

ADDIS ABABA UNIVERSITY

COLLEGE OF SOCIAL SCIENCES

SCHOOL OF SOCIAL WORK

**An Inquiry on the Effects of Criminal Acts on Job Induced Stress among Police Officers:
The Case of Sebeta Town, Oromia National Regional State**

BY

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Dedication

I dedicate this study to my sons, Robel and Adonay.

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List of Acronyms

ACRR	Annual Crime Rate Report
CCE	Criminal Code of Ethiopia
DSM-V	Diagnostic and Statistical Manual of Mental Disorders, 5 th Edition
FDRE	Federal Democratic Republic of Ethiopia
n.d	No date
PTSD	Posttraumatic Stress Disorder
WHO	World Health Organization
NGO	Non Governmental Organization

Abstract

The aim of this study is to explore the effects of criminal acts on job induced stress among police officers. To this end, qualitative research design was used and semi-structured interview was a tool applied to gather participants opinion selected purposely. Nine senior police officers selected from Sebeta Woreda, Oromia National Regional State participated for series of two sessions held in average 1:45 minutes for each interview. Thematic analysis was used to analyze the data. As the finding of the study show, major sources of stresses in police officers are physical attack by criminals, lack of time with their family and economic problems to cover their basic needs. The findings of the study suggested that the police officers' challenge is how to cope with their stress in well-organized way. In conclusion, the study appeals the intervention of the policy makers to mitigate sources of police stress.

Key words: *crime, criminal acts, police officers, stress, coping*

CHAPTER ONE

Introduction

1.1 Background of the Study

Human beings need to live and work in a place where they are safe. They always look for an organization responsible to protect their lives and properties from incidences and potential hazards. Crime is a crucial issue in any society since it retards economic growth of country as well as threatening the security in a society (Schmallegger, 2009).

Crime has negative psychological impacts on victims. Victims may face a wide range of immediate, short-term, and long-term reactions in the aftermath of crime (Wasserman, and Ellis, 2010). Studies claim that police work could be considered to present a high level of stress due to criminal acts and its traumatic events (Renck, Weisaeth, Skarbo, 2002).

Now a-days emotional cost of crime is very high. Melkonyan (2008) suggested that many people fear to go out on the street at night. Others are afraid in their own homes; others live in constant fear for their children's safety at school, on the streets, and on the market. There is also the murder to take money, mobile cell phones. Along with this, the police officers experience stress in their daily activities caused from the type of criminal modus operandi (Melkonyan, 2008).

Ethiopia is one of the developing countries, suffer from problem of crime. Now days the problem is mostly exhibited in urbanized parts of the country. Urbanization is made by high migration of population from rural to urban areas. This is for the sake of using different available services. But, Ethiopia can't satisfy the demand of the growing populations (Clinard, 1973).

According to Ethiopian Federal Police Commission 2015/16 Annual Crime Rate Report (ACRR), Oromia National Regional State stood first in its crime record. This study assesses the effects of criminal acts on job stress among police officers at Sebeta town, Oromia National Regional State. It further looks at the issues relating to the effects of crime, how that transcends to the community and in turn to the police officers affecting their psychological health. The research suggested different coping strategies used by police officers that stating their success and challenges as well as recommend approaches which can assist in reducing the negative psychological impacts of criminal acts against police officers.

1.2 Statement of the problem

The police work is considered to be in a category of jobs with a high level of stress. More and more police officers are highly exposed to stress related psychological health problems. It is possible to say that the police officers are in any means vulnerable to the psychological health problems. Deschenes, Desjardins & Dussault (2018) revealed that the police environment is considered to be in a category of jobs with a high level of stress. It is possible that the work functions associated with this professional field make police officers vulnerable to the psychological health problems.

The source of police stress is organizational and operational. Brown (1996) claimed that the organizational structure is the greatest source of stress in the context of police work. Burke (1998) added that positive relations with the police organization appear to reduce distress symptoms. Organizational experiences seem to be more decisive in determining occupational psychological distress and the psychological well-being of police officers. More specifically, the study conducted by Burke (1998) mentioned that social resources and coping strategies focusing on emotions are linked to reduced distress among police officers.

Several studies reported that the main stressors were associated more with organizational aspects, whilst other researchers underlined that the main stressor were associated more with operational issues (Violanti &Andrew, 2006). Roberg, Kuykendall, and Novak (2002) added that police officers' perception of public support and society's negative attitudes towards police officers, as well as adverse or inaccurate media coverage, can all be stress factors for police officers. Violanti (2010) reported that studies on police mortality reveal that police officers suffer from stress-induced diseases in a higher proportion than the general population.

The researchers conducted about police officers are more on the area of either organizational or operational. The organizational and operational working area play its role for the sake of police officers' overall wellbeing and they are intertwined each other. Researchers study about the police officers' job induced stress in working area is based on quantitative research design. In addition to that the study about how criminal acts have negative impacts on police officers is one of the gaps that didn't assess globally.

Many local researchers studied about crime, causes of crime and pushing factors to commit crime in Ethiopia. Fanchu (2017) studied the factors pushing criminal suspects to commit crime. Based on the finding of his study, the main pushing factors are unemployment, peer pressure and substance addiction. Kebede (2016) also studied the socio-economic factor on crime. And study carried out by Jibat & Negussie (2014) was about crime situations and reaction of criminal justice system in Oromia, Ethiopia. Tesemma (2017), "the nexus between urban crime and poverty": the case of Addis Ababa City Administration. The objective of his study was to investigate the nexus between urban poverty and property crimes which were committed in Addis Ababa, a descriptive cross sectional study was carried out in the 10-sub cities of Addis Ababa. Based on his study the majority of the offenders committed crime to sustain their life and

committing property crime was used as a coping strategy. Demeke (2018) also conducted a research based on the title "The Trajectory, Prevalence and Consequences of Serious Crimes in Addis Ababa: An Exploratory Descriptive Study. Ababiya (2016) studied about job related stress and familial relationship among Addis Ababa police officers commission crime prevention officers, and also Telila (2014) studied about work related stress and coping strategies.

In these local studies, the researchers didn't give much emphasis for the effects of criminal acts on job induced stress among police officers. In Ethiopia, researches carried out to examine the effects of criminal acts on job induced stress among police officers are scarce. This research is therefore aimed at providing substantial information on the negative psychological impacts of crime on police officers. The study intends to finally fill the gap and contribute some on the existing body of knowledge towards stress induced problems police officers experience, as being law enforcers. The study designed to fill the gap on understanding the psychosocial challenges faced by police officers and the main causes of this strain pertaining to crime. It also recommended strategies to mitigate the issue since the attention given to this issue in previous days is indeed little.

1.3 Research Question

Basic research questions are:

1. What are different types of criminal acts and its root causes?
2. What are impacts of criminal acts that police officers encountered?
3. What are the potential sources of stress police officers experience in their daily activities?
4. What are the coping strategies related to the perceived stressors?

1.4 Objective of the Study

1.4.1 General Objective

The general objective of this study is to explore the effects of criminal acts on job induced stress among police officers and to suggest possible coping strategies.

1.4.2 Specific Objectives

- To identify types of criminal acts and their root causes.
- To identify impacts of criminal acts that police officers encountered.
- To explore potential sources of stress police officers experience in their daily activities.
- To identify the types of coping strategies that are more commonly contributing to minimize the negative effects of stress

1.5 Significance of the Study

This research is believed to give basic insight and understanding of the operational as well as organizational stress factors contributing to negative psychological impacts on police officers. The study has benefits to the concerned bodies particularly police officers, the law makers, advocates, and health service providers providing information that will enable them to enhance the psychological state of police officers when confronting physical, emotional and psychological health problems. In addition to this, other researchers may use this paper as initial input for further study.

1.6 Description of the Study Area

Sebeta town is found in Oromia region South-Western showa zone 24 km far from the capital city of Ethiopia, Addis Ababa to the road take to Jimma. According to respondents, the total population of the town is estimated about 350,000. This population is settled in three sub-cities and 10 kebeles. In the town, there are different ethnic groups. The majorities are Oromo, Gurage, and Amhara ethnic groups. Orthodox, Muslim, protestant and Catholic religions are common. Many of the residents are merchants, farmers and civil servants in governmental and nongovernmental organization. In Sebeta town, there are many industries and flower farming areas. Many people come from different corner of the country to engage in flower farming and production activities.

1.7 Scope of the Study

This study was attempted to assess the effects of criminal acts on job induced stress among police officers. The Sebeta town which is my study area found in Oromia National Regional State south western showa zone. The scope of this study was focus on exploring the negative impacts of crime on police officers in Sebeta town because there are many criminal acts such as theft, violence, burglary, rape, and robbery. The scope of this study is limited in terms of the study population and the issues it address. It is limited addressing the effects of criminal acts on job induced stress among police officers in the case of Sebeta town Oromia National Regional State. Due to the available time, finance and security, this study was limited to addressing the above issues. In terms of the coverage this study was limited to police officers who are working in the area.

1.8 Organization of the Thesis

The above introductory part is followed by four chapters. The second chapter is review of relevant literature regarding to the research topic; effects of criminal acts on job induced stress among police officers. Chapter three discuss the methods that were used in the research to come up with the findings of the study. Chapter four is presentation, analysis and interpretation of data. The last chapter dealt about summary, conclusion and recommendation to the study.

1.9 Limitation of the Study

Since the study conducted on police officers who are working in Sebeta town, the study may not be generalized to the police officers working in entire town in Ethiopia. The fact that the police officers may be given generic answers to questions is also another limitation of the study since the study conducted only qualitatively. This research may not show the whole picture of the research problem which was expected to find. Because, quantitative research method do not incorporated due to state emergency with regarding to covid-19 pandemic outbreak.

CHAPTER TWO

Relevant Literature Review

2.1 Definition of Crime, Policing and Stress

In the history of human society in one way or another there has been no time that man becomes free of problems. Man, crime and reaction to crime are part of the regular operation of the society. Crime may be viewed from various perspectives with the definitions put forth by various jurists or criminologists or sociologists from time to time.

According to Gillin (2014), crime is said to be as old as society itself. The definition, form and concept of crime, however, change with passage of time and regimes and attitudinal dimensions of society. Some crimes, in course of time, become obsolete and some assume new and broader dimensions. "Crime is an act that has been shown to be actually harmful to society, or that is believed to be socially harmful by a group of people that has the power to enforce its beliefs, and that places such act under the ban of positive penalties." (Gillin, 2014)

Landis (1980) states crime as a term that refers to many types of misconduct forbidden by law. Murder is a crime. So is stealing a car, resisting arrest, possessing or selling illegal drugs, and using the mails to cheat someone. Other crimes include appearing nude on a public street and driving while under the influence of alcohol. "In a broad sense, crime is any intentional violation of rules considered essential for the welfare of society. This definition covers both modern societies with their written criminal codes and non-literate societies, which have only unwritten mores." (Landis, 1980)

Definition of crime provided by the (2004) criminal code of Ethiopia (CCE) is the working definition of crime in this study. The CCE at Article 23(1) define crime as: "An act which is prohibited and made punishable by law. An act consists of the commission of what is prohibited or the omission of what is prescribed by law" (Article 23 of the 2004 CCE). Generally crimes could be categorized based on the subject matter of the crime into eight broad groups and namely: crime against state, interests, crimes against the public interest or the community, crimes against the individuals and the family, crimes against property and petty offences (CCE, 2004).

Policing is typically of social occupations considered stressful because it involves dealing with people and making speedy decisions that could have serious physical, health, social or other impacts upon the public (kyriacou, 2001). Bakker and Heuven (2006) noted that police officers, as emotional workers, are exposed to emotionally demanding interpersonal interactions (such as death, illness, accidents and crimes) on a daily basis, requiring them to regulate their feelings and expressions. Police occupation stress is a widespread problem because of its numerous negative effects on individuals and on police organizations. Officers who experience high levels of occupational stress report a high incidence of physical ailment and psychological problems that affect their work performance (Morash, 2006).

Stress has had many different definitions by different scholars, but most commonly accepted definition today: "stress is a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize". People feel little stress when they have time, experience and resource to manage a situation. On the other hand they feel great stress when they can't handle demands. In most cases stress is a negative experience in which its effect or reaction depend on people's perception and ability to

cope. The reason behind inability to use a single definition of stress is the nature of stress. Stress is made up of many things that different people experience from different aspects.

Selye (1956) pioneering work in biological stress conceptualized the term to mean the human body's non-normal reaction to any demands placed upon it. The demands Selye's referenced can be thought of as a collection of aversive stimuli that accumulates over time and leads to emotional state and cognitive adaptations that accompany the stress. Identifying the source of aversive stimuli and the extent of their relationship to performance provides a theoretical framework for how humans interact with and respond to their environment.

In the organizational setting, aversive stimuli may arise from the structural characteristics of, or adverse experiences in the workplace that upset the normal operating environment a person is accustomed to, which leads to negative behavioral, physiological and psychological responses. Inside a police department, aversive stimuli may emanate from the organization's design (Bureaucratic and hierarchical), as well as life within this structure. According to interactive theory, the interaction between the person and their environment has meaningful relation. The interactive approach offers a well-substantiated explanation of the stressors confronting police officers that emanate from the organizational environment. Beehr and Newman (1978) offer a definition of occupational stress that captures the integrated fit between person and environment: "Job stress refers to a situation where in job-related factors interact with a worker to change (i.e., disrupt or enhance) his or her psychological or physiological condition such that the person (i.e., mind-body) is forced to deviate from normal functioning."

The interactive theory also posits that when environmental demands (e.g., those conditions brought about by the organization) exceed personal resources (e.g., individual coping capabilities), stress will result (Cherniss, 1980). Stinchcomb (1980) elaborated on this position

and suggested that when the forces exerted upon a person exceed the person's capabilities, and the person does not have the ability to "avoid, alter or control the demands," stress will result. This implies that stress emanates from the conditions that are imposed on police officers under circumstances beyond their control.

2.2 Theoretical Framework

Theories have been developing from different fields of study in relation to crimes, stress and coping strategies and due to, for the sake of clarity and relevancy for this study, only selected theories have been discussed here. The police officers problem is originated from the environment and the organization in which they are working on it. Therefore, person-in-environment will be one of the frameworks for analysis. Poverty and unemployment are among the economic factors that influence criminal behavior. For the purpose of this study differential association theory is also used as a framework. Differential association theory is used in this study in interpreting the factors that influence criminal behaviors. This theory is selected because of it looks at multiple-factors which include more than the criminal's economical, ethnic background, and/or race. According to the differential association theory, criminal behavior is influenced by social factors like parental guidance, peer influence and drug abuse.

2.2.1 Sociological Theories of Crime

The sociological theories have been characterized the phenomena of criminality behavior in the context of other than the personality of the delinquents. Under the sociological theories there are other sub theories which are addressed the issues. Criminologists agree that understanding the true cause of crime remains a difficult problem (Seigel, 2003). Searching for a single cause in crime studies begs for attempting to deal with only parts of the issue. Such

attempts would eliminate the possible causal explanation of a variety of phenomena. This view of causation is inappropriate because of the existence of multiple causes or factors in human behavior (Shoemaker, 1996)

2.2.1.1 Differential Association Theory

The proponents of differential association theory argue that poverty of the lower classes prevents them from using legitimate means, such as education, to acquire valued goods, thus giving them an alternative but to engage in illegitimate activities. Whether they actually commit crimes depends on their access to the structures of legitimate opportunity. The logical conclusion is that opening up opportunities to education and economic will reduce criminality.

2.2.2 Environmental Violence Hypotheses

As urbanization and industrialization increase, the number of population is increased in urban areas. In line with increasing population density, crime rates become one of social problems. Kent (2010) stated that police officers in urban areas routinely confront criminal situations that may result in injury or death. If killings of police result from officers' encounters with offenders engaged in criminal activity, places where criminal behavior is most apparent should also have more killings of police. Qualitative studies of policing suggest that this link is obvious. Fyfe (1997) suggests that police officers must deal with citizens and their problems under conditions that produce violence. The nature of policing is such that officers can easily find themselves in a position in which they must simultaneously protect the public, maintain their personal safety, and subdue a violent citizen. According to Kent (2010), given the frequency of death in these situations, officer risk may be high during arrests when officers must subdue a potentially violent subject and insure the security of bystanders while avoiding personal harm.

2.2.3 Person-Environment Fit

Another theoretical model which has been in existence for a considerable amount of time, and which to a large extent has underpinned other approaches to stress and well-being is the Person-Environment Fit (P-E fit) perspective. This account of the stress process stems from the early work and theorizing of Lewin (1935) and Murray (1938). For example, reacting to prevailing mechanistic views of human behavior which attributed the causes of behavior solely to the environment, and psychodynamic approaches which tended to conceive behavior as emerging from personality characteristics (traits), Lewin conceptualized the interaction between the person and environment ($P \times E$) as the key to understanding people's cognitive, affective and behavioral reactions. His early thinking therefore provided the foundation for the modern perspective of P-E fit. In particular, he foreshadowed the notion that optimal fit between the person and his/her environment is needed for effective human functioning. Numerous descriptions of P-E fit are available in the literature, although perhaps the most comprehensive account is that offered by Edwards (1998), who also described earlier constructions of P-E fit, such as those initiated by French, Caplan, and Harrison (1982).

In the occupational stress and well-being literature, the fit concept has been characterized as having two components: (a) the degree of match, congruence, or correspondence between the demands people confront at work and their abilities to meet those demands, referred to as demands ability fit; and (b) the match, congruence or correspondence between the person's needs (including physical and psycho-social needs) and the resources available to him/her. The latter is referred to as needs-supplies fit. Most research on the relationship between P-E fit and stress or well-being has focused on the second of these types of fit, as it is assumed that a lack of fit (that is, misfit) between needs and resources will have a pronounced impact on stress levels

and overall well-being. However, demands-ability fit can also be important in terms of a person's well-being. For instance, if person's workload is high and they do not have the time or energy to perform what is expected from them, this can induce a high level of psychological strain.

The theory hinges on the amount of a "stimulus" (for example, workload, work complexity, level of authority, and social interaction with work colleagues) that an individual prefers to have, and the actual level of the various stimuli. Consider, for instance, the level of social contact people have with their work colleagues. An individual may wish to have an extensive amount of contact with colleagues, and may actually experience this amount. This situation clearly is one where there is a strong match between what people want and what they receive; that is a strong fit, and they should (at least theoretically) experience low strain (and high psychosocial well-being). Alternatively, the individual may not actually want very much contact at all with work colleagues, and does not have substantial inter-personal contact. Again, this situation reflects a high degree of fit, and one might expect the levels of strain to be low.

However, this situation is not as clear-cut as the high-high condition, because here social interaction may not be important for individuals and other factors may have more impact on their stress and well-being levels. Conversely, P-E fit theory postulates that high strain will occur when there is a mismatch between the person's needs and what they receive or confront at work. The condition which (theoretically) should create highest levels of strain will be one where the person strongly desires a particular feature (such as interpersonal contact), but does not receive it.

On the other hand, when people do not have a strong preference for an attribute (in this case, interpersonal contact), but they do receive it, there is some ambiguity over whether this situation will be stressful for them. Strictly speaking, they should experience strain, as there is a mismatch between their preference and what they are supplied with. However, this is likely to

depend on numerous other factors, including whether the attribute interferes with other activities or things the individual would prefer to be engaged in. For example, having frequent contact with work colleagues may distract the person from core job activities, leading to frustration and a sense of lack of achievement, in which case high strain might be anticipated. In contrast, even though they may not desire it, interpersonal contact may serve as a welcome distraction from a challenging task; hence, they may not feel stressed by it.

In summary, the basic notion underlying P-E fit theory is that there needs to be a match between what people want and what they receive, as well as a match between their abilities (knowledge, skills) and the demands placed upon them. Lack of match (misfit) creates strain and (ultimately) reduces their sense of psychosocial well-being. However, demands-ability and needs-supply match are considerably more relevant to people when the stimuli are important to them. Edwards (1995) has referred to this as dimension importance, and is related to Maslow's need hierarchy principle. Using the example given above, if work performance is important to the person, then frequent interpersonal contact may be viewed as a substantial interference which reduces the ability of the person to achieve what he/she desires. On the other hand, if individuals are not concerned about how well they perform at work, frequent non-work related social interaction with work colleagues may not be considered a distraction and, hence, will not increase strain.

As noted above, increased psychological strain and decreased psychosocial well-being are two major outcomes of misfit in the work context. Other potential outcomes have also been identified in the literature, including job dissatisfaction, reduced commitment to the organization, and greater turnover intentions. It is also evident that the notion of P-E fit is relevant across

various domains, including life outside of work. For the purposes of this chapter, however, I concentrate on its relationship with job induced stress and well-being.

Numerous studies have confirmed that misfit (mainly in respect of needs-supplies, but also in terms of demands-abilities) can have serious consequences for worker well-being Yang, Hongsheng, and Spector, (2008). These researchers explored the actual and preferred conditions at work, with respect to two key issues-career advancement and relationships at work-in a sample of Chinese workers. Expectations concerning career development are clearly salient to many employees, and opportunities for advancement within their career are typically important. Yang and colleagues hypothesized that correspondence between the preferred level of career advancement and perceptions of opportunities available to employees would enhance job satisfaction, mental and physical well-being, whereas misfit between preferred levels and perceived opportunities would predict reductions in these criterion variables. A similar prediction was proffered by Yang and colleagues in relation to social relationships at work. They suggested that maintenance of harmonious social relationships is a critical need (perhaps even more so in a collectivist culture such as China), and that good social relationships will enable people to fulfill their need for affiliation and need for belonging. These researchers argued that a better fit between preferred levels of social relationship and actual levels would be related to greater job satisfaction and reduced turnover intentions.

In summary, the concept of P-E fit has received widespread recognition in the occupational health and well-being literature, and numerous investigations have been designed (either explicitly or implicitly) around this concept. There is no doubt that this model occupies an important position in conceptualizations of both work stress (strain) and work-related well-being, and that the theory has several practical applications (Telila, 2014).

2.2.4 Theories of Stress

To conceptualize work related stress based on the sense of time, place and meaning that explained in different theories and to relate with the current study. It was attempted to explore them against the changes in how stress has come to be defined. The importance of exploring work related stress theories in this way lies in the way it gives a sense of history: of why different theories prevailed (Cooper, Davidson, and Robinson, 1982), whether they are "worthy of intellectual resources focused on them" (Kaplan, 1995), whether they adequately express the nature of the experience itself and, despite the knowledge and understanding they have provided, whether they are still capable of expressing "the stress of the stress process" (Lazarus, 1990). By presenting various theories work related stress that illustrate stress in their own way how such "linkage" have been conceptualized and researched. It is simply to illustrate the creativity that exists in the field, the richness and complexity of the stress process and the direction future research may wish to take. To start with one of the earliest and most fundamental perspectives on psychological stress at work is Lazarus's transactional model.

2.2.4.1 Lazarus's Transactional Model of Stress

The transactional model defines as arising from the appraisal that particular environmental demands are about tax individual resources, thus threatening wellbeing (Horloyd & Lazarus, 1982). This definition of stress encompasses a number of themes that capture the transactional nature of stress and those processes that best express the nature of that transaction.

There are two types of appraisal-primary and secondary. It is through these appraisals that the focus is shifted to what people think and do in a stressful encounter, representing a process-oriented approach (Lazarus, 1999, 2001). This reflect the "the changing person-environment relationship" (Lazarus, 1990), and provides an insight into the nature of the stress process itself.

It is the appraisal process that officers' causal pathway- bridges to those discrete emotions that best express the nature of the stress (Lazarus, 2001; Lazarus, & Cohen, 2001).

As noted above, there are two types of appraisal (Lazarus, 1999). The first describes primary appraisal. This is where the person acknowledges that there is something at stake (Lazarus, 2001). The ideal of whether "anything is at stake" is, as Lazarus (1999) point out, fundamental and it is where the person asks, for example, "do I have a goal at stake, or are any on my core values engaged or threatened?" It is where the person considers the significance of the encounter and evaluates it in terms of its personal meaning. Lazarus identifies three types of primary appraisals: harm/loss- something that has already occurred; threat-the possibility of some harm in future; and challenge-where the person engages with demand. Late, Lazarus (2001) added another appraisal that he described as benefit, where individuals search for the benefit in a demanding encounter. It is secondary appraisal where the focus turns to "what can be done about it" (Lazarus, 1999). This is where the person evaluates the availability of coping resources (Lazarus, 2001). While much debate surrounds the definition of coping, the definition put forward by Lazarus describes coping in terms of a process that embraces the "constantly changing cognitive and behavioral efforts a person makes to manage specific external and internal demands that are appraisal as taxing or exceeding the resources of the person" (Lazarus, 1999). Folkman & Lazarus (1980) went on to identify two of coping. These they described as problem - focused (where the focus is on managing the encounter), and emotion - focused (where the focus is on regulating the emotions) coping. Classifying coping strategies as either problem- or emotion - focused offered what Folkman and Moskowitz (2004) described as a "broad brush approach." Since then, researchers have taken the opportunity to consider a range of ways of classifying coping strategies, expanding the original work to include, for example, strategies that

include meaning-centered coping and relationship-social coping (Folkman, 2011). While no consensus has yet been reached as to the number of coping categories, researchers do agree that no category should be regarded as inherently better than another, because each needs to be considered within the context of a stressful encounter and how that encounter is appraised.

Whether or not a consensus will ever be reached as to the way coping strategies should be classified is a moot point, as coping is always context specific. Classifying coping strategies is one thing but, when considered in terms of the way they are being used in a particular encounter, illustrates the richness and complexity of the coping process and suggests that researchers may wish to explore the way in which different strategies are used before labeling them as simply falling into one category or another. Also, there is the vexed question of coping effectiveness. Two theoretical approaches offer an understanding as to how to best judge coping effectiveness.

The first focuses on whether personally significant and appropriate outcomes have been successfully achieved (Folkman & Moskowitz, 2004), whereas the second considers effectiveness in terms of the fit between the type of coping and the nature of the encounter. Folkman and Moskowitz (2004) suggest a number of refinements to these two approaches. The first is in terms of developing a better understanding of what we need to investigate when it comes to the nature of outcomes, such as their qualities and characteristics and, similarly, when it comes to fit developing a more refined analysis of those environmental characteristics that may influence the nature of coping. While as other authors (Dewe, O'Driscoll, & Cooper, 2010) point out, it may also be time to consider just exactly what we mean when we talk about coping effectiveness, starting perhaps from the proposition raised by Lazarus (1999): the issue of effectiveness for whom and at what cost; whatever position we take, the issue of determining coping effectiveness remains one of the most perplexing in coping research (Folkman & Moskowitz, 2004).

While coping research has continued to grow, the role of primary appraisal and the meaning individuals give to demanding encounters has not, at least in work stress research, received the attention it deserves. Work stress research (Dewe, 1993; Dewe & Ng, 1999) has, when exploring work stressors, illustrated that individuals can distinguish between the objective nature of a stressor and its meaning, and explored whether underlying appraisals like challenge and hindrance help to better distinguish among common work stressors (Cavanaugh, Boswell, Roehling, & Boudreau, 2000). However, some researchers have questioned whether, by focusing on intra-individual process like appraisal, such individual-level analysis takes us away from what should be our primary goal of identifying work stressors that affect the working lives of most workers (Brief & George, 1991).

2.2.5 Cognitive Theory

The cognitive theory relates to this study and the research questions. Psychological and physiological developments are often affected as a result of exposure to any type of violence (Wilson, Woods, Emerson, & Donenberg, 2012). The outcomes of "traumatic or violent exposures" may vary between police officers. Colwell, Lyons, Bruce, Garner, and Miller (2011) suggested that police officers will likely think about (e.g. cognition) the same traumatic or stressful events in terms of their well-being and coping style.

Why the cognitive theory is the most appropriate for this research was best summarized by Janoff (2004). Her research suggested that cognitive therapies help police officers restructure and re-interpret traumatic or violent events with the goal of reducing future physiological or psychological distressing symptoms.

The research questions will challenge cognitive theorists to continue improving and developing cognitive techniques that will assist police officers in minimizing various

physiological and psychological symptoms resulting from the frequent exposure to traumatic and/or violent events or images. This is a necessity because, similar to other areas of employment, a person's career will end via retirement (Pritam, 2011), involuntary or voluntary termination (Willis, 2006), or death.

2.3 Review of Empirical Findings

2.3.1 Types of Crime

The classification of the criminal behavior is made according to the degree to which they are carried out by career criminal. As distinguished from a non-criminal career, a criminal career involves organization of roles built around criminal activities. Such activities are; identification with crime, conception of a self as a criminal, extensive association with criminal activities and with other criminals and finally a progression in crime that involves the acquisition of more complex techniques and more frequent offenses. By considering the above activities, it is possible to list 4 types of crime (Clinard, 1979; cited in Wondimu, 2004).

2.3.1.1 Violence crime

This crime could be defined as harm producing acts committed against people. This type of crime includes murder, aggravated assault, forcible rape, abduction, kidnapping, armed robbery and burglary. Since this all act crimes use force, they are categorized under crime of violence.

2.3.1.2 Crime against property

It's defined as an act of obtaining the wealth of another person by illegal means. This type of crime sometimes called infrequent property offenses. Shoplifting, corruption, embezzlement, stealing and gambling are included in these types of crime.

2.3.1.3 Crime against the State

This type of crime consists of crime against the government and crime by the government. Attempt to protest, to express negative opinion against the government. Whereas under crime by the government include violation of citizens' rights and civil liberties and unlawful assembly. Treason, sabotage, assassination and unlawful assembly are categorized under this type of crime.

2.3.1.4 Victimless crime

In most societies there are a separate group of laws dealing with such illegal activities such as; drug abuse, prostitution, gambling, drunkenness and vagrancy. These groups of offense are referred to as victimless crimes because it is assumed that no one is injured with the possible exception of those persons involved in these acts.

2.3.2 Root Causes of Criminal Acts

According to Melkonyan (2008), a study has proven that there is fact a direct link between poverty and crime. The pushing factors that the criminals to commits are poor parenting skills, peer influence, abuse of drug and alcohol, income and education, and unemployment.

2.3.2.1 Drugs and Alcohol

Some social factors pose an especially strong influence over a person's ability to make

choices. Drug and alcohol abuse is one of such factors. The urge to commit crime to support a drug habit definitely influences the decision process. Both drugs and alcohol impair judgment and reduce inhibitions (socially defined rules of behavior), giving a person greater courage to commit a crime. Deterrents such as long prison sentences have little meaning when a person is high or drunk (David, 2000).

2.3.2.2 Income and Education

According to Melkonyan (2008), the most common crimes committed by these inmates were robbery, burglary, automobile theft, drug trafficking, and shoplifting. Because of their poor educational backgrounds, their employment histories consisted of mostly low wage jobs with frequent periods of unemployment. People must make a choice between long-term, low income and the prospect of profitable crime. Gaining further education, of course, is another option, but classes can be expensive and time consuming. While education can provide the chance to get a better job, it does not always overcome the effects of abuse, poverty, or other limiting factors.

2.3.3 Impacts of Criminal Acts on police officers

Psychological harm refers, on the one hand, to the acute psychological damage resulting from a violent crime, and which, in some cases, may subside with the passage of time, with social support or with appropriate psychological treatment; and, on the other hand, to the emotional consequences that persist in a chronic fashion and interfere negatively with the person's everyday life (Echeburúa, 2002). As mentioned earlier, crime has physical, social, economic and psychological effects on victims. As Echeburúa (2002) revealed that the psychological impacts of crime is difficult to cope with and having long lasting effects. Victims

of crime may experience many psychological effects; such as anger, depression, or fear, which, in serious case such as sleeplessness the so called insomnia. According to Echeburúa (2002), the most common types of psychological damage are adaptive disorders, posttraumatic stress disorder (PTSD) and the imbalance of an anomalous personality.

Many research studies indicated that depression has been reported in police officers. A study following police officers after the 9/11 attacks found a 24.7 percent prevalence of depression, and a 47.7 percent prevalence of both depression and anxiety (Bowler, Kornblith, Adams, Gocheva, Schwarzer, & Cone, 2016). Work-related stress may play a role in the development of mental health problems in police officers. According to Garbarino (2013), the prevalence of mental health symptoms lower levels of support and reward and higher levels of effort and over commitment were associated with higher levels of mental health symptoms. Police Officers are at increased risk of negative mental health consequences due to the dangerous nature of their jobs as well as the greater likelihood that they experience critical incidents, environmental hazards, and traumatic events.

In many research literatures, police officers, firefighters and health service providers are known as first responders (Kent, 2010). First responders are always at the forefront of each incident or disaster, and they ensure the safety and wellbeing of the population. They are, however, at great danger of being exposed to potentially traumatic situations that pose risk of harm to them or the people under their care, particularly the firefighter and police officers even may die. Most research on killing of police in urban areas attempted to link lethal violence against officers to the violence and disorder in communities they work (Kent, 2010).

Solomon (2011) claims that only one-third of the officers involved in a critical incident will experience no reaction to a traumatic event, while the remaining two-thirds will experience from moderate to extreme reactions. The combination of exposure to critical incidents and the suppression of normal human emotions make police officers vulnerable to the development of PTSD symptoms (Moad, 2011).

Neylan (2002) described police officers physical, emotional, and psychological health is affected because of work related incidents. Psychological effects are including fear, anger and depression. According to Neylan (2002), police officers could not sleep properly that affects their entire lives. Although the life threatening aspects of police work are related to nightmares, the routine stressors of police service seem to most affect global sleep quality in these subjects. Many findings related to unable to sleep properly have implications for health and occupational performance (Neylan, 2002). Violanti and Aron (1995) distinguish between the two types of stressors and define organizational practices as events that are carried out by the administration, and are inconvenient to the officers, while inherent factors are those events commonly happening in police work that could be harmful to the officers like, danger, violence, and crime.

2.3.4 Source of Stress for Police Officers

A research showed that lower level of support in organization or in a community and reward and higher level efforts were associated with higher level of mental health symptoms (Garbarino, 2013). The police officers duties and responsibilities are to enforce the law and investigate and/or arrest those who violate the federal, state, and local laws. As discussed earlier, police work is one of the most stressful occupations in the world (Anshel, 2000).

Anderson, Litzenger, and Plecas (2002) suggested that limits are often acknowledged when the police officer has an increase in sick leave usage (i.e. may be due to mental or physical health issues), verbalizes concerns of job dissatisfaction, receives excessive citizen complaints, or exhibits poor work performance. Warren (2015) reflected from his detailed research, police officers who had been exposed to at least one traumatic event as a police officer and had knowledge of at least one individual who had been exposed to a traumatic event. He also indicated that police will be exposed to more violence and trauma than most citizens will encounter in a lifetime.

Police officers with a proper handling skill of work related stress can balance their time and energy at work. Basically, all human beings have a feeling of stress although the level of symptoms that they experience is differs between individuals based on their personal characteristics. The officers' knowledge about the consequences of stress influences the coping strategies of stress at work and at home. Nair & Joseph (2013) in their studies indicated that different factors exposes police officers to face stress at work such as; working in high time pressure because of personal duties at home and at work, extended hour of duty, emergency calls, lack of vacation or holidays, irregular working time, interpersonal relationship, lack of promotion, work like boredom(this related to schedules of working time, victimization, lack of participation, group pressures, negative public attitude, role conflict, interpersonal relationships, inadequate pay, lack of challenges and role ambiguity), role ambiguity, home-work pressure, alienation, problems with courts, inadequate grievance representation, perceived status, and lack of autonomy and others.

According to (Nair, 2013) events that causing stress in police officers is differ between genders i.e. the cause of stress for police women not the same for police men. For instance,

circumstances identified by the researchers as causes of stress for police women are: limitation of time to accomplish domestic duties and responsibilities besides of their normal duties at job, duties needs extended time, emergency calls, lack of vacation or holidays, incompatibility of work schedule with other personal duties at home, job boredom(this related to schedules of working time, victimization, lack of participation in decision making, group pressures, negative public attitude, role conflict, interpersonal relationships, inadequate pay, lack of challenges and role ambiguity), isolation, problems with courts, inadequate grievance representation, perceived status, and lack of autonomy.

In other way (Nair, 2013) point out that interpersonal relationship, lack of promotions, workload dissatisfaction, and role ambiguity are connected as the sources of stress in male police officers. But in their findings (Nair, 2013) explained that since the police job is permanent governmental employees the issue related to job security in not cause of stress for both gender.

2.3.5 Coping Strategies

Coping is defined by Lazarus and Folkman (1984) "constantly changing cognitive and behavioral efforts to manage specific external and/or internal environments that are appraised as demanding or exceeding the resources of the person." According to this definition coping specifically explains psychological state of mind in which the individual attempts to minimize the stressor in his/her management styles. According to Folkman & Lazarus, (1984) the term "coping" is used in reference to perceptual, cognitive or behavioral responses that are used in managing, avoiding or controlling situations that could be regarded as difficult and they were grouped coping into two categories, i.e. problem focused and emotion-focused. Problem-focused types of coping are directed at the problem and in looking for ways to manage and solve the problem. Emotion-focused coping involves reducing the effects of stressful feelings caused by

unpleasant experiences through relaxation, the use of substances (alcohol and drugs), social activities and/or defense mechanisms, including avoidance (Edwards & Holden, 2001).

Coping as a term could be used to refer to the strategies or results. As a strategy, coping refers to the different methods that a person may use in managing his/her circumstances. In coping as a result, reference is made to the eventual outcome of this strategy for the person Myendeki (2008). Coping behavior is an important aspect of the stress process and refers to both overt and covert behaviors that reduce or eliminate psychological distress or stressful conditions and the way in which an individual copes depends on his or her understanding of the stressful situation, making sense of it, and developing appropriate responses to it.

A research indicates that police officers utilize coping mechanisms that increase rather than alleviate their stress (Violanti, 1995). But the effective coping as the effectiveness with which individuals deal with their emotional responses to stressors and act to resolve the stressors and the cost of their effectiveness to the individual (Anshel, 2000).

Moreover coping plays an important role in the stress-burnout relationship and it indicates moderating variables that alleviate the negative effect of job stress, such as rational-cognitive coping, recreational activities, self-care, and social support (Lee, 2013).

If a police officer uses inappropriate way of coping strategies in demanding work situation it contributes the suicidal behavior in the police member (Meyer, Rothmann & Pienaar, 2003). As job stress is increasingly recognized as unavoidable factor at work, necessity of reducing negative effects of stress has risen. Many researchers have proposed that social support plays this role. Social support indicates "amount of helpfulness derived from social relationships" (Lee, 2013).

According to Cohen and Wills (1985), social support is comprised of four parts: esteem support, information support, emotional support and instrumental support. Esteem support is providing affirmation and feedback, which contributes to enhancing self-esteem, while information support is help in coping with problematic events by giving advice, suggestion and information. Emotional support is providing affection and trust, and instrumental support is aid in time, labor, money or modification of the environment.

Sources of social support can be divided according to the degree of intimacy that a person has with the sources: primary and secondary sources (Beehr & Newman, 1985). Primary sources of social support involve family and friends; while secondary sources are those a person has less intimate relationship with including supervisor, coworker and counselor. Among them, supervisor support and coworker support are closely related to job stress because job stress occurs in the workplace.

Supervisor and coworker support are the most important and effective sources of social support at work (House, 1981). Social support mitigates the negative effects of job stress by interacting with job stress. That is, the relation between stress and strain is stronger for persons with low levels of social support than for those with high levels of support. If employees have higher social support, high levels of job stress do not result in strains (Lee, 2013).

As coping resources, social support acts as a buffer against job stress and weakens detrimental effects of excessive job stress. A buffering effect means that the presence of job stress would not lead to negative outcomes for those employees who receive or perceive a high amount of social support from others. Stress is potentially manageable through systems of social support in the work place by administrative management, superiors and colleagues (Wisniewski and Gargiulo, 1997).

An individual's burnout levels depend not only on stressful events in the work environment, but also on the availability of coping resources (Greenglass, Burke & Konarski, 1998). It has been proposed that primary coping strategies can best be organized into two higher-order categories: Problem-focused strategies and emotion-focused strategies. Problem-focused strategies are mainly directed towards the management or alteration of a stressor. Emotion-focused strategies on the other hand, are aimed at regulating emotional responses to the problem (Folkman & Lazarus, 1980; Lazarus & Folkman, 1984).

Billings and Moos (1981) have also identified three methods of coping. The active-cognitive, can be understood as the method of assessing potentially stressful events, active-behavioral, can be understood as the observable efforts of the individual, which attempt the management of the stressful situation and avoidance, understood as the refusal to face a problematic or stressful situation.

CHAPTER THREE

Research Design and Methodology

3.1 Research Design

The objective of this research is to explore the effects of criminal acts on job induced stress among police officers the case of Sebeta town, Oromia National Regional State. To identify the effects of criminal acts, explore job induced stress and identify police officers' overall wellbeing, qualitative research design were employed since it is suitable to understand the problem in greater depth.

According to Hancock, Windridge, and Ockleford (2007), qualitative research method aims to provide rich data and deeper understanding of the phenomena. Qualitative method employs to capture the behavioral and perceptions of the police officers about their knowledge and experience of the crime and its negative effects. The rationale for employing qualitative method is that, qualitative research method aims to address questions concerned with developing an understanding of the meaning and experience of humans' lives and worlds (Davidson, Fossey, Harvey, & McDermott, 2002).

3.2 Sampling Procedure

Having worked with the police agency more than six years and having working on crime prevention, traffic police, and detective departments were incorporated to the study. I am fortunate in having a range of contacts including assistant commissioner of zonal police and higher level police officers. I used these contacts; by using a third party there could be no perceived pressure to participate. Interested parties were then asked to contact me face- to- face directly. The time

frame between first contact and arranging the interview could be several days due to participants' work demands and this ensured a further cooling off period.

Among 362 police officers in Sebeta town, 84 are females and 278 are males. The key informants who are working in relation to crime prevention, detectives and traffic police officers were purposely selected for data collection until the date was saturated. After the ninth key informants' data were repeated and then discarded throughout data compilation and analysis. Therefore, this research sample was composed of three females and six males in sebeta police officers. Because these police officers have better knowledge about the problem and to find the solutions that police officers encountered. Four of the police officers performed the duties of a commanding officer at different hierarchical levels.

3.3 Method of Data Collection and Instruments

Based on the research problem that the study intends to address, purposive sampling was used. So that the methods of data collections, semi-structured key informants' interview employed. The federal police officers who are working in Sebeta town and police officers who have less than six years of working experience were excluded for this data collection.

3.3.1 Semi-Structured Key Informants' Interview

The interviews held one hour and forty five minutes in average for each key informant, and were conducted according to semi-structured principle, using instructions, questions and an interview guide (Gighlione & Blanchet, 1991; as cited in Deschenes, Desjardins, & Dussault, 2018). This type of interview corresponds with this study's goal to identify the variables linked to the occupational psychological health of police officers. Interviews are ideal tools for collecting information on an organization and the operations of a group or institutions (Deschenes,

Desjardins, & Dussault, 2018). In-depth exploration of the perspective of social actors and the challenges they face as well as their clarification of social realities through their experience are important contributions to the completion of this study.

In depth interview of purposely selected senior police officers in Sebeta town, carried out as a methodological approach in the study. Kumar (1989), describes the advantage of the in-depth interview that the interview helps the respondents to express their feelings freely and used to understand the issues clearly. It also helps the researcher to ask for clarification whenever there was any answer that was not explained clearly. Thus, questions that help to get relevant information developed. Interviews which conducted in a private setting where respondents feel that their confidentiality is completely protected (Kumar, 1989). It was difficult to limit the duration of the interview time since the questions that asked was semi-structured questions so that they needed detailed information about personal feelings of the respondents, their perceptions and opinions.

The purpose of key informant interviews is that senior police officers have better knowledge and understanding about the police officers and the problems they encountered. These police officers, with their particular knowledge and understanding, provided insight on the nature of problems and give recommendations for solutions.

3.4 Data sources

During data collection, the data sources were police officers who are working in Sebeta town, Oromia National Regional State. The primary and secondary data collected by using different data tools as mentioned earlier. Though the main and first hand source of data is primary, it was supplemented by information gathered from secondary sources of data.

Primary data sources were police officers who are working in Sebeta town. The police officers who are working in the town were selected by using purposive sampling method and the data were collected accordingly. Secondary data collected from the prison and police stations about the crime and criminal acts to identify types of crime and understand its root causes. Secondary data sources in the prison retrieved for further examining the criminal acts. The materials such as annual reports, minutes, magazines and news papers assessed to understand the phenomenon regardless of types of crime and criminal acts which were common in the town.

3.5 Data Analysis

Thematic analysis used to analyze the primary data. After transcribed the audio recorded and memos then translated the interview data manually, the data coded, organized and analyzed thematically and presented in descriptive manner based on research questions and objectives of the research. Hancock, Windridge and Ockleford (2002) state that how categorizing thematic concepts that emerge from qualitative data and putting them in systematic structures is important for nuanced analysis. In the presentation of result, participants' account was given priority. The presentation of collected data included description and quotations. The researcher collected qualitative data and changed in to meaning and themes following the procedures of coding, organizing and identifying themes eventually emerged. The themes have therefore been emerged based on the responses of the participants.

3.6 Pilot Testing

The purpose of the preliminary testing was collecting information to understand the feasibility of the study regarding to its proposed tools, the number of population study, and the language. Semi-structured interview were developed in English. After extensive revision and

accepting remarks from advisor the final version of interview were translated to Amharic version by English teacher, Gebre Desie; and then back to English to ensure understandability and message consistency by the teacher.

The interviewees who were engaging in the pilot study were taken through purposive sampling method from police officers who have more than five years work experience. The interviews were audio-recorded and memos were written during the interviews. However, among five respondents, one interviewee was not interested to record his voice during the interview. The audio-recorded interviews were transcribed to analyze accordingly.

3.7 Ethical Consideration

Davidson, Fossey, Harvey, & McDermott (2002) indicated that ethical considerations are paramount in all research from design to conclusion. Since the study involves the use of human participants; ethical considerations taken into account. Making ethical consideration is imperative and basic part of social work research methods (Davidson, Fossey, Harvey, & McDermott, 2002). Will be given the sensitiveness nature of the issue being assessed, I followed the following ethical considerations while conducted research:

- The first ethical consideration is no harmful procedures. Here I used certain procedures that could not harm the participants physically or psychologically.
- The second ethical consideration is informed consent. As researchers, I explained the purpose, procedures and all known risks and benefits of the study to the participants.
- The third is privacy. I kept all information obtained from participants confidential.

CHAPTER FOUR

Data Presentation, Analysis and Discussion

4.1 Data Presentation and Analysis

The purpose of this study is to assess the effects of criminal acts on job induced stress among police officers. The study focused on police officers in line with their daily activities regarding to crime prevention. To do this, the researcher interviewed nine senior police officers; three females and six males. The data were collected by using the key informants' interview with senior police officers in Sebeta town. The participants were briefly explained about the types of crime, and its causes, impacts of criminal acts, the potential source of police stress and coping strategies to mitigate stress. To analyze the data certain stages are undertaken; these are familiarization with the data, open coding, clustering the codes, refining and defining the categories.

All interviewees have more than 6 years of experience in policing. Among the nine police officers, three of them were females and the rests are males. Eight semi-structured interview questions forwarded for purposely selected senior police officers. Throughout this study, it's clear that researching such sensitive issues in a challenging context could pose ethical dilemma. This is a sensitive topic as it introduces into a very private and personal experience that is potentially charged.

Therefore, the key informants' name not mentioned for their confidentiality in the process of data compilation and presentation throughout the study; instead mentioned their experience and age in bracket respectively.

4.1.1 The Key Informants Profile

Table 1

R. No	Pseudo name	Age	Sex	Marital	Work experience
1	Telila	41	M	Married	19 years
2	Kebede	47	M	Married	25 years
3	Zufan	38	F	Married	15 years
4	Zekarias	32	M	Married	10 years
5	Legesse	42	M	Married	12 years
6	Getachew	30	M	Married	6 years
7	Derartu	36	F	Married	8 years
8	Fozia	31	F	Married	6 years
9	Lelisa	41	M	Married	15 years

The police officers selected to take part in this study are with the police rank of one commander, four inspectors, and four constables. Among them, three females and six males were included under the study. The key informants were selected from crime prevention, detective, and traffic police officers.

4.1.2 Types of Criminal Acts and Its Causes

In Sebeta town, there are different types of crime and criminal acts. Among the many are rape, burglary, violence crime, theft, pickpocket, robbery, homicide, frauds, baby dumping and domestic violence. According to a police officer, (19:41) witness, the past three and two years, many of criminals were using motor bike for criminal acts. In the Sebeta town, the population size is increased as proportional to poverty is being increased. Several unemployment-youth engage in criminal activity to cope with their economic problems.

4.1.2.1 The Root Causes of Criminal Acts

According to key informants, the root causes of thefts are unemployment, drug addiction and alcohol abuse. The main reason for theft, one of the crime types resulting from the above causes is usually perpetrated by criminals coming from the capital of Ethiopia and other neighbors close to the territory of Sebeta town. Criminals who are wanted by the police conceal themselves in the town and commit crime when the opportunities in place allow them to perpetrate. Several thieves get much experience from Addis Ababa and have networks with others.

Two police officers, (25:47) and (19:41) added, "*Some of the thieves come from Addis Ababa to stay here and engage criminal acts. They don't have particular place and it's difficult to control the area.*"

As urbanization and industrialization increase, the number of population is also increased in urban areas. In line with increasing population density, crime rates become one of social problems. Since crime is not confined to any single factor, it is difficult to extract a single factor that can influence the tendency of participants to commit crime. However, although many

conditions were inevitably causing the crime, certain conditions are more favorable to crime than others.

One of the key informants, (25:47) said,

There are two reasons for sources of criminal acts. The first one is that there are many factories in the town. People come from different corner of the country. Unfortunately, all people who came from different corner of the country could not get job in the factories. Therefore, these people have a potential to engage criminal acts. The second reason is that there are ample unemployment-youth. These youth, some of them are addicted; so they need money and have the possibility to commit crime.

As a police officer, (15:38) explained some criminal acts have political narratives.

Some criminal acts have political implications. These criminal acts are targeted not only the community but also the police officers. Threatening, insulting, and murdering on police officers are common for such groups to create instability and dispute by the community. Such political narratives are threatens not only for the community but also the police officers. These political groups first attack the higher police officials, and then create conflict between and among different community members. Such criminal acts have been threatened the police officers and their family members so far. Not only that many police officers dead in Burayo, Wolega and Borena. You may afraid for your family and yours.

Other police officer added how illegal arms and bullets are also other source of crime.

Illegal arms are not business affairs but having political implication that certain groups want to

collect these illegal guns and rifles to create conflicts between and among communities. Illegal arms are common in the town and threaten the community and the police officers as well.

4.1.3 Impacts Of Criminal Acts

Police and other first responders are repeatedly exposed to potentially traumatic situations also known as critical incidents/ traumatic events. In this study critical incident and traumatic event may use interchangeably. Critical incident is common in traffic police officers working experience. According to a traffic police (19, 41) witness, before 3 years ago, his colleague was dead by car accident. Police officers observe, deal with, or become involved in extremely difficult situations and experience on a daily basis. However, this police officer can do nothing to his colleague rather simply attended the funeral ceremony. He has seen many car accidents; in that case many people injured and others dead. Children, females and elderly peoples have been killed by car accident. The police officers may get the baby dumping in garbage, roadsides, bushes, mosque or church premises, or open market places. When police officers are freshman for policing, night mare, sleeplessness, being restless and less satisfaction is common during the time of critical incidents.

4.1.3.1 Critical Incidents

Rape, violence and baby dumping are also common. A female police officer, (15:35), she works related to children and women affairs, explained that many college students become pregnant because of unsafe sexual intercourse. After the end of academic year, the students go back to their family and the newly born babies have been dumped. Because the girls afraid their families and social discrimination as well. The students consider as a best solution is that

dumping the children everywhere. Homicidal is also committed nearly in average five to eight per year. Other criminal acts are fraud, pickpocket, violence and gambling.

According to key informants, police officers were beating down by coble stone, rock or stick may also encounter physical and psychological attack. In addition to that the police officers not only physically injured, even death.

As a traffic police officer, (10:32) said,

Yes...The main reason such traumatic event is that the road from Addis to Jimma is one and very narrow. Many of car drivers drive a car without proper training and appropriate rest become the cause of car accidents. Car accident is common in the town. Before one year ago, a car driver has injured by car accident. After treated in hospital, the one who was injured doesn't speak properly. Such traumatic event affects police officers.

As a police officer, (12:42) said, "When you go to hospital with injured person, you may face another challenge. Unavailability of kits, medication, to contact with injured family, all these disturb you. The injured person may die before reach health organization. Imagine how it is challenging."

As key informants confirmed that dumping baby is also common in the area, when the employers fire out the employees and unable to care their infants; may baby dumping anywhere. A police officer, (15:35) said, "Sometimes the baby dumping have been gotten after died or had been eaten certain parts of their bodies by wild animals. Among dumping infants, 50% of the babies may get alive others may die."

The key informant confirmed how police officers experienced different traumatic events during their day- to- day activities and that affects overall wellbeing. The risks are vary according to the task being undertaken, whether performing traffic duties, attending street disturbances, arresting offenders guarding prisoners in watch houses or in hospital, or transporting offenders to court.

According to a traffic police, (6:30) said,

Once upon a time, a woman with her child went to shop to buy bread. The car driver killed both the child and the woman by his car. The car driver had many chances to save the daughter and her mom. I tried to forget, but I could not. For so many times, I could not eat and sleep properly. Such traumatic event/ incidents are common and it affects psychological health. I never forget. Never....

In the time of critical incidents police officers may feel free. After the problem is occurred the police officers feel sad. Things run unexpected way. If the police officers are fresh for such critical incident, most of the time the critical incident will be difficult to handle properly.

Police officer, (25:47) added about critical incidents and its negative impacts in community and police officers as follows,

I have seen homicidal in the past three or four months. Three people were drunk in a bar. They agreed upon to kill someone and called him by his phone. He came to the bar within twenty minutes because he didn't know about their plan. They enjoyed together for certain hours. Finally he wanted to go to his home. But two of among three people went to him to see off until nearby his home and killed him. These two men are his relatives and have had conflict regarding to boundary.

Among different criminal acts homicide is stressful and unable to forget for so many times. In addition to homicide, rape is also very stressful for police officers particularly when the crime is committed on under age of ten. Children exploitation is another common practice and stressful. It is difficult to compare and select less stressful criminal acts regarding to children abuse.

A police officer, (15:35), she could not speak properly and node her neck and said, "*It's painful.*" Rape, dumping infants and homicide are stressful. Key informants confirmed that as human beings, officers also experience many different and deep emotional reactions, as all human beings do to a critical incident.

4.1.4 Source of Stress for Police Officers

Police officers assumed that one of the most interesting things in policing is that police officers lead their life meaningfully by providing the police services not only for income generation rather getting satisfactions by helping the needy. The police officers assumed that priority has to given to satisfy the entire community. According to the respondents, police officers job is considered as stressful. The sources of stressors are organizational or operational. Lack of time, critical incidents, physical attack by criminal acts, and lack of support by colleagues are sources of stressors. During police training the trainer and trainee understood the challenges of police occupation. Therefore, police officers may resign or change their occupation. Several police officers improve their educational profession and change their fields.

4.1.4.1 Organizational stressors

As key informants responded, police officers work more than eight hours per day. Long hour working per day affects over all police officers health condition. Without rest police officers

may work three days. The police officers may not have extra time to enjoy with their children. The community understands how they are busy due to their long hour working tradition. The police officers don't have much time with their children because of the shift work and unknown hours working schedule and it has negative effects on family-child attachment.

A police officer, (15:38) answered the question why police officers work more than eight hours,

In my working experience, police officers work long hours. But other civil servants can work only for eight hours. Therefore, in the case of policing, working limited amount of hours may not be addressed the problem which is confronted in the community and in general in the country.

According to key informants, the number of police officers and the problem which are occurred by the community do not coincide each other. To hire many police officers is difficult since the country is too poor to hire many police officers. The other reason for working long hours for police officers is that the criminal acts don't expects in which time the crime being committed; that is why always the police officers get ready to confront the problem. The police priority is working on the rule of law. The family, relatives and other social affairs are secondary. The past three and four years they have been worked day and night because of political instability. The police discipline is ridged that it enforces them to work throughout 24 hours. Such role conflict may be the source of stress in police officers.

A police officer, (19:41) said,

Sometimes police officers deal with colleagues about critical incidents/events, working holidays, increasing trend of very complicated nature of crimes and dealing with strange

matters. Not only I mentioned earlier but also there are other like, working extended hours, unable to spend time with family or significant others.

Three key informants state that crimes may commit at day and night so that police officers work throughout twenty four hours. Police knows how police's job is challenging. In a holiday, police officers work day and night. At this time, the officers become frustrated and exhausted.

One of key informants, (19:41), answered the same question why police officers work more than eight hours per day as follows,

Times to time criminal techniques are deep and updated through time. So it's not enough to challenge the criminal acts and up-to-date criminal techniques within limited number of police and eight hours service. Peace security doesn't give you a chance to lead your job, based on proposed plan. By now its peace but no one knows what is happening in the next days.

The criminal acts, the number of people and the number of police officers are not equally proportional. Developed countries use different technologies to prevent criminal acts and to detect crime easily. Many people don't have awareness about community policing here in our country. As the key informant confirmed, one community policing consists of more than 20 thousands households. It's easy to imagine how it's difficult to cover and create awareness in a community about the advantage of community policing. That is why sometimes police officers work more than eight hours.

A police officer, (19: 41) added,

Polices have no chance not to come to their office. Even the officers are at rest, as soon as they call by senior official or other needy, the police officers may engage to prevent crime. Source of stress on police officers are to keep the rule of law, inadequate salary, living away from him or her families or parents. Many police officers do not live with their family. Many police officers may infect with HIV/AIDS with investigating crime and due to their spouse are being lived away from them. If police officers have different health problems, it exacerbates stress..... Economical problem, our salary is very small. You know, you need to have extra money to save. No one knows what is happening in the future; therefore, you have to save. But, in reality you cannot.

Among the respondents, (6:31) stated that economical problem is one of the sources police officers.

My salary is too small and not enough to manage my families' basic needs. Many officers don't have their own home. Another source of police officers' stress is that sometimes criminal actors may not be sent to jail or cannot be under control. The justice system and court delay the decision making process.

A key informant, (6:31) explained that even though increasing absenteeism is the symptoms of police stress and may not understand by higher rank official; the higher level officials may not understand the challenges of the low level ranked officers. Appreciation, motivation or psychological help is not common in police culture if the one who face stressful condition.

People don't want come police station as soon as they confront different problems regarding to property crime and their life threatening. Policing is restless and stressful profession throughout the year. They work day and night for seven days per week. They can't attend in the community issues that expect to be attended in different social affairs in a community. However, the community understands the police officers' time constraints.

4.1.4.2 Operational Stressors

Among the interviewee, the one who is/was traffic police has more critical incidents experience than other departments' police officers. The police feel sad when the critical incident is happened. When the officers arrive, the place where critical incidents occurred the first thing the police officers can do is that giving priority the one that is injured by taking him or her to the nearby health organization. Unfortunately, different kits, gloves, helmets and other necessary materials may not be available and have the possibility to be infected by transmitting diseases.

A police officer, (25: 47) said,

....But in police officers inadequate salary and unable to lead their life is one of source of stress. Unable to keep peace is another source of stress. Working in different areas away from your families create economical crisis. Work load is also sources of stress. You may injure physically.

As respondents, during crime prevention, police officers collect information about the suspects, victims, the physical and social environment, and the community as well. Criminals have two choices; they can hurt the police and the targeted subject and escape; i.e. fight or flight. The police officers should understand the overall condition of the problem when, where and how it encounters before confront the situation. Often the community stands with the police officers

on the process of police operation. Sometimes, some individuals affect polices' work. The police officers should control the problem without unexpected cost of property and life. During such high organized and intensive operation creates stress with the police officers. The police officers do not sure the intention of the criminals behind the criminal acts. In this case, police officers are so cautious for everything and every time. Police officers deal with victims on a daily basis. When officers are personally involved in traumatic events, the potential for hidden or repressed issues is always there.

A police officer, (8:36) replied that the police officers have skill how to manage crowds during violence. He gives details about his experience as follows:

Police officers take actions without hurting others based on the training they have been skilled. Polices may take appropriate measures even they may die during crime prevention. Some young and new police officers may fear and threaten for participating crime prevention. But through practice the officers improve to cope with such problems. However, night mare, unable to eat properly, and sleeplessness are common in police officers particularly in youth one.

A police officer, (15: 41) added how the police officers are challenging to prevent crime,

During crime prevention, at day and night, the environment, the crime type, and the community has its own negative and positive impacts. For example, one night, the grocery owner injured his customer. When I went to his grocery at night, he was insulting me with his relatives. But I bring him police station after a day. At that time he was drunk much alcohol.

Many criminals refuse to be surrender properly at night and when the suspect drank much alcohol, it makes the operation more difficult. Perhaps the most important element of combating critical incident stress is pre-incident stress education.

4.1.5 Coping Strategies

As a police officer, (10:41) answered the question of what are the coping strategies that police officers experience in the time of stress, "*Police officers do physical exercise, playing foot ball and sharing fun among staff members to mitigate stress. The society expects polices should free from addiction; but have the right to drink or do whatever their like during they off days.*"

A police officer, (12:42) replied that the way how the police officers to use coping strategies as follow:

Actually, different officers have different strategies to cope with stressful situations.

Common practices are drinking alcohol, chewing chat, or taking annual leave.

Sometimes police officers go to religious institutions like, church, and mosque. I deal with my boss about the problem, or with my friends. I don't have extra time to relax, the only thing I can do is that discuss with my staff members about the situation.

Another police officer, (8:36),

I do not want to deal with my family about the situation what I confront. This is my job. I do not want to tell them to suffer and sometimes children may fear. That is why I don't to tell anyone. You know, even I have a problem I do not want to talk with my children. May be I will request annul leave. Once a week I go to church. I pray with my families.

Dealing with other individuals is not common about the problems they encountered. They are not quite sure how others perceive them. They are afraid about their families, relatives and others who have close relations. If they told what is happening in the working area, others would be stressed. The only thing that the officers can do is that trying to solve by themselves what is encountered. To cope with stress the police officers use different coping strategies. But source of stress is different. Police officers use the same coping mechanisms for different stress situations may exacerbate the problems, instead improve their wellbeing.

4.2 Discussion

In this study effort has been made to assess the effects of criminal acts on job induced stress among police officers and the used coping strategies in the police officers at Sebeta town. The results of analysis presented above which allows answering the research questions posed in the introductory sections.

4.2.1 Types of crime and its Causes

As mentioned earlier, the root causes of different criminal acts are different according to respondents. Regarding to the availability of job opportunity, many individuals, particularly youth, come from different zonal and regional states to be hired in the factory. Unfortunately, and missed information, some of the youth may not be obtain the job as they expected. Among the many youth, some of them were engaged in different criminal acts, such as theft, shoplifting, pickpocket and fraud. As interviewee explained, these youth have no money for house rent and other basic needs. That is why some of the youth being committed such criminal acts. If they don't get what they expect, these youth participate in criminal acts. Because they cannot get food and house rent so that these unemployment-youth have the possibility to participate criminal acts. Several thieves used such practice as a means of survival. They are not professionals and have no other skills to do anymore rather than theft.

Based on the findings, the causes of offenders to commit crime are usually found at each level of the social structure, such as social institutions, social groups and organization, and interpersonal relations. The most important of which are described by the key informants are unemployment, addiction, and less social control are often linked to persistent disruptive

behavior among the people, which can increase the likelihood of their involvement in criminal acts.

The empirical evidence on the relationship between unemployment and criminal activities has been the subject of much investigation. A Freeman (1996) concluded that unemployment has an influence on the opportunity cost of illegal activity. High rate of unemployment growth could be taken to imply a restriction on the availability of legal activities, and thus serve to ultimately reduce the opportunity cost of engaging in illegal activities. Many of respondents, among nine key informants indicated that unemployment is a major contributing factor that leads people to commit crime.

Based on the finding, the most important reason to commit crime that described by the key informants are low income, unemployment, and addiction. To confirm the above discussion, almost all of key informants who have made part of this study argue that the geographical location of Sebeta town were one of the motivating factors that offenders to commit crime. In addition, the participants also added that unemployment and addiction are some of closely related factors that criminals motivate to commit crime.

4.2.2 Impacts Of Criminal Acts

Crime has negative impacts on societies. The negative impacts can be classified as physical and psychological in general. The physical impacts of criminal acts are harming the victims physically.

Crime has physical, social, economic and psychological effects on victims. As Enrique (2002) revealed that the psychological impacts of crime is difficult to cope with and having long lasting effects. Victims of crime may experience many psychological effects; such as anger,

depression, or fear, which, in serious case such as sleeplessness the so called insomnia.

According to Echeburúa (2002), the most common types of psychological damage are adaptive disorders, posttraumatic stress disorder (PTSD) and the imbalance of an anomalous personality.

Among key informants a police officer, (41:15), presented his experiences that the psychological impacts of criminal acts are affecting the behavior and psychological well-being of the societies and individuals. Polices may take appropriate measures even may die during crime prevention. Some young and new police officers may fear and threaten for participating crime prevention. However, night mare, unable to eat properly, and sleeplessness are common in police officers particularly in youth one. Base on the findings the participants believed that, criminal acts affect the society's economical, physical and psychosocial wellbeing.

The study findings are much consistent with a research conducted by Kent (2010) state that police officers in urban areas routinely confront criminal situations that may result in injury or death. If killings of police officers result from encounters with offenders engaged in criminal activity, places where criminal behavior is most apparent should also have more killings of police.

4.2.3 Major Sources of Stress for Police Officers

Based on the findings, major sources of stresses in police officers are physical attack by criminals, unavailability of extra time with their family and economical problems to cover their basic needs. The key informants confirmed that sometimes police officers deal with critical incidents or traumatic events, working holidays, increasing trend of very complicated nature of crimes and dealing with strange matters. Not only that as mentioned earlier but also there are others like working extended hours and unable to spend time with family or significant others.

A research conducted by Nair & Joseph (2013) supported the findings that different factors exposes police officers to face stress at work such as; working in high time pressure because of personal duties at home and at work, extended hour of duty, emergency calls, lack of vacation or holidays, irregular working time, interpersonal relationship, lack of promotion, work like boredom (this related to schedules of working time, victimization, lack of participation, group pressures, negative public attitude, role conflict, interpersonal relationships, inadequate pay, lack of challenges and role ambiguity), home-work pressure, alienation, problems with courts, inadequate grievance representation, perceived status, and lack of autonomy and others.

Person- environment theorists attempt to describes that most research on the relationship between person- environment fit (P-E) and stress or well-being has focused a lack of fit (that is, misfit) between needs and resources will have a pronounced impact on stress levels and overall well-being. However, demands-ability fit can also be important in terms of a police officer's well-being. For instance, if police's work load is high and they do not have the time or energy to perform what is expected from them, this can induce a high level of psychological strain.

According to Solomon (2011), some people, particularly those who avoid dealing with their emotional reactions, may find themselves increasingly reliving their trauma. A 2005 FBI Bulletin stated officers should have training before they become involved in a critical incident to understand it could become a major issue in their professional and personal lives for years (Shannon, 2005).

Among many criminal acts homicide is the most stressful than others. Homicidal or killing someone is very stressful and painful for police officers. Since the criminals have their hidden agenda, it's difficult to identify easily. However, police officers become stress until the

criminals become under control and sent to jail. Rap, homicide, car accident and baby dumping are the major sources of stress in police officers.

Based on the findings the participants believed that when critical incidents occurred, police officers exposed to infectious disease, like HIV. As two respondents indicated that unavailability of safety kits and unable to use the safety kits properly are the problems which confront the police officers during critical incidents. A research consistent with this finding is that police officers expose to different infectious diseases during taking sample, conducting searches or arresting suspects. There is always the risk of a puncture wound from secreted needles which may be contaminated with HIV (Mayhow, 2001).

To confirm the above discussions, the potential sources of stress in police officers are extra working hours, unavailability of adequate rest time, unfair treatment among police officers, critical incidents/traumatic events, and less rewards by concerning bodies particularly by government. As the findings confirmed that after the death of police officers in an accident, they would be forgotten and their families may lead miserable life for the rest of their lives.

The findings consistent with the research conducted by Shane (2008), most studies conducted in police job related stress, reflected the sources of stress for police officers are the working environment, nature of the organization, leadership style, personal characteristics, community response toward police officer, nature of relationship with colleagues, lack of personal skill about the working material, economic need and ability to handling situation at work and out of work (Shane, 2008).

4.2.4 Coping Strategies

Sometimes police officers need help to cope with stressful situation by requesting their family, neighbors, and/ or organization too. Among the police officers, some of them may not affect when they faced with the same critical events/ incidents. This is because they have the resource, time that the ability to control, and may develop more coping mechanisms than others. Even if the police officers deal with critical incidents, some of them may not face psychological health problem because of their ability to resilience. They know about the cause, challenge and coping mechanisms. Sometimes the police officers become aggressive after occurred potential hazards and tragedies and affect overall their psychological health. This aggressive behavior leads to them stress situation. However, police officers use different coping mechanisms to relief their stress like, substance abuse, alcohol, sport, and sharing fun with colleagues are common coping mechanisms in police officers.

The cognitive theory is the most appropriate for this research that to help police officers restructure and re-interpret traumatic or violent events with the goal of reducing future physiological or psychological distressing symptoms. The research questions will challenge cognitive theorists to continue improving and developing cognitive techniques that will assist police officers in minimizing various physiological and psychological symptoms resulting from the frequent exposure to traumatic and/or violent events or images.

A research conducted by Pranzo (1999) suggested that stress management is critical to police officers. For those police officers who do not develop positive stress management technique, the pressures of the police profession can be devastating. One dangerous defense mechanism a police officer may utilize is emotional hardening, a change in the police officer's personality that affects their ability to experience emotions (Pranzo, & Pranzo, 1999).

To confirm the above discussion, almost all of key informants who have made part of this study argue that the police officers try to mitigate their daily stress situation by go to religious organization, request annual leave and doing physical exercise. In addition, the participants also added that substance abuse, alcohol, having fun with colleagues, and discuss with others are common practices in police officers to mitigate stress.

Researches support the findings that alcohol is the foremost substance abused by police officers, and it is estimated that alcohol abuse among police officers is double that of the general population, in which approximately 1 in 10 adults are believed to abuse alcohol (Violanti, 1999). According to (Kate, 2004), combined with aforementioned negative stress management technique; domestic violence potentially leading to divorce, alcoholism and substance abuse and repeat complaints of misconduct due to the combat team syndrome, it is believed that more police officers more likely to commit suicide than be killed in the line of duty. Unfortunately, for most police officers, even though stress is one of the top occupational hazards, affecting the officers' physical and psychological wellbeing; only 25% of police officers agencies offer stress management training (Territo and Sewell, 1999).

As respondents confirmed, many police officers drink to cope with stress. Police officers go to different religious organization, dealing with others, participating with family affairs, and doing physical exercise are common coping mechanism. Different training has been giving how to prevent criminal acts against children and women that may help them to manage the problem. Fresh police officers are much stressful than senior police officers. Senior police officers adapt stress and crisis. Different trainings that are given by different NGOs help police officers to cope with stressful event within a short period of time.

CHAPTER FIVE

Summary, Conclusion and Recommendations

5.1 Summary

This chapter presents the summary of findings, conclusion drawn from the results and the recommendations by the researcher. The main objective of this study is to assess the effects of criminal acts on job induced stress among police officers in the case of Sebeta town, Oromia National Regional State. The specific objectives were to identify common criminal acts, explore potential sources of stress police officers experience in their daily activities, to identify impacts of criminal acts that police officers encountered and explore mechanisms that could enhance the coping strategies of police officers.

The study utilized primary data through key informants' interview. Semi-structured interview questions used to obtain detailed information from respondents. The researcher believes that semi-structured interview is useful technique for qualitative research to clarify concepts, solve problems and generate alternatives. Using semi-structured interview questions the researcher attempted to gain more information about the participant's point of views.

5.1.1 Summary of Findings

There are different types of criminal acts. Common criminal acts in the town are theft, burglary, fraud, rape, robbery, homicide and pickpocket.

- I. Critical incident/ Traumatic events that encounter police officers are car accident, rape, child dumping on the garbage, homicide that affects the overall wellbeing of the community and the police officers.
- II. Among many criminal acts homicide is the most stressful than others. Homicidal or

killing someone is very stressful and painful for police officers. Since the criminals have their hidden agenda, it's difficult to identify easily. However, police officers become stress until the criminals sent to jail. Rap, homicide, car accident and baby dumping are major sources of stress for police officers.

III. Police officers' stress originates from the nature of the job itself; shift work, role conflict and constant threat the officer's safety. Also included as stressors are alternating periods of boredom and excitement, the responsibility for protecting others, continued exposure to injured persons.

IV. Many police officers use different coping mechanisms. Substance abuse, annual leave, go to religious organization, drinking alcohols, having holidays with their relatives, physical exercise, and having fun with their colleagues are some of coping strategies in police officers.

5.2 Conclusion

The purpose of this study was to assess the effects of criminal acts on job induced stress among police officers in Sebeta Town, Oromia National Regional State. Since less security and unavailability of enough police officers and extensive technologies to control crime, that may contribute to exacerbate crime and criminal acts. There are many factors to commit crime, economical, personal, environmental and social factors. Property crime, violence crime, and crime against the state are common criminal acts in the area.

The sources of stress for police officers are extra working hours, unavailability of adequate rest time, unfair treatment among police officers, critical incidents/ traumatic events (car accident, rap, homicide, and baby dumping), ridged salary increment, and less rewards by concerning bodies. Other sources of stresses in police officers are physical attack by criminals, unavailability and unable the way how to use different safety kits during the incident.

The police officers' challenge is how to cope with their stress in well-organized way. No professional counselor to help the police officers to cope with their stressful situation. However, police officers use religious organization, sport and substance abuse and alcohol as coping strategies. The study appeals the intervention of policy maker to mitigate sources of police stress.

5.3 Recommendations

- The police agency considers hiring at least one professional counselor to treat the police officers' psychological health for betterment of police officers and their working conditions.
- The government should consider how policing profession requires long hours working per day and in line with this, has to be balance policing, the family issue and community's social affairs.
- This researcher recommends every police officer's agency to design and implement policies for reacting to critical incidents before they occur, and model these policies to meet the needs of the specific agency and of the police officers employed by the agency.
- Governmental policies should address both the physical and psychological injuries that officers sustain from critical incident; whereas the physical injuries are relatively easily treated, psychological injuries are often more difficult to detect and effectively treat.
- Continuous education platform and training increase the police officers skills, knowledge and self-esteem; so that the police colleges and other concerning educational centers should update and upgrade police officers' carrier.

5.4 Implications

The challenges of police officers are how to mitigate stress in well-organized ways. This research implicates a need for periodical mental health assessments for police officers. The findings revealed that seeking treatment is a barrier for police officers because of the lack of trust in police administrations and fear of termination from policing. As the study implies police officers do not report their personal problems to other police officers because of a fear of their careers. Therefore officers suffering from alcohol and substance abuse, insomnia, and other distressing symptoms without seek mental health treatment. The findings of this research will change the thought process of police officers, mental health professionals, advocates by exposing the reasons why police officers don't seek mental health treatment as a result of frequent exposure to criminal act and traumatic events.

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Appendices

Appendix A: Sample Consent for Participation in Research Interview

I am Abebe Adela, a master degree student in Social Work at Addis Ababa University. Currently, I am working on a thesis paper to finalize my studies. The aim of the research is to examine the effects of criminal acts on job induced stress police officers. If you have received sufficient information about this research project and understand your role in it, you can participate the interview. Your participation as an interviewee in this project is completely voluntary. There is no explicit or implicit coercion whatsoever to participate. The interview will last approximately 50 minutes. The researcher will request the interviewee allow taking notes and recording of the interview and subsequent dialogue by audio/video tape, during the interview. In case, you do not want the interview and dialogue to be taped you are fully entitled to withdraw from participation. If you feel uncomfortable in any way during the interview session, you will have the right to withdraw from the interview. The researcher may be contacted at [e-mail adonayrobel25@gmail.com) or phone number [+251-9-12-09-59-71] for any questions concerning data protection. All the questions are answered to your satisfaction, and you voluntarily agree to participate in this study. You may obtain a copy of this consent form co-signed by the interviewer.

Participant's Signature _____ Date _____

Researcher's Signature _____ Date _____

Thank you very much

Appendix B: Semi-Structured Interview Questions

Sex-----age -----experience-----

1. What types of criminal acts are common here in Sebeta?
2. What are potential sources of crime?
3. Have you encountered critical incidents during the past three months?
 - a. What has the incidents caused you to experience?
4. How long hours have you been working per day?
 - a. If the answer is eight hours per day, jump to question number 5. If the answer is more than eight hours per day, what are the reasons behind working long hours?)
 - b. What are the effects it caused you working long hours in your life?
5. What types of measure the police officers taken when different criminal acts encounter?
 - a. What are the negative impacts you encounter?
6. Among different crimes you mentioned, which one is more stressful?
7. What are the main sources of stress in policing?
8. What are the coping mechanisms that police officers experience in the time of stress?

Thank you very much

Appendix C: Amharic Version

በቃለ መጠይቁ ለሚሰጡት ሰዎች የተዘጋጀ የሰምምነት ወል

ስሜአበበ አደላ ይባላል፡፡ በአዲስ አበባ ዩኒቨርሲቲ፣ በሶሳል ዎር ክትምህርት ክፍል የማስትሬት ዲግሪ የሶስተኛ ዓመት ተማሪ ነኝ፡፡ ስለሆነ ምንም እንኳን ሰዓት የመመረቂያ ጽሑፍ እየሰራሁ እገኛለሁ፡፡ የጥናቱ ዋና አላማ የወንጀል ድርጊቶች በፖሊሶች ስራ ላይ የሚኖሩ ሰዎች ለውሰታዎቹ ተጽዕኖ እና ተጽዕኖ ወን ለመቀነስ የሚወሰዱ የመፍትሔ መንገዶችን ማጥናት ነው፡፡ ስለጥናቱ አጠቃላይ አላማና የእርስዎ ሚና ምን እንደሆነ ከተረዱ ዘንድ በጥናቱ እንዲሳተፉ እጠይቃለሁ፡፡ እርስዎ በዚህ የጥናት ፕሮጀክት ላይ የሚሰጡት ያለምንም የሌላ አካል ተጽዕኖ ሆኖ፣ በእርስዎ ፍላጎትና ፍጹም ፈቃደኝነት ላይ የተመሰረተ ይሆናል፡፡ በዚህ ቃለ መጠይቅ ሲሳተፉ በግልጽ ሆኖ በቃለ መጠይቅ ወቅት ማስታወሻ መያዝና በቴፕ መቅዳት ለጥናቱ አስፈላጊ በመሆኑ እርስዎም ይህንን እንዲተባበሩ ይጠየቃለሁ፡፡ ምን አልባት በቴፕ እንዳይቀዳ ወይም በጥናቱ ላይ ላለ መሳተፍ ከፈለጉ መሉ መብትዎ የተጠበቀ ነው፡፡ በቃለ መጠይቁ ወቅት ካልተስማማዎትና ማቋረጥም ከፈለጉ አቋርጠው መውጣት ይችላሉ፡፡ ጥናቱ ተጠናቆ መረጃው ላይ ስህተት ካለው ለማረም እንዲቻል የጥናታዊ ጽሑፍ አዘጋጁ [e-mail adonayrobel25@gmail.com] ወይም ስልክ ቁጥር [+251-9-12-09-59-71] በማነጋገር ስህተት ካለ ማረም ይቻላል፡፡ ሁሉንም ጥያቄዎች የሚመልሱት በርስዎ ፍላጎትና ለሚሰጡት እርካታ በመሆኑና መስማማትዎን የገለጹበትን ፈርማ አንድ ኮፒ ለራስዎ ማስቀረት ይችላሉ፡፡

የተሳታፊው ስም -----ፊርማ-----
 የአጥኚው ግለሰብ ስም-----ፊርማ-----

ስለተባበሩኝ አመሰግናለሁ

Appendix D: Semi-Structured Interview Questions Amharic Version

ጾታ----- እድሜ----- የአገልግሎት ዘመን-----

1. በሰበታ ከተማ ወሰን ጥ የተለመዱ የ ወንጀል አይነቶች ምን ድናቸው?
2. በዚህ አካባቢ የ ሚኒስቴር ወንጀሎች ምን ጫቸው ምን ድነው?
3. ላለፉት ሶስት ወራት ከስራዎ ጋር በተያያዘ ያጋጠመዎት ድንገተኛ አደጋ ካለ ቢገልጹልኝ?

ሀ. የ ድገተኛ አደጋው መነሻ ምክንያት ምን ነበር?

4. በቀን ወሰን ምን ያህል ሰዓት ይሰራሉ?

ሀ. መልሱ ለስምንት ሰዓት ያህል ከሆነ፤ ወደ ጥያቄ ቁጥር 5 ይሻገሩ፡፡ ነገር ግን መልሱ ከስምንት ሰዓት በላይ የሚሰሩ ከሆነ፤ ረጅም ሰዓት የሰራ ላይ ቆይታ ምክንያቱ ምን ድነው?

ለ. ለረጅም ሰዓታት በሰራ ላይ በመቆየትዎ በሕይወትዎ ላይ ያጠመዎ አሉታዎ

ተጽዕኖ ምን ድነው?

5. የተለያዩ የ ወንጀል ድርጊት ሲያጋጥምዎ የሚወስዱት እርምጃ ምን ድነው?

ሀ. ሰራ ላይ ያጋጠመዎት ችግርና በስሜትዎ ላይ የፈጠረው ጫና ካለ ቢገልጹልኝ

6. ከላይ ከተጠቀሱት የ ወንጀል ድርጊቶች ወሰን በፖሊስ ላይ ከፍተኛ ጭንቀት

የሚፈጥረው የቱነው?

7. በፖሊስ ስራ ወሰን ለ ጭንቀት መነሻ ምክንያት ምን ድነው ነው?

8. በሰራ ላይ ሆነው የሚያስጨንቅ ጉዳይ ሲያጋጥምዎ፤ ጭንቀትዎን ለመቀነስ ምን

አይነት ዘዴ ይጠቀማሉ?

ለቃለ መጠይቅ ስለተባባሩኝ፤ እግዚአብሔር ይስጥልኝ፡፡

በጣም አመሰግናለሁ፡፡

Declaration

I, here by confirm that this thesis is my original work and has not been presented for a degree in any other university and that all resources of the material used for this thesis have been duly acknowledged.

Name _____

Signature _____

Date of submission_____

This thesis has been submitted for examination with my approval as university advisor.

Name _____

Signature _____

Date of submission_____