SIGNIFICANT OF THE STUDY

Theoretically, the study gives contribution to larger body of knowledge particularly literary study on Ghana Police Service. Practically, it is to enrich the literary study, particularly among students of Methodist University College who have interest in literary study.

The finding will help the Ghana Police officers and their respective stakeholders to know the anxiety level among their workers. The study shall enable stakeholders and the government to consider doing something about the situation and formulate policies that will be of a help to the service.
1.9 HISTORY OF GHANA POLICE SERVICE

Professional policing was introduced by the British Colonial Authorities to the Gold Coast now the Republic of Ghana in 1821. Prior to that, policing or maintenance of law and order was organized by the traditional authorities such as the local headsmen and chiefs, who employed unpaid messengers to carry out the executive and judicial functions in their respective communities. In 1894, the Institution of Police was formalized with the passing of the Police Ordinance which gave legal authority for the formation of a civil police force.

In 1902 the force was split into General, Escort, Mines and Railway Police, which was legalized by the Police [Amendment] Ordinance of 1904. The Marine Police was formed in 1916 but disbanded in 1942 and replaced by Customs Excise and Preventive Service. The Criminal Investigation Department [CID] was formed in 1921 with the finger print section fully operational in 1922. In 1948, the Police Reserves Unit was formed to combat riotous mobs, following the 1948 riots in the country.

The Ghana Police Service as it is now called has as its motto “Service with Integrity”.

The functions of Ghana Police Service as stated in the Police Service Act, 1970 [Act 350] of Ghana are as follows:

- Crime detection and prevention
- Apprehension (arrest) and prosecution of offenders
- Maintenance of law and order
- Due enforcement of the law
The governing body of the Police is the Police Council which is made up of the following:

- A chairman who shall be appointed by the president acting in consultation with the Council of State.
- The Minister responsible for the Interior.
- The Inspector-General of Police.
- The Attorney-General or his representative
- A lawyer nominated by the Ghana Bar association.
- A representative of the Retired Senior Police Officers Association.
- Two members of the Police Service, appointed by the President, acting in consultation with Council of State, one of whom shall be of a junior rank; and
- Two other members appointed by the President.

The structure of the Police Service has expanded over the years with the creation of new units to address the increasing demands of governance and public safety. The day-to-day administration of the Police Service is under the unified command and authority of the Inspector-General of Police (IGP) who is based at the Police Headquarters in Accra, the nation’s capital. The IGP is assisted by a Deputy Inspector-General of Police. Also assisting the IGP at the Police Headquarters is the Headquarters Management Advisory Board: (HEMAB). They are responsible for the following schedules:

- administration
- human resource development(hrd)
- welfare
- criminal investigation department (cid)
- research, planning and ICT
- legal
- operations
- services
- technical
- finance
- Professional intelligence and standards bureau (pips).

The Ghana Police Service is divided into twelve (12) administrative regions namely: Accra, Tema, Ashanti, Brong Ahafo, Eastern, Volta, Western, Central, Northern, Upper East, Upper West and Railways, Ports and Harbors Regions. Below the regions, there are:

- 51 Police Divisions, Commanded by Divisional Commanders,
- 179 Police Districts Commanded by District Commanders, and
- 651 Police Stations and posts supervised by Station Officers.

The Service has manpower strength of a little over twenty-three thousand 23,000 personnel with a male to female ratio of about 4:1 and police civilian ratio of about 1:1200.

The Ghana Police Service joined Interpol in 1958. Ghana was the first African Country to host the Interpol General Assembly in 1976.

Apart from the normal Police duties, the Police renders other important services to the public. Some of these are:

1. Performing Motor Traffic duties to ensure safety on our roads.
2. Vetting and issuance of Police Criminal check certificates.

3. Assisting and helping the female gender to deal with traumatic and psychological problems as a result of sexual abuse (usually against minors). WAJU deals with this.

The Police Service renders an invaluable contribution to the state on daily basis, through the expeditious performance of its mandatory functions; providing security and ensuring the maintenance of law and order for a peaceful national elections and subsequent transition of government was an immediate past major contribution worth mentioning. Apart from this, there are ongoing joint operations with the Military to clamp down on the increasing rate of armed robbery that seems to have engulfed the major cities in the country. The fact that this has yielded tremendous success cannot be over emphasized.

The normal day and night patrols in residential areas continued in a bid to deter criminals. A number of arrests and subsequent prosecutions were made, all to ensure the necessary internal peace and tranquility needed for the success of the Government’s economic revitalization exercise.

The Police Service is a single cohesive unit, organized on national basis with a unified command under the leadership of the INSPECTOR-GENERAL OF POLICE (IGP), who, subject to any direction/directives from the Police Council, is responsible for exercising general day-to-day supervision and control over the ADMINISTRATION and OPERATION of the Police Service.
The Police Service, which has a very compact but flexible organization, aims at accomplishing the Service’s MISSION at all times. The following are the main functions of the service:

1. The protection of life and property
2. Prevention and detection of crime
3. Apprehension and prosecution of offenders
4. Preservation of peace and good order
5. Enforcement of all laws Acts, Decrees and other regulations with which it is directly charged.

The vision is to ensure a peaceful and safe environment to facilitate economic and social activities as a pre-requisite for making Ghana a Gateway to West Africa and the mission is to deliver professional security service for all citizens and non-citizens resident in Ghana. To make the country a safe place for legitimate business transactions.

The core value is to be honest in our activities, to be firm but fair and to work in partnership with the community. www.ghanapolice.info.

1.10 ORGANIZATION OF THE STUDY

To ensure logical and systematic flow of ideas, the study will be arranged in five chapters as follows:

Chapter One: Is the introduction, which covers the background of the study, statement of the problem, purpose of study, objectives of the study, Significance of the study, research question, history of the Ghana Police Service and the organization of the study.
Chapter two: Covers the review of related literature

Chapter three: Covers the methodology and procedure applied for the research

Chapter four: Covers the presentation and analysis of data

Chapter five: Covers the summary of major findings, conclusion and recommendation of the study.
CHAPTER TWO
REVIEW OF LITERATURE

2.1 THEORETICAL FRAMEWORK

The research is based on Behavioral Theory.

2.1.1 Behavioral Theory

There are many theories but the researcher will mainly base on the behavioral theory. This theory says that anxiety is a product of frustration. According to Hardy et al (1996), anxiety results when the individual doubts his or her ability to cope with the situation that causes him or her anxiety. The stress brought about by his lack of confidence consequently turns into anxiety.

Behavioral Theory and Conditioning can be traced directly from Pavlov’s 19th Century discoveries in classical conditioning. Important foundations for the behavioral approach later were discovered from system of psychology called behaviorism, founded by American Psychologist by name Watson (1939). Significant research and publication on the subject were conducted by Watson, Thorndike and others but it was not until B.F. Skinner systematically refined and developed his principle of behaviorism that the behavioral theory moved towards its current popularity.

Thus, the behaviorist views behaviour as a set of learned responses to events, experiences or stimuli in a person’s life history. The behaviorist believes that, behavior can be modified by providing appropriate learning condition and experiences. Thus, rather than being concerned with the emotional dynamics of
behavior characteristics, the behaviorist focuses on specific behavioral goals emphasizing precise and repeatable methods.

To behaviorists, counseling, involves the systematic use of variety of procedures that are intended specifically to change behavior in terms of mutually established goals between client and a counselor.

2.1.2 Methodological Behaviorism/S-R Theory

Behaviorist acknowledged that behavior was either the only or the easiest method of observation but held that it could be used to draw conclusions about mental states.

In the early 20th century, John B. Watson (1878-1958) in his approach emphasized physiology and the role of stimuli in producing conditioned responses – assimilating most or all function to reflex. Thus, Watson may be described as an S-R (Stimulus – Response) psychologist. (Robinson, 1976).

Methodological behaviorism remains the position of most experimental psychologist. Other well known behaviorists taking this kind of position were Clarm L. Hull (who described his position as neo-behaviorism) and Edward C. Tolman (who developed what was later known as the cognitivist program).

IMPLICATIONS TO THE GHANA POLICE PERSONNELS

The Ghana police service therefore needs reinforcement system in place for the personnel in order to turn their anxiety into a positive result rather than be derogative or destructive.
2.1.3 Radical Behaviorism/Skinner Theory

B. F. Skinner (1930s – 1950s) was influential in defining radical behaviorism; a philosophy codifying behaviorism differs from methodological behaviorism most notably in accepting treatment of feelings, state of mind and introspection as existent and scientifically treatable (Skinner; 1938). This is done by identifying them as something non-dualistic and here skinner takes a divide – and – conquer approach with some instances being indentified with bodily conditions or behavior. (Skinner; 2002).

IMPLICATIONS TO THE GHANA POLICE PERSONNELS

To help the police officers from exposing themselves to a very rudiment life style or task without value, a control mechanism should be juxtapose along with their training and serving system. These can help them to know themselves better, perform better and give the refined result.

2.1.4 Molar Behaviorism

Molar behaviorist such as Howard Rachlin (1992) argued that behavior cannot be understood by focusing on an event in the moment. That is a behavior that can be understood best in terms of the ultimate cause of history and molecular behaviorist are committing a fallacy by inventing a fictitious proximal cause of behavior. Molar behaviorist would define a behavior such as loving someone as exhibiting a pattern of loving behavior over time. There is no known proximal cause of loving behavior only a history of behaviors that can be summarized as love. (Culatta, 2011).
IMPLICATIONS TO THE GHANA POLICE PERSONNELS

To every action, there is an equal and opposite reaction. Thus, the police service should have a system of check-milting the actions and reaction of their service personnel. When a particular system is not working then an alternative must be in place to produce the required reactions and result from the personnel.

Serving police personnel must also develop from one stage to another, thus the instruction giving to staff on continuous bases cannot be over emphasized. They learn better from this and become capable of handling tasks within their capacity with little or no supervision.

According to Horan (1979) and Patters (1980), the goal of behavior therapy is the development of a complete set of psychological principles to apply to an individual (police personnel) from the initial presentation of the personnel complaint to his or her discharge. This requires systematic methods of collecting information to appraise the police personnel difficulties and to reach decisions about a treatment program.

The behaviorist framework requires that the therapist:

1) Locate the problem of the police personnel

2) Translate the initial complaint into a language and a set of questions appropriate for available behavioral technology,
2.1.5 Rational Emotive Therapy (R.E.T)

This is one of the client-centered therapies developed by Albert Ellis (1955). This theory is based on the assumption that people have the capacity to act in either a rational or irrational manner. Rational behavior is viewed as effective and potentially productive, whereas irrational behavior results in unhappiness and non-productivity. Ellis assumes that many types of emotional problems result from irrational patterns of thinking. According to Ellis, people with emotional problems develop belief systems that lead to implicit verbalizations or self-resting on faulty logic and assumptions. What a person tells himself intimately relates to the way he feels and acts.

2.1.6 Ellis Abcde Paradigm Theory

This paradigm as explained by Black ham (1977) is the basic foundation of Ellis Theorizing:

A- Refers to an external event to which a person is subjected.

B- Refers to a sequence of thoughts or self-verbalizations in which the person engages in response to the external event.

C- Connotes the feelings and behaviors that result from b.

D- Indicates the therapists attempt to modify the sequence of thoughts or self-verbalizations.

E - Refers to the presumed effective and behavioral consequences resulting from intervention by the therapist.
IMPLICATION OF THIS THERAPY TO THE GHANA POLICE SERVICE

The main purposes of Rational Emotional Therapy counseling are to:

1. Demonstrate to the police personnel that self-talk is the cause of disturbance and
2. Re-evaluate this self-talk in order to eliminate it and subsequent illogical ideas. According to Hoffman, Splete and Pinto (1984), this approach to counseling is based on the assumption that most police personnel in our society develop many irrational ways of thinking. Those irrational thoughts lead to irrational or inappropriate behaviour. Therefore, counseling must be designed to help the police personnel recognize to change these irrational beliefs into more rational ones. The accomplishment of this goal requires an active, confrontative and authoritative counselor who has the capacity to utilize a whole variety of techniques (Hansen, 1982).

2.1.7 Lazarus Multimodal Therapy

Physical as well as emotional components of mental health are called multi-model approaches. Lazarus (1978) suggests that multimodal strategies encompass client behaviour, affect, sensation, imagery, cognition, interpersonal relationships drug use and diet. Dwyer (1978) recommends that’s counselors consider themselves as part of a multidisciplinary in addressing client health concerns and dietary issues.
IMPLICATION OF THIS APPROACH TO THE GHANA POLICE SERVICE

The behaviorally oriented professions have an important contribution to make to nutrition education among the police personnel in the areas of attitudes, evaluation and counseling.

Counselors can help influence police personnel attitudes towards healthful diet and help the police personnel understand how certain food preferences may have emotional meanings.

Using the skills of multimodal therapy in test and measurements, counselors can evaluate the emotional, social and cognitive effects of dietary interventions. Counselors can employ behavior modification and imagery techniques to help police personnel avoid or select specific foods.

The results from Social distance scales may indicate a self social and group social distance. The degree of acceptance of the police personnel by the society may be an index of “Self-Score” and the degree of acceptance of the Society by the Police Personnel would be the “Group-Score”. Many studies of social distance scales have tended to lead to the conclusion that the greatest contribution of social distance scales helps in revealing the wide range of acceptance and rejection of any one person in a group.

Furthermore, the users of this instrument must determine how they can use negative data such as indicated group rejection to the police personnel’s advantage.
2.1.8 Cognitive Theory

As noted in the concept of social anxiety, social phobics would especially attend to cues that signify the possibility of negative evaluation by others (Beck and Emery, 1985). The cues are related to personal schema which guides the information processing. A “Schema” is set of “rules” that classify, prioritize and interpret incoming information to the person as well as facilitate the retrieval of relevant information from memory” (Hope and Heimberg, 1993). Therefore, cues that relevant to individual schema might trigger corresponding fear and anxiety. These cues could be situational (e.g. being laughed at when giving a speech), interpersonal (e.g. a colleague rejected his/her greeting), or internal (e.g. palpitation when meeting with strangers). Associated with the fear of being observed by others, many social phobics reported that they believed such observation would result in being humiliated, disliked or thought worthless (Heimberg, 1990).

Simply speaking, the cognitive model focuses on the individual processing or perception of external stimuli in social settings. This model assumes that social phobics interpret social situations in a more threatening fashion than non social phobics (Wells & Clark, 1997). Hartman (1983) postulated that socially anxious individuals were overwhelmed by the negative sense of self. Moreover, their self monitoring behavior to the fear of failed or diminished performance might inhibit their attention to more favorable and corrective information by others. Such self focused attention on social performance and failure claims to the maintenance of social anxiety (Hope et al., 1989). Self-focus is highly related to internal attribution of fault and negative comments and external attribution of positive feedbacks from others. Even if no negative appraisal is encountered, social phobics tend to perceive
neutral or ambiguous feedbacks as negative meanings caused by their poor performance. In contrast, they would attribute positive comments to exogenous factors, such as the kindness of audiences, rather than self-appreciation.

In addition to the attribution style of social phobics, the cognitive approach further suggested that highly socially anxious persons’ negative evaluations of their performance are at least partly distorted (Wells & Clark, 1997). Various studies provided evidences to this premise. Stopa & Clark (1993), found out that, compared to other anxiety disorder patients and non-patient groups, social phobics tended to underestimate their performance and overestimates others’ attention to their anxious state and anxiety symptoms like hand tremor and non-fluency of speech. This may be due to the interceptive interpretation characteristics of social phobics that they speculate how they appear to others based on their internal feelings (Wells & Clark, 1997). For example, these individuals might mistakenly assume that their face would turn red and perspire seriously if they feel hot and had a slightly increased heart-rate in a social situation. They think that they must be perceived as stupid and abnormal.

2.1.8.1 Conclusion of the Cognitive Model

All these psychological theories are inter-connected. To be more systematic and comprehensive in explaining social phobia, we would like to sum them up as we refer to the cognitive model advanced by Clark & Wells (1995). With the similar premises of self-focused attention, distorted information processing, public self representation and externalized power of control on individual performance, Clark & Wells (1995) further distinguish three phases of dysfunctional cognitive
processing in people with social phobia. They are the anticipatory processing phase, the insinuation phase and the post mortem. While the most critical stage is the in-situation phase, anticipating and contemplating what would and what have happened could reinforce the cycle of anxiety. In addition, safety behaviors (e.g. rehearse sentences mentally many times before speaking them if one thought s/he would get his/her words wrong) and avoidance as strategies to reduce anxiety might further intensify the anxiety level as these manifest “symptoms” might have reminded the afflicted individuals of their social inadequacy, low public self-concept and most importantly, their fear and anxious sensations.

**IMPLICATIONS TO THE GHANA POLICE PERSONNELS**

Figure 2.1 attempted to illustrate a model of feedback mechanisms for the Police personnel involved in the maintenance of social anxiety at the in-situation phase, anticipatory phase and post mortem. First, when an individual is engaging in a social interaction, self-appraisal of the public self-image would affect individual’s anticipation and perceived dangers in social interactions. Second, safety behaviors may interfere with social phobic’s’ performance and attention to corrective information. These anxiety symptoms and behaviors may contaminate the social situation as well (e.g. a social phobic may appear to be “mute” if s/he conceals self-appraised inappropriate speech by showing diminished responses). If negative appraisals are present, this may further reinforce the biased self-evaluation. On the other hand, if no aversive comments are given, s/he may attribute such non-occurrence of unfavorable outcomes by the use of safety behaviors. This in turn reconfirms and strengthens his/her belief in using these “coping strategies”. In fact, before engaging in the social situations, the anticipation of what might happen has
been pre-activate negative interceptive processing and thus induce anxious sensations. After the social interaction, due to the postulation that social phobia patients are biased to negative appraisals and they tend to present a favorable impression to other people, they may be preoccupied by thinking of ways of improvement in the future. Nevertheless, no matter which feedback loop an individual may encounter, the central drive for social phobia in the perspective of cognitive model is the dysfunctional processing of the self as a social object (Wells & Clark, 1997).

Figure 2.1 A Cognitive Model of Social Phobia (adapted from Wells & Clark, 1997)
2.2 REVIEW OF RELATED STUDIES

Many police officers consider early retirement as a way to relieve or avoid the health issues brought by the anxiety and depression acquired from their occupation. However, a study done by researchers at Iowa State University, found that many retired officers were more than twice more likely to suffer from heart disease, have a high risk of being heavy smokers, and experiencing hypertension, high cholesterol, and diabetes. (Haynes 2010). The only way to help prevent these health issues is to give more attention to the psychological profile of each individual officer early on in their careers.

A study done by Whisenand and Ferguson (1989), to combine a standardized measure of anxiety with a questionnaire about job stressors, individual job and career variables, and personal variables. Seventy-nine police officers from three different departments in the United States participated in the study. In general, the officers scored low on the Spielberger et al. (1983), State-Trait Anxiety Inventory. The stressors in police work identified by them were primarily administrative matters and relationships with no police. Officers who focused on the job’s compensations experienced less stress and anxiety than those who relished the excitement of the job, crime fighting, or people centered policing. More stress and anxiety was experienced by officers who were inclined to think more frequently about the possibility of being injured and by officers adapting to changes in their work or family.

Police officers, in the performance of their duties, face a range of potentially stressful situations and events. These have the capacity to cause significant personal
distress which develops to anxiety, leading to short-term changes in mood and psychological functioning. Some researchers have argued that over the course of their police careers officers develop a number of traits, such as cynicism, aloofness, suspiciousness, and alienation, which help them cope with the stresses of their jobs. A research was conducted in Australia where a post-hoc analysis of data was collected as part of a larger study of Australian police officers’ occupational stresses and coping behaviors. Subjects’ response on the Jenkins Activity Survey (measuring Type A behaviors) and the Trait scale of the State-Trait Anxiety Inventory were compared across length of service. Interrelations between the scales were also assessed. Results showed that officers with more than 12 years of service differed significantly from those with fewer years of service on the Hard-driving and Competitive dimension in the Jenkins Activity Survey and also had significantly lower trait anxiety scores. These results are discussed in terms of a general understanding of how police officers deal with their job stresses.

"Neurosis is the natural and logical development of an individual who is comparatively inactive, filled with a personal egocentric striving for superiority and is therefore retarded in the development of his social interest" (Helen and Ziegler, 1992:164), but to Freud, "anxiety is the central place in the theory of neurosis". It represents a greater danger, disaster and panic. The neurotic person is still able to perceive the world with reasonable clarity even though he or she is often troubled and unhappy. It influences the psychological wellbeing of human’s personality. (Worchel & Shebilske 1983).

According to Freud, there are three components of personality; *id*, *ego*, and *superego*. In functional personality, *id* tells us about what every human wants to do
as seeking pleasure, ego decides what human can do as seeking reality and superego tells what human can do as seeking perfection. Anxiety arises when the ego realizes that expression of an id impulse will lead to some kinds of harm. The ego inhibits the harmful action and the resulting inner struggle is felt in anxiety. The ego tries to satisfy the desires of the id without inflicting personal harm. There is contradiction between id, ego, and superego that are creating anxiety reaction. Anxiety deals with human psychological and it has relation with the literary work (Worchel & Shebilske 1983).

Although the neuropsychological account of anxiety to schizophrenia has been less well studied, Gray et al. (1991) implicated that anxious arousal state was related to the formation of delusional belief, which might indicate the possibility of anxiety as a precursor of psychotic symptoms. If it were the case, it would not be uncommon to find anxiety symptoms in schizophrenic patients (Turnbull & Bebbington, 2001). Date back to early decades, certain studies have already emphasized the important role of anxiety in the course of schizophrenia. For example, Arieti, S. (1974) suggested that the onset of schizophrenia is a reflection of anxiety peak level rooting from childhood. And the formation of persecutory delusions was seen as an individual’s response mechanism to reduce his/her anxiety level. He also suggested that the early acute phase of schizophrenia is in a period of intense anxiety and panic, and the patients were very reactive to a variety of stimulus.

Following the assumption of heightened arousal in acute schizophrenics, Mednick (1958) used learning theory to propose that anxiety might lead to thought disorder and delusions through conditioning, learning and generalization. He suggested that premorbid schizophrenia people would display an abnormal amount of stimulus and
Associative generation to remote and irrelevant anxiety-provoking stimuli he had experienced or learned to be fearful in the past. Some individuals might use avoidance to reduce anxiety but this in fact, would not lead to the extinction of learned anxiety. On the other hand, their over-generalization of anxiety producing situations and their withdrawal from the outside world usually turned into delusional and dissociative thoughts. He also made an attempt to explain the transition from acute to chronic phase by the framework that “each time the individual responds with an anxiety-provoking thought, the increment in drive will produce an increment in generalization”. If the patients respond to the tension by making an association to irrational thoughts, for instance “the radiators are broadcasting to me”, such disorganized thinking would continually self-reinforcing and thus lead to a prolonged high anxious state. McReynolds (1960) further supported the view that hallucinations and delusions were the attempts made to stabilize and reduce the amount of anxiety caused by high level of unprocessed information and psychosis is preceded by attenuated psychotic symptoms that occurred by neurotic symptoms such as anxiety.

According to a research done by Dempsey and Forst (1994), the police service is rated the most stressful among all the professions. The American institute of stress ranked the work of the police as one of the most ten stressful jobs. He went further to discover that, this stress is manifested in high rates of divorce, suicide and other stressful manifestation like persistent tension, strain confrontations and that of nerve wracking than other professions.

According to Dempsey and Forst (2009), the four main group of anxiety which the police officers normally face are mentioned. External stressors which are produced
by the real threats and dangers like responding to gun runs and other dangerous
duties and also taking part in auto pursuits, organizational stress produced by the
element inherent in the quasi-military character of the police service, such as
constant adjustment to changing hours of duty, odd working hours, working
holidays and strict discipline imposed on the officers, personal anxiety which is
produced by the interpersonal characteristics of belonging to the police force such as
difficulties in getting along with other officers, and finally, operational stress which
is produced by the daily need to confront the tragedies of urban life: the need to deal
with the derelicts, criminals, the mentally disturbed, and the drug addicted. The need
to engage in dangerous activities to protect the public that appears not to appreciate
the work of the police and the constant awareness of the possibility of being legally
liable for actions performed while on duty.

According to John S. Dempsey(1994), some factors leading to anxiety in the police
service are, poor training, substandard equipment, poor pay, lack of opportunity,
role conflict, exposure to brutality, fears about job competence and safety, lack of
job satisfaction and the pressure of being on duty twenty-four hours a day.

Ayres and Flanagan(1990) explained that, the causes of anxiety in the police
service can be attributed to external factors such as lack of consideration by court in
scheduling officers for court appearances, public lack of support and negative or
distorted media coverage, internal factors such as policies and procedures that are
offensive, poor or inadequate training and inadequate career development
opportunities, lack of identity and recognition, poor economic benefits and working
conditions, excessive paperwork, inconsistent discipline and perceived favoritism
Also, factors in law enforcement itself such as rigors of shift work, role conflict,
frequent exposure to life’s miseries, boredom, fear, responsibility for protecting other people, fragmented nature of the job and work overload. They went further to say that, there are factors that confront the individual police officers such as necessity to conform, necessity to take a second job and altered social status in the community.

According to John S. Dempsey (1994), anxiety has a lot of effect on the health of the police officers. The working hours and the resultant living conditions have a further negative effect on their health. He went further to say that the police officers who had to kill in the cause of duty suffer from postshooting trauma that may lead to severe problems, including the ruins of their careers.

According to a research done by Kroes and Hurrell(1975), the background, personality and personal experience, health status, selection and recruitment, family, separation, social events, feeling of achievement, employee and personal relationships are personal factors contributing to anxiety in the police service. They went further to state that, administration policies and procedures, higher echelon support of administration rotating shift work schedules, feelings of not accomplishing anything, more work than can be done in a given period of time, excessive paperwork and red tape in personnel complaint procedures, crosschecks within the police system and the “on it picking” bureaucracy one was required to endure to carry out the essentials of the job, lack of voice in decisions that directly affect the job. Transfers from command without any prior consultation, work overload, work ambiguity, excessive paperwork at any operational level, making decisions without sufficient information, work conflict, relationships with superiors, relationships with subordinates, adverse effect on home or life, not being able to
spend enough time with children, missing social events with family, irregular work-hour routines, detrimental effect on wives and children by poor public image of policemen, pressures of taking the job home, causing to be overly harsh with children and hard to live with, too much stress from being the man in the middle, directly bearing the wrath of public and superiors when complaints are made, help accountable for the consequences of his wrong decisions made under pressure of expediency, incurring the wrath of subordinates for decisions made at higher level, worries about support from superiors, inconsistency in supervision and overtime pay practices contribute it. In addition to the administration factors, workload or manpower; divisions of work, staffing decisions, police opinion, apathy, politics or alienation, measures of efficiency and effectiveness; department objectives, lack of training, plant and working environment, media relationships, job security, participation in decision making, civil services issues, misconceptions, ignorance as related to administration theory, organizational rumors, communication, coordination, employer-employee relationships, dangerous job, level of perception, not knowing what job is, what is expected, incompetency of leadership, lack of coordination, responsibilities without commensurate – given task without clear authority to accomplish them, leadership flexibility vs. rigidity, self-centered, self-serving leadership, decisions by default; passing the buck, financial well-being of personnel, presence of corruption, self-image vs. society’s view and absence of physical fitness program.

Kroes and Hurrell(1975) also discovered that, adequacy of equipment, poor condition of equipment and adequacy of manpower including public apathy, ignorance, citizen complaints and demands, citizen lack of awareness and concern for the total mission of the police force, public apathy, negative relation and lack of
support of police force, unwarranted investigations against patrolmen, assault on
subordinate officers, taking disciplinary actions against their subordinates, making
amends with the public for mistakes made by patrolmen, new assignments, lack of
consideration in scheduling court appearances thus the discontent of policemen and
complaints, Court leniency toward criminals, lack of knowledge about the law and
all justice processes are strong factors contributing to anxiety in the police service.

Rather than given basic definitions for anxiety, some researchers have focused on
trying to make distinctions among different types of anxiety that can be related to all
fields of anxiety related challengers.

In addition to Spielberger’s (1976) state-trait anxiety, MacIntyre and Gardner
(1991a) named situation-specific anxiety, which can be seen as a trait anxiety
limited to a specific situation, for example, communication apprehension, shyness,
or stage fright.

Pekrun’s (1992) Expectancy –Value Theory of Anxiety (EVTA) combines
expectancies of a situation as threatening or not with an individual’s expectancies of
his/ her ability to deal with it. When an individual does not believe that he/ she has
the ability to overcome or solve a threatening situation, the anxiety arises. This
concept is similar to Bandura’s (1991) theory of self- efficacy. Bandura (1991)
pointed out that an individual’s perceived ability to control or cope with a situation
can affect anxiety arousal and avoidant behavior. Bandura (1995) stated that
perceived self-efficacy refers to an individual’s beliefs in his/her abilities to
organize or deal with a problematic situation.
Leary (1982) stated that social anxiety may be referred to as embarrassment, shyness, stage fright, fear of evaluation, or communication apprehension. The individual who has experienced social anxiety might avoid or withdraw from social situations. MacIntyre (1995) stated that language anxiety is triggered by aspects of communicative and social contexts, so it can be defined as a social anxiety (p. 90; MacIntyre & Gardner, 1991a).

Young (1990) reported that “communication apprehension, social anxiety, and low self-esteem are vital components of language anxiety” (p. 550). Horwitz, et al.’s (1986) theory of Foreign Language Classroom Anxiety consisted of three elements: communication apprehension, fear of negative evaluation, and test anxiety (1986, p. 50). However, some research has shown that test anxiety was not a factor attributed to language anxiety (Aida, 1994).

According to previous literature on anxiety, a negative relationship exists between anxiety and achievement (Bailey, Onwuebuzie, & Daley, 1998; Bailey, Onwuebuzie, & Daley, 2003; Chastain, 1975; Horwitz, Horwitz, & Cope, 1986; Lalonde and Gardner 1984; MacIntyre & Gardner, 1991a, MacIntyre, 1999; Onwuegbuzie, Bailey, & Daley, 2000; Pappamihiel, 2002) and performance (Horwitz et al., 1986; Lee, 1999; MacIntyre.

From the personal interaction of the researcher with some officers of the police service, sources at the force headquarter linked that some of these officers had started carrying out massive irrational actions on people due to anxiety.
Vanguard (2012) also gathered that the IGP and CPs have started avoiding controversial cases like anxiety of police cases so as not to insure the anger of human rights infringement and abuses.

Police are everywhere in the country and some are engaged in criminal activities and bribery taking due to anxiety. It is in their blood and cannot be stamped out easily. They all got good and excellent training nationally and internationally but when confronted with psychosocial cases of anxiety during the execution of their duties, they do no longer perform to the betterment of the masses.

According to US research dept, (2009), a psychologist and medical Doctors compiled a report on whether the officer can or cannot carry out the duties of an officer completely. If not, then the officer is placed at another assignment where he can be trained and get better enough to return to duty. If it is not work related, then the officer would seek a medical help, this would help to know if the officer can continue in his capacity to do his duties effectively. If he is not up to the task, he is either reassigned, resign or place on some type of leave until he or she is well enough to return to duty. (Journal of police and criminal psychologies act 17 2002).

From the study conducted by Rouwen and Oudejans(2012), the police officer were investigated based on distance perception and shorting behavior in relation to a suspect that approached with a knife. Result shows that high threat led to earlier shooting because, high threat generally induced more anxiety perception. Judgments sometimes remain unaffected by threat and this indicated systematic underestimation of the distance to the suspect. It was suggested that, sometimes in the control of action, increased anxiety does not affect distance but alters the
functional relationship between distance and perceived threat, thereby causing officers to shoot the approaching suspect at an earlier stage.

2.3 HYPOTHESES

1. The police officers below the age of 40 years will experience less anxiety than those above the age 40.
2. The police officers who had being in the service for more than 10 years will experience less anxiety than those who had been in the service more than 10 years.
3. The police officers who experienced anxiety in their childhood will experience more anxiety than those who had no childhood anxiety experience.
4. Female police officers will experience more anxiety than their male counterparts.
5. The police officers with the ranks between ASP to IGP will experience less anxiety than those with the rank between constable to inspector.

2.4 OPERATIONAL DEFINITION OF TERMS

Age: This refers to the length of time that a police officer has lived.

Anxiety: This refers to the emotional state arising from change and frequently emanates from fear.

Civil Status: This refers to the position of an individual in relation to another or others, especially in regards to social or professional standing.
**Extended Family:** This refers to the family that can include, aside from parents and their children; spouses of children, in laws, cousins, aunts, uncles, nieces, nephews and foster children.

**Family’s Total Monthly Income:** This refers to the consumption and savings opportunity gained by a police officer’s family within a specified time frame, which is generally expressed in monetary terms.

**Gender:** This comprises a range of differences between men and women, extending from the biological to the social.

**Level 0 or no anxiety:** The person has no negative reaction on certain stimuli.

**Mild Anxiety:** This level can be positive experience when a person has an increased alertness to inner feeling and working under stress until the work is done. It makes a person to be a competitive and increase a person's willingness to learn.

**Moderate Anxiety:** At this level, the police officer focuses on only one specific event and draws a conclusion about the expected danger that will occur. The officer also may manifest different negative attitudes that will enable him not to focus on other stimuli.

**Nuclear Family:** This refers to a family group consisting of most commonly, a father and mother and their children not like what is known as an extended family.

**Panic Anxiety:** This level involves difficulty verbalizing, unable to concentrate to what the officer is doing or cannot focus on reality the individual may experience a fear of being alone in public places. The police officer manifest emotional and intellectual changes as he or she experiences a loss of concentration.
**Rank among siblings:** This refers to the relative position or standing of the officers in their families.

**Severe Anxiety:** At this level the Police officer cannot communicate clearly, gives inappropriate response to the questions being asked, and decision making is altered. This manifestation is due to the pressure the person is experienced in response to the stimuli that make the person experience anxiety.

**IGP:** Inspector General of Police is the most senior police officer in Ghana in charge of full administration of the police activities in the country.

**ASP:** Assistant Superintendent of Police. In one of seniors rank in the Ghana Police.

**Patrol Unit:** This is the unit in the Ghana Police Service responsible for enhancing and enforcing security within the communities and highways.
CHAPTER THREE
METHODOLOGY

3.0 INTRODUCTION

This chapter includes the setting, recruitment of the participants, and data collection instrument. The researcher also discussed the choice of quantitative research design, and the characteristics of case studies, individual in-depth interviews, and a focus group discussion, which are central to this study’s methodology.

3.1 THE RESEARCH DESIGN

The researcher employed the use of quantitative design method for the research. The quantitative research employs deductive logic, often drawing heavily on existing theoretical and substantive prior knowledge to conceptualize specific situations, and to predict what will happen to particular people or groups, and why. That is what this research is all about (R.M. Frankel & K.J. Devers Creswell; 1994).

The researcher used this research design in order to ensure the validity and reliability of the findings and the conclusion to be made. In line with this, the result shall be tested using the appropriate statistical test.

3.2 RESEARCH SETTING

The study took place at the selected police stations in the Nima Divisional Police command in the Greater Accra Region of Ghana. The stations are Nima Police Station, Kotobabi Police Station, Legon Police Station and Airport Police Station.
3.3 PARTICIPANTS/ TARGET POPULATION

The researcher focused on the Ghana police officers in the Nima division in the Greater Accra Region which comprises Kotobabi Police Station, Legon Police Station, Airport Police Station and Kotobabi Police Station. The division has about 500 officers. This population was taken because the Nima Division seems to have some of the highly populated areas in the Greater Accra Region. It also seems to have most of the people in the key leadership position of the country like the president of the Republic of Ghana and his vice, all the formal Presidents and some top High Court judges. In addition, it also has key assets like Ghana Brocasting Corporation and Kotoka International Airport which every dignitary entering the country by air must pass through.

The researcher concentrated on those officers who were willing to assist in gathering the data for the research work.

3.4 SELECTION OF THE TARGET POPULATION

The participants for the study were chosen from among those who met the criteria given here. The participants were asked to complete a self-report questionnaire designed by the researcher, a modified version of the Anxiety Scale and a Standard Personality Scale. These participants were:

1. Police officers who work in the selected divisional command
2. Who are engaged in the daily police operations; and
3. Who have worked with the Ghana police service for more than a year?
Table 3.1
THE DISTRIBUTION OF DATA COLLECTION AND PERCENTAGE

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<tr>
<td>Total</td>
<td>90</td>
<td>45</td>
<td>30</td>
<td>35</td>
<td>200</td>
<td>100%</td>
</tr>
<tr>
<td>Percentage</td>
<td>45</td>
<td>22.5</td>
<td>15</td>
<td>17.5</td>
<td>100</td>
<td>100%</td>
</tr>
</tbody>
</table>

Per Station

KEY(S):

NPS --- Nima Police Station
KPS – Kotobabi Police Station
LPS – Legon Police Station
APS – Airport Police Station

A non-random sample of 200 police officers were selected from the four Police Stations in the Nima Command– N=90(from NPS), N=45(from KPS), N=30(from LP) and N =35(from APS). The sample consisted of 100 male and 100 female.

3.5. SAMPLE SIZE AND SAMPLING TECHNIQUE

Out of the 500 population, a sample size of 200 police officers was conveniently and randomly chosen with the number for each sex group. Non probability sampling is used because the researcher relied on personal judgment rather than chance to select sample elements. This helped him to yield good estimate of sample population characteristics. Again, convenience, Judgmental and quota sampling were used for the sake of expense and time, and to help obtain the required information.
3.6 SAMPLE SIZE DETERMINATION

The sample size for the study was determined using Epi Info 7 as follows:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population Size</td>
<td>500</td>
</tr>
<tr>
<td>Expected Frequency</td>
<td>10%</td>
</tr>
<tr>
<td>Worst Acceptable Value</td>
<td>5%</td>
</tr>
<tr>
<td>Confidence Level</td>
<td>99%</td>
</tr>
<tr>
<td>Estimated Representative Sample</td>
<td>162</td>
</tr>
</tbody>
</table>

However, to make room for non-return and inappropriate completion of questionnaire, 10% of 162 (16 individuals) was added to round the figure up to 178.

3.7 PROCEDURE FOR RECRUITING PARTICIPANTS

Initially, the researcher received an official letter from Methodist University College-Dansoman Campus to the Inspector General of Police and a copy to the Commander, Nima divisional Police command, and explained to the commander the nature of the study; in order to gather the contact information of the officers under his command; also to ask the commander for permission to contact the officers for the answering of the questionnaires and interviews. The questionnaires were distributed to the officers at post during the day of visit. Interviews took place in the charge offices or any place which had made them feel comfortable based on the questionnaire. Because of the busy schedules of the officers, the researcher visited the police officers in their offices.

The researcher took time to explain the questionnaire to the respondents and enough time was given to them to respond. The researcher also answered some few questions that were asked by the respondents based on the questionnaire.
3.8 DATA COLLECTION INSTRUMENT

The researcher had employed the use of Depression Anxiety and Stress Scale (DASS) an adapted version of the self-reported questionnaire: this was followed by a demographic information sheet, a writing exercise, in-depth interviews, and a focus group interview. In addition, individual and group interview guides, field notes, and reflective journals as additional support for these primary sources of data collection were used.

The DASS is a 42-item questionnaire which includes three self-report scales designed to measure the negative emotional states of depression, anxiety and stress. It is a scale with a validity coefficient of 0.67 in eliciting information on Depression, Anxiety and Stress. Each of the three scales contains 14 items, divided into subscales of 2-5 items with similar content. The Depression scale assesses dysphoria, hopelessness, devaluation of life, self-deprecation, lack of interest/involvement, anhedonia, and inertia. The Anxiety scale assesses autonomic arousal, skeletal muscle effects, situational anxiety, and subjective experience of anxious affect. The Stress scale (items) is sensitive to levels of chronic non-specific arousal. It assesses difficulty relaxing, nervous arousal, and being easily upset agitated, irritable over-reactive and impatient. Respondents were asked to use 4-point severity frequency scales to rate the extent to which they have experienced each state over the past week.(Lovibond and Lovibond; 1995).

3.9 SCORING

Scores of Depression, Anxiety and Stress were calculated by summing the scores for the relevant items. The depression scale items were 3, 5, 10, 13, 16, 17, 21, 24, 26, 31, 34, 37, 38, and 42. The anxiety scale items are 2, 4, 7, 9, 15, 19, 20, 23, 25,
28, 30, 36, 40, and 41. The stress scale items are 1, 6, 8, 11, 12, 14, 18, 22, 27, 29, 32, 33, 35, and 39. The scores for each of the respondents was computed by adding scores of 5-1 which were attached to the like of scale responses seriously agree (SA), agree (A), indifferent (I), disagree (D), and seriously disagree (SD).

3.10 DATA ANALYSIS

Researcher analyzed the data right after the collection of the questionnaire to determine the topics for the next interview or to identify areas where there is a need to probe further. Researcher had considered the intensity (i.e., speed, volume of tones, emotion, and emphases of certain words) of a focus group participant but also paid more attention to specific and personal experience than to vague or impersonal response from a focus group participant. When analyzing, Krueger (1998) remarked that he will focus on meaning instead of words because some focus group participants might be better at the usage of words than others.

The researcher also had been concerned about and watched out for focus group participants’ inconsistent responses or response changes because they were sometimes influenced and persuaded by other participants’ responses.

In analyzing the data of the research work, the researcher adapted the use of the SPSS statistical test method where the value or the data was computed into the system and the appropriate result in each hypothesis were generated for comparism and evaluation as needed. This helped to know if there was any significant difference between each variable or concepts mentioned in the hypothesis respectively.
Furthermore, the researcher was aware of the frequency of certain views. Certain issues mentioned the most frequently are not necessarily the most important, even though many participants had mentioned the issues during the group interview.

3.11 ROLE OF THE RESEARCHER

The researcher recorded and interpreted the participants’ personal experiences, constructed the knowledge of the case and provided broad description to each of the participants’ unique cases. The researcher had been the primary instrument used to collect, analyze, and interpret the data. It is essential for a good qualitative researcher to have “an enormous tolerance of ambiguity”, “sensitivity”, to be “a good communicator” (Merriam, 1998) and listener. The researcher had demonstrated all these skills. A qualitative researcher can be likened to a detective. That researcher needs to be flexible and patient during the process of collecting the data. The sensitivity to the contexts, participants, other people, their non-verbal communications, and body language was observed and also the biases of the participants.

Fortunately, the participants agreed to share with the researcher their own personal experiences as police officers and the researcher reflect on them with his own experiences.

3.12 VALIDITY/ RELIABILITY

To ensure the Validity of the research work done, two methods of data collection were adopted in order to capture all areas of information or data needed, that is the use of questionnaire and interview. Also, a universally acceptable statistical testing tool or method was used to draw the valid conclusions arrived at.
With regards to the reliability of the research, the researcher had to a test-retest method in order to make the finding reliable. After the first test done during the research, another one was conducted after the findings were made to prove that the result can be dependable.

During the focus group interview, the researcher listened to the participants carefully and observed how they answered the questions. When the researcher did not understand what they said, he asked them to clarify or explain their views to him. Before the end of each interview, the researcher made each of the participants to verify the summary comments of their points because the researcher had tried his best to make the results trustworthy and valid. The researcher exercised judgment in interpreting the data, particularly if the topics involved areas where the participant felt hesitant to relate the experience, or had felt tempted to give the ‘right’ answer(s) to the researcher.

Merriam (1998) stated that internal validity “deals with the question of how research findings match reality” (p. 201) and that is exactly what the researcher did.

External validity is “concerned with the extent to which the findings of one study can be applied to other situations” (Merriam, 1998, p.207) which the concept is similar to generalization. In addition, the researcher also provided the strategies to achieve validity, for example providing rich and thick description, so the readers are able to match any other situations of interest to the findings of the case was also taken into consideration.

The researcher also make sure the research findings can be replicated and the result been consistent (Merriam 1998). So he carried out a pilot study on the questionnaire on ten students of Methodist University College at the college campus. Ten
respondents were used for this purpose. The correctional analysis co-efficient was .088 and it was found to be reliable for the use of the research.

3.13 ETHICAL ISSUES

This study was executed after the Board of Examiners at the Methodist University College, Ghana had approved on it. Almost all the assessments used in the work were standard scales except self developed ones which are open for critiques, assessment and vetting by all. The code of ethics as prescribed by the America Psychological Association (APA) Ethical Principles of Psychologists and Code of Conduct was followed.

Furthermore, researcher’s biases, honesty in collecting, interpreting, and reporting the findings are all ethical issues. Agar (1980) wrote “people must be informed of your role, who you are and what do you want” (p. 55). Therefore, the researcher introduced himself to the participants. Thus who he is, what he is doing around their office, and the topic of the studies. As Agar (1980) stated, the goal was to begin the work honestly by presenting himself and the work in a way that would make sense to the participants.

3.14 WRITING IT UP

This research was conducted and written in such a way to make it clear that, there are other people whose experiences match mine own (i.e., the participants have backgrounds similar to that of the researcher). The researcher interpreted the result and made sense of the data collected. It is expected that, as a result, the study would profoundly affect the researcher’s own view of experiences with anxiety.
### 3.15 RESPONDENTS OF THE QUESTIONNAIRE

<table>
<thead>
<tr>
<th>Police Station</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kotobabi Police Station</td>
<td>30</td>
</tr>
<tr>
<td>Nima Police Station</td>
<td>70</td>
</tr>
<tr>
<td>Airport Police Station</td>
<td>45</td>
</tr>
<tr>
<td>Legon Police Station</td>
<td>25</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td><strong>170</strong></td>
</tr>
</tbody>
</table>
CHAPTER FOUR  
RESULTS

4.0 INTRODUCTION

The study investigated level of anxiety among police officers. Five hypotheses on the impact of age, tenure, rank, experience of anxiety in childhood and sex on the level of anxiety among the officers were tested. Univariate analysis was adopted in testing all the five hypotheses as a result of the fact that the researcher was interested in the effect of the five variables (age, tenure, rank, experience of anxiety in childhood and sex) on one (level of anxiety). Results obtained on each of the hypothesis are presented in this chapter in the form of statistical summary tables.

4.1 HYPOTHESIS ONE

The first hypothesis states that “police officers below the age of 40 years will experience less anxiety than those above the age of 40 years. Relevant information on this is presented in Table 1.

Table 1  Univariate Analysis of Difference in Anxiety Scores for Police Officers Below and Above 40years

<table>
<thead>
<tr>
<th>Age Category</th>
<th>M</th>
<th>SD</th>
<th>Df</th>
<th>F</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officers Less than 40 years</td>
<td>33.24</td>
<td>3.15</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Officers with age 40 years</td>
<td>59.60</td>
<td>1.55</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>and above</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Anxiety</td>
<td>46.42</td>
<td>2.35</td>
<td>3,112</td>
<td>8.359</td>
<td>.026</td>
</tr>
</tbody>
</table>
Results in Table 1 revealed that mean anxiety score recorded by police officers less than 40 years was 33.24 with a standard deviation of 3.15. Their counterparts with 40 years and above recorded 59.60 and 1.55 as mean anxiety score and its associated standard deviation score respectively. These means were subjected to Univariate analysis and results indicated a significant difference \[ F = 8.359, \ p < .026 \]. Police officers less than 40 years recorded a lower mean anxiety score which implies that they experience less anxiety than their older counterparts. This means that hypothesis one is supported by the results of the analysis.

4.2 HYPOTHESIS TWO

The second hypothesis states that “police officers who had been in the police service for more than 10 years will experience less anxiety than those who had being in the service for less than 10 years”. Results on this hypothesis are presented in Table 2.

<table>
<thead>
<tr>
<th>Tenure of service</th>
<th>M</th>
<th>SD</th>
<th>Df</th>
<th>F</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officers with less than 10 years work experience</td>
<td>63.40</td>
<td>2.05</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Officers with more than 10 years work experience</td>
<td>29.40</td>
<td>2.55</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Anxiety</td>
<td>46.42</td>
<td>2.35</td>
<td>3,112</td>
<td>15.085</td>
<td>.022</td>
</tr>
</tbody>
</table>

Results in Table 2 revealed that mean anxiety score recorded by police officers with less than 10 years work experience was 63.40 with a standard deviation of 2.05.
Their counterparts with more than 10 years work experience recorded 29.40 and 2.55 as mean anxiety score and its associated standard deviation score respectively. These means were subjected to Univariate analysis and results indicated a significant difference \[ F_{(3,112)} = 15.085, \ p < .022 \]. Police officers with more than 10 years work experience recorded a lower mean anxiety score which implies that they experience less anxiety than their counterparts. This means that hypothesis two is also supported by the results of the analysis.

4.3 HYPOTHESIS THREE

The third hypothesis states that “police officer who experience anxiety in their childhood will experience more anxiety than those who have no childhood anxiety experience. Relevant information on this hypothesis is presented in Table 3.

<table>
<thead>
<tr>
<th>Table 3. Univariate Analysis of Difference in Anxiety Scores for Officers Who Experience Childhood Anxiety and those Who did Not.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officers with Childhood anxiety Experience (n=106)</td>
</tr>
<tr>
<td>Childhood experience of anxiety</td>
</tr>
<tr>
<td>Officers with Childhood anxiety Experience</td>
</tr>
<tr>
<td>Officers without childhood anxiety experience</td>
</tr>
</tbody>
</table>

Results in Table 3 revealed that mean anxiety score recorded by police officers who experience childhood anxiety was 60.84 with a standard deviation of 4.05. Their counterparts without childhood anxiety experience recorded 32.80 and 0.55 as mean
anxiety score and its associated standard deviation score respectively. These means were subjected to Univariate analysis and results indicated a significant difference \( [F(3,112) = 23.091, p < .019] \). Police officers with childhood anxiety experience recorded a higher mean anxiety score which implies that they experience more anxiety than their counterparts with no childhood anxiety experience. This means that hypothesis three is also supported by the results of the analysis.

### 4.4 HYPOTHESIS FOUR

Hypothesis four states that “Female police officers will experience more anxiety than their male counterparts”. Relevant information on this is presented in Table 4.

| Table 4. Univariate Analysis of Difference in Anxiety Scores for Female and Male Officers |
|---------------------------------|---------------------------------|----------------|---------------|--------|--------|
| Gender                          | Female Officers (n=121)         | Male Officers (n=49 ) |               |        |        |
| M                               | 70.60                          | 22.24                | 3.46          |        |        |
| SD                              | 3.46                           | 1.18                 |               |        |        |
| Df                              | 3,112                          |                      | 32.397        | .011   |        |
| F                               |                                |                      |               |        |        |
| Sig                             |                                |                      |               |        |        |

Results in Table 4, revealed that mean anxiety score recorded by female police officers was 70.60 with a standard deviation of 3.46. Their male counterparts recorded mean anxiety score of 22.24 with a standard deviation of 1.18. These means were subjected to Univariate analysis and results indicated a significant difference exist between the anxiety levels of male and female officers \( [F(3,112) = 32.397, p < .011] \). Female police officers recorded a higher mean anxiety score
which implies that they experience more anxiety than their male counterparts. This means that hypothesis four is also supported by the results of the analysis.

### 4.5 HYPOTHESIS FIVE

The fifth hypothesis states that “The Police Officers with the rank between ASP to IGP will experience less anxiety than those with the ranks between constable to Inspector”. Relevant information on this hypothesis is presented in Table 5.

#### Table 5. Univariate Analysis of Difference in Anxiety Scores of Officers Categorized by Rank

<table>
<thead>
<tr>
<th>Rank</th>
<th>M</th>
<th>SD</th>
<th>Df</th>
<th>F</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASP to IGP (n=111)</td>
<td>62.98</td>
<td>2.57</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Constable to Inspector (n=59)</td>
<td>29.86</td>
<td>0.13</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Anxiety</td>
<td>46.42</td>
<td>2.35</td>
<td>3,112</td>
<td>27.008</td>
<td>.016</td>
</tr>
</tbody>
</table>

Results in Table 5, revealed that mean anxiety score recorded by police officers with ranks between ASP to IGP was 62.98 with a standard deviation of 2.57. Their counterparts with ranks between Constables to inspector recorded mean anxiety score of 29.86 with a standard deviation of 0.13. These means were subjected to Univariate analysis and results indicated a significant difference exist between the anxiety levels of officers with ranks between ASP to IGP and those with ranks between constable to inspector \( [F_{(3,112)} = 27.008, p < .016] \). Officers with ranks between ASP to IGP recorded a higher mean anxiety score which implies that they experience more anxiety than their counterparts with ranks between constable to
inspector. This is contrary to the hypothetical prediction thus hypothesis five is not supported by the results of the analysis.
CHAPTER FIVE
DISCUSSION

5.0 INTRODUCTION
This chapter, gives a summary of the research work carried out in this study with its conclusions carefully arrived at and appropriate recommendations were respectively made to enhance the efficacy of this study. These in no doubt will support the field of guidance and counseling in helping the Ghana Police Service manage anxiety appropriately among the police officers viz-a-viz their occupational or duty performances.

5.1 MAIN DISCUSSION

5.1.1 Police Officers Below 40years Will Experience Less Anxiety Than Those Above 40years.
From hypothesis one which states that the "police officers below the ages of 40years will experience less anxiety than those above the ages of 40years" was accepted and after testing and analyzing was found to be true among the police officer.

Results in Table 1 with the Univariate Analysis of Difference in Anxiety Scores for Police Officers below and above 40years revealed that mean anxiety score recorded by police officers less than 40 years was 33.24 with a standard deviation of 3.15. Their counterparts with 40 years and above recorded 59.60 and 1.55 as mean anxiety score and its associated standard deviation score respectively. These means were also subjected to Univariate analysis and the results came out indicated a significant difference \(F = 8.359, p < .026\). This means that, the Police officers less than 40 years recorded a lower mean anxiety score which implies that they experience less anxiety than those above 40years. This means that hypothesis one is supported by the results of the analysis.
Anxiety is part of the day to day life of any human being not excluding the Police officers since they are also human beings. Negative emotions such as guilt, hopelessness, or anger and negative thought such as all is my fault including self-defeating beliefs and behavior are part of emotional challengers the officers go through in discharging their duties. (David Burns 1993).

There is a popular saying that ‘life starts at forty”. The assumption behind this saying is that, by the age 40, one should be able to have basic necessities of life mostly marriage, shelter and be financially sound. Like other jobs, if by this age one is not having this basic life necessity, one thinks time is against him/her hence anxiety sets in. When the police officers begin to believe that they are not able to get what they need at the time, it suggests to them that they must work harder even at old age and especially with those in the police quarters with their children in one room. The fear of going on retirement without any property makes the officers to become anxious.

This discovery is supported by Ellis when he assumed that many types of emotional problems result from irrational patterns of thinking. According to Ellis, people with emotional problems develop belief systems that lead to implicit verbalizations or self-resting on faulty logic and assumptions. What a person tells himself intimately relates to the way he feels and act (Black ham; 1977).

According to Hardy et al (1996), anxiety results when the individual doubts his or her ability to cope with the situation that causes him or her anxiety. The stress brought about by his lack of confidence consequently turns into anxiety.
5.1.2 Police officers who served more than 10 years will experience less anxiety than those who served less than 10 years.

The second hypothesis states that “police officers who had been in the police service for more than 10 years will experience less anxiety than those who had been in the service for less than 10 years”.

The result on table 2 with the Univariate Analysis of Difference in Anxiety Scores for Officers with 10 years and those with more than 10 years work experience revealed the mean anxiety score recorded by police officers with less than 10 years work experience as 63.40 with a standard deviation of 2.05. Their counterparts with more than 10 years work experience recorded 29.40 and 2.55 as the mean anxiety score and its associated standard deviation score respectively. These means were subjected to Univariate analysis and results indicated a significant difference [F 15.085, p < .022]. Police officers with more than 10 years work experience recorded a lower mean anxiety score which implies that they experience less anxiety than their counterparts. This means that hypothesis two is also supported by the results of the analysis.

This result is supported by a research conducted in Australia by Whisenand and Ferguson (1989), which proved that the post-hoc analysis of data collected as part of a larger study of Australian police officers’ occupational stresses and coping behaviors showed that officers with more than 12 years of service differed significantly from those with fewer years of service on the Hard-driving and Competitive dimension in the Jenkins Activity Survey and also had significantly lower trait anxiety scores.
Being in the Ghana Police Service for more than ten years suggest that, the officer had been in the job for years and with his working experience, the stressors will be a little under control than those who have a little working experience. This had never been the case after this research is done.

This is supported by emotional Learning which is a procedure to minimizing the level of anxiety in Behavioral Theory, teaches the substitution of acceptable emotional responses for unpleasant emotional reactions, using techniques derived from classical conditions. They also believe that cultural and sub-cultural conditioning molds and shapes behaviors and subsequently the personality. The theory therefore is very deterministic (John Krumboltz & Carl Thoreson;1966).

5.1.3 The officers who experience anxiety in their childhood will experience more anxiety than their Colleagues in the Ghana Police Service.

The third hypothesis states that “police officers who experience anxiety in their childhood will experience more anxiety than those who have no childhood anxiety experience”.

The result in table three with the Univariate Analysis of Difference in Anxiety Scores for Officers who experience childhood anxiety and those who did not revealed that, the mean anxiety score recorded by police officers who experience childhood anxiety was 60.84 with a standard deviation of 4.05. Their counterparts without childhood anxiety experience recorded 32.80 and 0.55 as mean anxiety score and its associated standard deviation score respectively. These means were subjected to Univariate analysis and results indicated a significant difference \( F_{(3,112)} = 23.091, p < .019 \). Police officers with childhood anxiety experience recorded
a higher mean anxiety score which implies that they experience more anxiety than their counterparts with no childhood anxiety experience. This means that hypothesis three is also supported by the results of the analysis.

This discovery confirmed the research done by Arieti (1974) which discovered that the onset of schizophrenia is a reflection of anxiety peak level rooting from childhood.

5.1.4 Female police officers will experience more anxiety than their male counterpart.

Hypothesis four states that “Female police officers will experience more anxiety than their male counterparts”.

The results in table 4 revealed that mean anxiety score recorded by female police officers was 70.60 with a standard deviation of 3.46. Their male counterparts recorded mean anxiety score of 22.24 with a standard deviation of 1.18. These means were subjected to Univariate analysis and the results indicated that a significant difference exist between the anxiety levels of male and female officers \( [F(3,112) = 32.397, p < .011] \). Female police officers recorded a higher mean anxiety score which implies that they experience more anxiety than their male counterparts. This means that hypothesis four is also supported by the results of the analysis.

From personal observation as an African for that matter a Ghanaian, in this part of the world (Africa) for that matter Ghana, the women are expected to take care of the home like raising children, cooking, providing social support, washing and at the same time working probably to provide financial support at home have contributed to their higher anxiety level in their places of work including Ghana Police Service.
While the man will just go to work, come back home and be expecting the woman to go to the kitchen.

Women working at the same time taking care of the home are due to many factors. These include advance in birth control techniques, changing attitude of wives and husbands, development of labor-saving household technology, increased life expectancy of newborns by requiring fewer pregnancy to achieve the same number of surviving children, increased life expectancy of women above productive years or beyond child-rearing age become productive and increased divorce rates (Cowan and Lebergott 1976; O Neil 1985).

The researcher also believes the society perspective of looking at the women who are not working as lazy, the husbands inability to meet their needs and the demand by the woman to look good had contributed greatly to this hence the combination of working outside home and the same time taking care of the home have contributed to the anxiety level of the female in the Ghana Police Service which affect their work performance.

In addition to the above, certain factors like fear, lack of rest, marriage pressure and the demand of the job also contribute to the higher anxiety level of the women in the labour force for that matter the female police officers. Putting them in a relaxed condition can improve their performance.
5.1.5 Police Officers between the rank ASP – IGP will experience Less Anxiety Than Those Between Constable – Inspector

The fifth hypothesis states that “The Police Officers with the ranks between ASP to IGP will experience less anxiety than those with the ranks between constable to Inspector”.

Results in Table 5, revealed that mean anxiety score recorded by police officers with ranks between ASP to IGP was 62.98 with a standard deviation of 2.57. Their counterparts with ranks between Constable to inspector recorded mean anxiety score of 29.86 with a standard deviation of 0.13. These means were subjected to Univariate analysis and results indicated a significant difference exist between the anxiety levels of officers with ranks between ASP to IGP and those with ranks between constable to inspector \([F_{(3,112)} = 27.008, p < .016]\). Officers with ranks between ASP to IGP recorded a higher mean anxiety score which implies that they experience more anxiety than their counterparts with ranks between constable to inspector. This is contrary to the hypothetical prediction thus hypothesis five is not supported by the results of the analysis.

The researcher decided to investigate to see if the junior officers who are exposed to a lot of the more dangerous assignments like high speed chases, peace keeping missions, responding to a crime in progress and night petrol duty which contribute to anxiety in the police force could make them to experience more anxiety than the senior officers who do not normally go out.

The results proved that, although the junior officers may go out on assignments which may give room for more anxiety, it rather does not make them experience more anxiety than the senior officers. This suggests that, it all depends on how the
individual officer is able to control his or her anxiety level. The individual officer can control and manage the anxiety level through intentional and deliberate adjustment system like putting into practice some kind of defense mechanism.

The environmental condition the individual officer put in place can help manage the anxiety level. If the officer can adopt a strategy of relaxing at any least opportunity, have time schedule for his or her self apart from official duties and do a particular thing at a time can help control the anxiety level. Regular medical check-up, adequate counseling and individual officers positive mind set about a particular thing can also help to reduce the anxiety level.

5.2 MISCELLANEOUS FINDINGS

Due to the complicity of anxiety especially as it relates to the police officers, it was therefore necessary to make further finding into this research work. After testing the various five hypotheses with their various result obtained, the following factors were also researched in to using rating scale measure. The value of 4 was taken as the highest rating scale value for each item while the value of 1 was taken as the lowest value rating value for each item.

Firstly, as Organization and administration factors, those officers who score high level on the rating scale will experience more anxiety than those who score low level on the rating scale. Upon scoring each item and making a final summary of the result, it was found out that 100 respondents had high score level with a mean (x) value of 25 while 70 respondents had low level with a mean (x) of 17.5 respectively. This therefore indicates that anxiety has an effect on performance of police officer which implies that the stated factor is been supported.
This means that, organization and administration factors like assignment of disagreeable duties, disagreeable department regulations, excessive inappropriate discipline, lack of participation in job decisions, court decisions restricting police and payment of salary are part of psychosocial factors that lead to anxiety in the Ghana police service.

This result is connected to a study done by Whisenand and Ferguson (1989), which stated that the stressors in police work identified by them were primarily administrative matters and relationships with other police officers.

Kroes and Hurrell (1975) mentioned administration policies and procedures, higher echelon support of administration rotating shift work schedules, feelings of not accomplishing anything, more work than can be done in a given period of time and red tape in personnel complaint procedures, crosschecks within the police system and the “on it picking” bureaucracy one was required to endure to carry out the essentials of the job, lack of voice in decisions that directly affect the job. Transfers from command without any prior consultation, work overload, work ambiguity, excessive paperwork at any operational level and making decisions without sufficient information, works conflict.

Secondly as work factors, those who score high level on the rating scale will experience more anxiety than those who score low level on the rating scale.

Upon scoring and analyzing each item and making a final summary of the result, it was found out that 100 respondents had high score level with a mean (x) value of 25 while 70 respondents had low score level with a mean (x) value of 17.5
respectively. This therefore indicates that anxiety has an effect on working of the police officers while implies that the stated factor is also been supported.

This also suggested that, work factors such as high speed chases, physical attack on the officers, peace keeping missions, responding to a crime in progress, death or injury of other officers and night duty can contribute to anxiety in the police force. Whisemard and Ferguson (1989) also came out with a finding that officers who focused on the job’s compensations experienced less stress and anxiety than those who relished the excitement of the job, crime fighting, or people centered policing. Geffner (1987) concluded that, external stressors like responding to gun shots and other dangerous duties and also taking part in auto pursuits contribute a lot to the higher anxiety level of the police officers. Dempsey (1994) also discovered that, fear of job competence and safety, lack of job satisfaction and the pressure of being on duty twenty-four hours contribute to anxiety in the Police Service.

From relationship factors, those who score high rating scale will experience more anxiety than those who score low rating were accepted and after the testing and analyzing, it was found to be true among the police officers respectively.

Whisenard and Ferguson (1989) again went further to say that more stress and anxiety was experienced by officers who were inclined to think more frequently about the possibility of being injured and by officers adapting to changes in their work or family.

Thirdly, as relationship factors, those who score higher level on the rating scale will experience more anxiety than those who score low level on the rating scale.
Upon scoring and analyzing each item and making a final summary of the result, it was found out that 101 respondents had high score level of 25.25 with 69 respondents who had low score level with mean (x) value of 17.25 respectively. This therefore indicates that anxiety has an effect on relationship of the police officers which implies that the stated factor is been supported likewise.

This also implies that, relationship between the senior and junior officers, officers with the same rank, the opposite sex and between officers and civilian contribute to the anxiety challenge in the Ghana Police Service.

This discovery is linked to the discovery of Geffner (1987) which stated that, interpersonal characteristics of belonging to the police force such as difficulties in getting along with other officers contribute to a higher anxiety in the police service. Also, Kroes and Hurrell (1975) concluded by saying that, the background, personality and personal experience and personal relationship with other officers are contributing factors to anxiety in police force.

According to Kroes and Hurrell(1975), relationships with superiors, relationships with subordinates gave room to anxiety in the police force. They went further to state that, directly bearing the wrath of public and superiors when complaints are made, being held accountable for the consequences of any wrong decisions made under pressure of expediency, incurring the wrath of decisions made at higher level, worries about support from superiors and inconsistency in supervision by the superior increase the anxiety level of the officers.
During the interview sections, specific day were given to the researcher to see the respondents officer when on duty. Ample time was spent with each officer with each not less than (15) fifteen minutes for proper detailing. These finding from the interview sections ultimately agreed with the analysis conducted from the questions thus making the result more appropriate and reliable to be accepted into the body of knowledge.

Oral questions were been asked in relation to each of the hypothesis started alongside what was given in the questionnaire. Articulate correlation and comparism were made with regards to each response to ensure validity of the outcome and this gave a seasonable action to be followed in making the summary, conclusion and Recommendations respectively.

5.3. RESPONDENTS DATA IN RESPECT OF THE BIO-DATA OF THE RESPONDENT IN THIS RESEARCH WORK ARE PROVIDED BELOW

SECTION A

Demographic Variables

Age | Length of service | Sex | Marital status

❖ It was observed that, more of the respondents were within 41 years and above and less respondents were within 20-40 years respective and of the same result, the male were more than the female.

❖ It was also observed that, more of the respondents were having work experience from 10 years below while the less numbers had 10 years and
above. At this level there were equal numbers of male and female respondents.

- On analysis of the questionnaire, it was found out that, more female responded then the male, making the female having a higher percentage than the male counterpart in this research.

- Considering their marital status, it was observed that more of the respondents were married thus making the research more relevant to their different cases.

**SECTION B**

**FAMILY PROFILE**

- From this section, it was observed after the analysis that, the police offices where experiencing more family expectations than they were before joining the Police Service. Thus increasing their anxiety level.

- Additionally, family influence had high force on the executing of their works. Thus making the anxiety level of some of them shoots up hence having bizarre behavior occasionally.

- All the police officers had a minimum of two dependants living with them which means most of them had more dependants that lead to increasing their anxiety level in making attempt to meeting their needs.
SECTION C

Profession Profile (Self-develop)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Mode of carry out duty</th>
<th>No: of operations</th>
</tr>
</thead>
</table>

Most of the respondents were senior police officers and few were junior officer.

It was observed that, police officers both at the senior and the junior rank carry out ranges of operation daily. Some operations could be so tedious that they become too exhausted which most at times result in anxiety in their relationship.

In carrying out their duties, they were always ready for any task and cannot reject any command from their superiors. Sometime, some officers known in advance to prepare well for the assignment whiles others are impromptu with no time to prepare, but still the task must be done.

5.4. LIMITATION

For the purpose of this study, the researcher had limited the study to only the Nima Divisional Command of the Ghana Police Service. The division comprises five districts with about 500 police officers.
5.5. RECOMMENDATION

From this research work, the following recommendations have been made for further studies in these areas. These include:

1. **Anxiety control**: A key for effective Policing and Management.

   In this work, critical attention should be given to the fact that, for the Police forces (for that matter Ghana Police Service) to be effective and be in charge of the security issues of the country, measures should be put in place by the government in conjunction with the stakeholders that will control their anxiety level.

2. **Counselling**: A tool for positive life performance

   The researcher should pay more attention to the use of counselling as effective tool to helping the police officers perform positively both as individuals and as security officers to the nation.

3. **Balancing relationship in work place activities**: The research under this topic should focus on how relationship in the Ghana Police Service will create conducive atmosphere as a tool to reducing anxiety in the Ghana Police Service for effective execution of security duties for the people of Ghana.

   Additionally, the young police officers should be given facilities which will maximize their skills and proper management of anxiety at all levels or stages of life is advised in order for the individual not to become a victim of circumstances.

   Environment of hope and safety should be provided for the female police officers by the Police Authority in order for them not to be traumatized after they have been
faced with tough situations or circumstance in the process of doing their national assignment.

The researcher, based on the discovery made, strongly recommends that a trained counselor or a Psychologist should be enlisted in to the all security forces as permanent officers or employees if there is none. If there is, then a suggestion is made to the government to provide a counselor or a psychologist to every district office of the police force for effective and constant attention to the police force.

In addition to the above, a constant forum should be created by the governing body of Ghana Police Service at each station where a resource person or persons will be invited to handle topics like:

1. Identifying the stressors of anxiety
2. Anxiety management
3. Crisis management
4. Defense mechanism
5. Preparing for retirement etc.

Finally, it is highly recommended that, the monthly welfare meeting for the officers at all districts should be strictly enforced by the district commanders for full participation. This can give room for the officers to ask questions about their welfare and also listen to what the authorities have for them. This can go a long way to minimize their anxiety level.
5.6 SUMMARY/ CONCLUSION

From the findings of these analysis in the research carried out with their respective results, the following conclusions have been objectively and constructively arrived at. These results have become a tool to enhance the performance Ghana Police effectively and efficiently and more so, to manage the anxiety level of the Police Officers in order to obtain the maximum result from their services.

Anxiety has been found to exist among the police officers and is higher among the Police Officers above the age 40. These happened because of certain factors which have developed in the individual over time and have not been properly controlled. These could include – stress, pressure, subjectivity, lack of freedom, unexpected situations and unfair treatment to mention but a few. As they mature by age, all these culminate into anxiety which if not properly controlled could result in a serious negative condition of the individual concerned.

Also, the development of anxiety could depend on specific number of years a police officer spends in the service. So the officers should take care of themselves as they serve mother Ghana.

It was also true that experiencing anxiety at childhood level means that you will experience more anxiety than the other counterpart(s) who did not experience such. Early attention gives to an individual with such a diagnosis can minimize the problem if it cannot be totally eradicated as he or she grows.

The female officers have been found to experience more anxiety than their male counterparts. This also may be due to certain factors like fear, lack of rest, marriage
pressure and certain times, the female strength they could exhibit in their services. Putting them in a relaxed condition can improve their performance.

In addition, the rank of an officer does not necessarily mean his or her anxiety level will be high. Whether a Senior Police Officer or a Junior Police Officer. All depends on how anxiety is been managed or controlled. Therefore certain remedial measures such as guidance and counseling unit in the various Police Department or Sectors can be established to help them.

Finally, this work has theoretically, made contribution to larger body of knowledge particularly literary study on Ghana Police Service. Practically, it has enriched the literary study, particularly among other students who have interest in literary study. It had helped to indicate to the Ghana Police Service the level of personal anxiety, in the service. It will enable the stakeholders to see the anxiety situation in the Ghana Police Service and start considering doing something about. The government should also formulate policies that will help the Ghana Police Service.

It had also helped to identify the psychosocial factors that pre-dispose police officers to anxiety and threw more light on the anxiety situation in the Ghana Police Service.
REFERENCES


APPENDIX I

METHODIST UNIVERSITY COLLEGE GHANA

QUESTIONNAIRE ON THE LEVEL OF ANXIETY IN THE GHANA POLICE SERVICE

Dear Respondent,

I am a post graduate student at the Methodist University College offering a Master of Philosophy degree in Guidance and Counseling. I am conducting a research on ‘PSYCHOSOCIAL FACTORS IN THE DEVELOPMENT OF ANXIETY IN THE GHANA POLICE SERVICE’. The items on the questionnaire seek to find out your level of anxiety from your own point of view. All response provided will be treated with utmost confidentiality. All enquiries about this research should be directed to:

SECTION A: DEMOGRAPHIC VARIABLES

1. Name of station........................................................................................................

2. Age:
   a) 20-40 ( )
   b) 41-60 ( )

3. How long have you being in the Service?
   a) 1-5 yrs ( )
   b) 6-10yrs ( )
   c) 11-15yrs ( )
   d) 16yrs and above ( )
4. How long have you been in the service
   a) 6 months - 10yrs. ( )
   b) 11yrs and above ( )

5. Gender:
   a) Male ( )
   b) Female ( )

6. Marital Status:
   a) Single/Never married ( )
   b) Married ( )
   c) Divorced/Separate ( )
   d) Widow/ed ( )

SECTION B: FAMILY PROFILE

The items in this section solicit information on your family background. Please read the questions below and provide a tick on your response to each of the items.

1. Do your family have high expectations for you?
   Yes ( )   No ( )

2. Did your family suggest the kind of duty you should accept?
   Yes ( )   No ( )

3. Do you confide in your family when you have a problem at work?
   Yes ( )   No ( )

4. Do your parents or first degree relatives experience anxiety?
   Yes ( )   No ( )
5. What is your position among your siblings?
   a) Eldest ( )
   b) Middle child ( )
   c) Youngest ( )
   d) Only child ( )

6. What is the type of family that you take care of?
   a) Nuclear ( )
   b) Extended ( )
   c) Both ( )

7. How many of them are depending on you for finances? __________ people.

SECTION C – PROFESSION PROFILE (SELF-DEVELOP)

The items in this section solicit information on your professional background.
Please read the questions below and provide a tick on your response to each of the items.

1) What is your rank? Superior officers (from IGP to Assist. Supt.) ( );
2) Subordinate Police Officers (From Chief Insp. to Constable) ( )
3) What is total your monthly income?
   a) GH¢500.00 and below ( )
   b) GH¢500.00 – GH¢1000.00 ( )
   c) GH¢1100.00 and above ( )

4) Do you actively participate when on duty?
   Yes ( )
   No ( )
5. Do you voice out your doubts or ask questions about the duty?

Yes (   )  No (   )

5. Do you prepare in advance to accept any duty assigned you?

Yes (   )  No (   )

6. Do you take down notes on anything that you do not understand during the cause of duty? Yes (   )  No (   )

7. How many duties are you assigned to within 24 hours in one day?

   a) One (   )
   b) Two (   )
   c) Three (   )
   d) Four (   )

8. If there is a major tasks coming up, when do you prepare towards it?

   a) A week before (   )
   b) A few days before (   )
   c) A day before (   )
   d) On the day of the task (   )
Do these ORGANIZATIONAL AND ADMINISTRATIVE FACTORS make you anxious?

Please read each statement and circle a number 1, 2, 3 or 4 which indicates how much the statement applied to you over the past week. There are no rights or wrongs answers.

Do not spend too much time on any statement.

*The rating scale is as follows: 1 = Low ; 2 = Medium ; 3 = High ; 4 = Extreme*

<table>
<thead>
<tr>
<th></th>
<th>Statement</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Court decisions restricting police</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Assignment of disagreeable duties</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Lack of recognition for good work</td>
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<td>4</td>
<td>Disagreeable department regulations</td>
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<tr>
<td>5</td>
<td>Lack of participation in job decisions</td>
<td></td>
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<tr>
<td>6</td>
<td>Excessive inappropriate discipline</td>
<td></td>
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<td></td>
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<tr>
<td>7</td>
<td>Payment of salary</td>
<td></td>
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</tbody>
</table>
Do these **WORK FACTORS** make you anxious?

Please read each statement and circle a number 1, 2, 3 or 4 which indicates how much the statement applied to you over the past week. There are no rights or wrongs answers.

Do not spend too much time on any statement.

*The rating scale is as follows: 1 = Low ; 2 = Medium ; 3 = High ; 4 = Extreme*

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<thead>
<tr>
<th></th>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Responding to a crime in progress</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2</td>
<td>High speed chases</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Dealing with crises</td>
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<tr>
<td>4</td>
<td>Physical attack on the officers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Death or injury of other officers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Night duty</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Peace keeping mission</td>
<td></td>
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</tr>
</tbody>
</table>

Do these **RELATIONSHIP FACTORS** make you anxious?

Please read each statement and circle a number 1, 2, 3 or 4 which indicates how much the statement applied to you over the past week. There are no rights or wrongs answers. Do not spend too much time on any statement.

*The rating scale is as follows: 1 = Low ; 2 = Medium ; 3 = High ; 4 = Extreme*

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Between senior and the junior officers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Between officers with the same rank</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Between officers with the opposite sex</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Between officers and the civilians</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
DEPRESSION ANXIETY AND STRESS SCALE (DASS)

Please read each statement and circle a number 0, 1, 2 or 3 which indicates how much the statement applied to you over the past week. There are no rights or wrongs answers.

Do not spend too much time on any statement.

*The rating scale is as follows:*
0 Did not apply to me at all
1 Applied to me to some degree, or some of the time
2 Applied to me to a considerable degree, or a good part of time
3 Applied to me very much, or most of the time

<table>
<thead>
<tr>
<th></th>
<th>Statement</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I found myself getting upset by quite trivial things</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>I was aware of dryness of my mouth</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>I couldn't seem to experience any positive feeling at all</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>I experienced breathing difficulty (e.g., excessively rapid breathing, breathlessness in the absence of physical exertion)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>I just couldn't seem to get going</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>I tended to over-react to situations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>I had a feeling of shakiness (e.g., legs going to give way)</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>8</td>
<td>I found it difficult to relax</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>I found myself in situations that made me so anxious I was most relieved when they ended</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>I felt that I had nothing to look forward to</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>I found myself getting upset rather easily</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>I felt that I was using a lot of nervous energy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*The rating scale is as follows:*
0 Did not apply to me at all
1 Applied to me to some degree, or some of the time
2 Applied to me to a considerable degree, or a good part of time
3 Applied to me very much, or most of the time

92
<table>
<thead>
<tr>
<th></th>
<th>Statement</th>
<th>Rating Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>I felt sad and depressed</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>14</td>
<td>I found myself getting impatient when I was delayed in any way(e.g., lifts, traffic lights, being kept waiting)</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>15</td>
<td>I had a feeling of faintness</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>16</td>
<td>I felt that I had lost interest in just about everything</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>17</td>
<td>I felt I wasn't worth much as a person</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>18</td>
<td>I felt that I was rather touchy</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>19</td>
<td>I perspired noticeably (e.g., hands sweaty) in the absence of high temperatures or physical exertion</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>20</td>
<td>I felt scared without any good reason</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>21</td>
<td>I felt that life wasn't worthwhile</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>22</td>
<td>I found it hard to wind down</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>23</td>
<td>I had difficulty in swallowing</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>24</td>
<td>I couldn't seem to get any enjoyment out of the things I did</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>25</td>
<td>I was aware of the action of my heart in the absence of physical exertion (e.g., sense of heart rate increase, heart missing a beat)</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>26</td>
<td>I felt down-hearted and blue</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>27</td>
<td>I found that I was very irritable</td>
<td>0 1 2 3</td>
</tr>
</tbody>
</table>

*The rating scale is as follows:*

0 Did not apply to me at all

1 Applied to me to some degree, or some of the time

2 Applied to me to a considerable degree, or a good part of time

3 Applied to me very much, or most of the time
<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Score Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>28</td>
<td>I felt I was close to panic</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>29</td>
<td>I found it hard to calm down after something upset me</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>30</td>
<td>I feared that I would be &quot;thrown&quot; by some trivial but unfamiliar task</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>31</td>
<td>I was unable to become enthusiastic about anything</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>32</td>
<td>I found it difficult to tolerate interruptions to what I was doing</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>33</td>
<td>I was in a state of nervous tension</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>34</td>
<td>I felt I was pretty worthless</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>35</td>
<td>I was intolerant of anything that kept me from getting on with what I was doing</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>36</td>
<td>I felt terrified</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>37</td>
<td>I could see nothing in the future to be hopeful about</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>38</td>
<td>I felt that life was meaningless</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>39</td>
<td>I found myself getting agitated</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>40</td>
<td>I was worried about situations in which I might panic and make a fool of myself</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>41</td>
<td>I experienced trembling (e.g., in the hands)</td>
<td>0 1 2 3</td>
</tr>
<tr>
<td>42</td>
<td>I found it difficult to work up the initiative to do things</td>
<td>0 1 2 3</td>
</tr>
</tbody>
</table>
APPENDIX II

THE OFFICER-IN-CHARGE
PSYCHOLOGY LIBRARY
UNIVERSITY OF GHANA
LEGON

Dear Sir/Madam,

LETTER OF INTRODUCTION - BEN-NEWLIFE ZOTO

The bearer of this letter is a student of Methodist University College Ghana pursuing an MPhil degree in Guidance and Counselling.

As part of his requirements for graduation, he is to submit a thesis on the topic “Psychological Development of Anxiety in Ghana Police Service”.

He would need some information from your institution to help him complete this exercise.

It would be appreciated if you could give him the necessary assistance he may require.

Yours faithfully,

PROF J.B. OFO

DEAN, FACULTY OF SOCIAL STUDIES

“...In all these things we are more than Conquerors” (Romans 8:37)
APPENDIX III

THE INSPECTOR GENERAL OF POLICE
GHANA POLICE SERVICE
HEADQUARTERS
ACCRA

20TH MAY, 2011

Dear Sir,

LETTER OF INTRODUCTION – BEN NEWLIFE ZOTOO

The bearer of this letter is a student of Methodist University College Ghana,
pursuing an MPhil degree course in Guidance and Counselling.

As part of his requirement for graduation, he is to submit a thesis on the
topic “Psycho-Social Factors Associated with the Development of Anxiety in
the Ghana Police Service: A case study of the Nima Division of the Ghana
Police Service”

He would need some information from your institution to help him complete
this exercise.

It would be appreciated if you could give him the necessary assistance he
may require.

Thank you.

Yours faithfully,

(PROF. J. B. OFOSU)
DEAN, FACULTY OF SOCIAL STUDIES

INTEGRI PROCEDAMUS

Cc. THE NIMA DIVISIONAL COMMANDER
APPENDIX IV

To case of reply the
Number and date of this
Letter should be quoted

My Ref. No.PAD/RPL.17/VOL.A/83

PUBLIC AFFAIRS DIRECTORATE
GHANA POLICE SERVICE
HEADQUARTERS
ACCRA

22ND JUNE, 2012

RE-PERMISSION TO ADMINISTER QUESTIONNAIRE

The bearer of this letter, Rev. Ben Newlife Zotoo of the Department of Psychology, Methodist University College has been permitted to administer his Master’s Degree thesis questionnaires to Police personnel.

We would be grateful if you could assist him.

Counting on your usual co-operation.

Thank You.

AG. DIRECTOR/PUBLIC AFFAIRS
[CEPHAS ARTHUR] DSP

THE DIVISIONAL COMMANDER
NIMA POLICE DIVISION
NIMA - ACCRA

Website – www.ghanapolice.info Face book Ghana Police YouTube ghanapolicedotcom Twitter ghanapolicedotcom Email: info@ghanapolice.com Crime Fighters – 18555 (MTN Short code) & Tel: 0307777885  Fax: 0307774708 Post Office Box GP 116, Accra
Table 3.1: The Distribution of Data Collection and Percentage

<table>
<thead>
<tr>
<th></th>
<th>NPS</th>
<th>MPS</th>
<th>LPS</th>
<th>APS</th>
<th>TOTAL</th>
<th>PERCENTAGE(SEX)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MALE</td>
<td>50</td>
<td>20</td>
<td>15</td>
<td>15</td>
<td>100</td>
<td>50</td>
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<tr>
<td>FEMALE</td>
<td>40</td>
<td>25</td>
<td>15</td>
<td>20</td>
<td>100</td>
<td>50%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>90</td>
<td>45</td>
<td>30</td>
<td>35</td>
<td>200</td>
<td>100%</td>
</tr>
<tr>
<td>PERCENTAGE PER STATION</td>
<td>45</td>
<td>22.5</td>
<td>15</td>
<td>17.5</td>
<td>100</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 4.1: Univariate Analysis of Difference in Anxiety Scores for Police Officers Below and Above 40 years

Officers Less than 40 years (n=116) Officers with age 40 years and above (n=54)

<table>
<thead>
<tr>
<th>Age Category</th>
<th>M</th>
<th>SD</th>
<th>Df</th>
<th>F</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officers Less than 40 years</td>
<td>33.24</td>
<td>3.15</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Officers with age 40 years and above</td>
<td>59.60</td>
<td>1.55</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Anxiety</td>
<td>46.42</td>
<td>2.35</td>
<td>3,112</td>
<td>8.359</td>
<td>.026</td>
</tr>
</tbody>
</table>
### Table 4.2: Univariate Analysis of Difference in Anxiety Scores for Officers with 10 years and those with more than 10 years Work Experience

<table>
<thead>
<tr>
<th>Tenure of service</th>
<th>M</th>
<th>SD</th>
<th>Df</th>
<th>F</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officers with less than 10 years work experience</td>
<td>63.40</td>
<td>2.05</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Officers with more than 10 years work experience</td>
<td>29.40</td>
<td>2.55</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Anxiety</td>
<td>46.42</td>
<td>2.35</td>
<td>3,112</td>
<td>15.085</td>
<td>.022</td>
</tr>
</tbody>
</table>

### Table 4.3: Univariate Analysis of Difference in Anxiety Scores for Officers Who Experience Childhood Anxiety and those Who did Not.

<table>
<thead>
<tr>
<th>Childhood experience of anxiety</th>
<th>M</th>
<th>SD</th>
<th>Df</th>
<th>F</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officers with Childhood anxiety Experience</td>
<td>60.84</td>
<td>4.05</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Officers without childhood anxiety experience</td>
<td>32.80</td>
<td>0.55</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Anxiety</td>
<td>46.42</td>
<td>2.35</td>
<td>3,112</td>
<td>23.091</td>
<td>.019</td>
</tr>
</tbody>
</table>
Table 4.4: Univariate Analysis of Difference in Anxiety Scores for Female and Male Officers

<table>
<thead>
<tr>
<th>Gender</th>
<th>M</th>
<th>SD</th>
<th>Df</th>
<th>F</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female Officers</td>
<td>70.60</td>
<td>3.46</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male Officers</td>
<td>22.24</td>
<td>1.18</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Anxiety</strong></td>
<td><strong>46.42</strong></td>
<td><strong>2.35</strong></td>
<td>3,112</td>
<td><strong>32.397</strong></td>
<td><strong>.011</strong></td>
</tr>
</tbody>
</table>

Table 4.5: Univariate Analysis of Difference in Anxiety Scores of Officers Categorized by Rank

<table>
<thead>
<tr>
<th>Rank</th>
<th>M</th>
<th>SD</th>
<th>Df</th>
<th>F</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASP to IGP</td>
<td>62.98</td>
<td>2.57</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Constable to Inspector</td>
<td>29.86</td>
<td>0.13</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Anxiety</strong></td>
<td><strong>46.42</strong></td>
<td><strong>2.35</strong></td>
<td>3,112</td>
<td><strong>27.008</strong></td>
<td><strong>.016</strong></td>
</tr>
</tbody>
</table>