PREDICTIVE ROLE OF FRUSTRATION TOLERANCE AND OCCUPATIONAL STRESS ON ANGER AROUSAL BEHAVIOR AMONG UPPER AND LOWER SUBORDINATES POLICE PERSONNEL IN KP

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Abstract-Police occupation is regarded as the most stressful among other occupations worldwide. This research aimed to analyse the effect of frustration tolerance and occupational stress on anger arousal behaviour among subordinate police officers. Additionally, the study sought to ascertain the influence of socio-demographic factors (age, job experience, and rank) on the parameters of interest. 350 police personnel were chosen as a sample for this study, with ages ranging between 28 to 50 years with at least five years' experience in the service (M = 34.92, SD = 7.92). Using a convenience sampling technique, participants were selected from various areas of K.P. Data was collected by utilising Urdu-translated versions of the Police Stress Questionnaire (PSQ), the Frustration Discomfort Scale (FDS) and the State-Trait Anger Expression Inventory (STAEI). Findings suggested a significant positive correlation between occupational stress and anger, while a negative correlation between frustration tolerance and anger arousal behaviour. Similarly, age and experience were found to have a negative correlation with occupational stress, while frustration tolerance has a positive association with these demographics. In addition, it was indicated that Occupational Stress, Operational stress, Anger Expression, and Organizational Stress were found more in constables than Sub-inspectors.

Keywords: Occupational Stress (O.S.), Frustration Tolerance (F.T.), Anger-Arousal Behavior (A.B.), Police Personnel

INTRODUCTION

Unlike the law enforcement agencies of other countries, Pakistan's police are often castigated for vices such as corruption, nepotism, and biasness (Abbas, 2011), which hampers a trusted relationship between police and the public. In addition to that, occupational stress has been formed by both personal and organisational elements, taking its toll on the physical and psychological health of the personnel, also results in maladaptive anger and souring public-police relationship (Bishopp et al., 2018; Doyle et al., 2021). However, research indicates a negative correlation between frustration tolerance and aggressive behaviours, such that people with higher frustration tolerance tend to exhibit lower levels of aggression and vice versa (Jibeen, 2013; Tilga et al., 2019).

Occupational stress is characterised by high work demands and little control over one's job. In the case of police personnel, exposure to traumatic events (Damle, 2012), terrorism, and strict organisational rules and regulations contribute to occupational stress, adversely affecting the physical, emotional and psychological well-being of the personnel and reducing their job satisfaction and productivity. Moreover, high levels of maladaptive anger among police personnel are linked to excessive use of force and hostile encounters with the public (Wilson et al., 2001).

In the context of Pakistan, police brutalities, though unlimited, receive limited or no attention at all from researchers (Ullah et al., 2016), even though the police personnel here are excessively exposed to traumatic events, casualties, more workload due to a shortage of the force and more demand to attend to terrorism, VIP movements, riots, in a challenging law and order situation in the country (Naz & Gavin, 2013). A study in Punjab province found that 97% of police personnel reported high-stress levels, with workload being a significant factor (Humayon et al., 2018). The unfavourable security situation in Pakistan has further intensified stress and burnout among police officers, impacting their performance (Malik et al., 2017). Additionally, the police face challenging responsibilities and internal politics that contribute to occupational stress and affect job performance (Bergman et al., 2016; Fekedulegn et al., 2017; Naz & Gavin, 2013).

Frustration tolerance, not to be confused with frustration control, is the ability to persist in the face of agitation. It is thought to be essential to overcome anger. It is supposed to be influenced by several factors, such as cognitive development, emotional intelligence, mental health issues, and personality traits (Buss, 2011). Cognitive factors, such as negative self-talk and doubts about one's capacity to endure discomfort, contribute to frustration. Mental health issues like depression and anxiety can lower frustration tolerance, while ADHD is associated with lower tolerance levels (Scime & Norvilitis, 2006). Emotional intelligence, notably self-awareness, self-motivation, and commitment, positively correlates with frustration tolerance (Kumari & Gupta, 2015). Personality traits play a role, with high neuroticism and low extraversion associated with low frustration tolerance (Schetsche & Mustaca, 2021).

The varying degrees of frustration tolerance have varied effects, such as a low level is associated with low productivity, yielding (Wang, 2012), bullying, poor social skills etc. (Oliver et al., 2012), and vice versa. In law enforcement, frustration caused by obstacles to achieving goals can lead to anger arousal behaviour, significantly when situational factors inherent to the job increase stress levels (Koepfler, 2010). Serving police officers have been found to have lower frustration tolerance than officers under training, potentially leading to anger arousal due to a perceived lack of attention to their problems (Kohli & Bajpai, 2006).

Similarly, Anger arousal behaviour is influenced by biological, psychological and sociological factors, primarily activated by threat perception and physiological arousal (Novaco, 2016). Manifesting itself in various maladaptive behaviours, such as aggression and substance misuse, adversely affects the psychological and physical well-being of the people. However, anger can have both positive and negative outcomes. It can be channelled into problem-solving and motivation, leading to chronic workplace anger, aggression, impaired civility, and reduced communication efficiency (Lee, 2020; Rothman & Magee, 2016; Veenstra et al., 2018). Research indicates that occupational stress in an individual with less experience in an organisation tends to be more than older staff (Padilla, 2020; Queiros et al., 2020). In essence, frustration tolerance increase with age and experience, and perhaps that's the reason that high-ranking police official are more frustration-tolerant than their subordinate and low-ranking officials. According to Vovk et al. (2020), frustration tolerance tends to increase with age and experience among young people. Older adults experience anger less frequently and less intensely than young adults, and there are gender and age differences in anger expression (Kunzmann & Thomas, 2014; Wong et al., 2018).

The rationale for this study stems from the recognition that police work is inherently stressful and can lead to frustration. Earlier studies have indicated that occupational stress can be attributed to factors such as relational interactions, enervation, and deficiency of institutional resources (Allison et al., 2019; Galanis et al., 2019). However, in Pakistan, primary research is conducted on samples of teachers, doctors, other health professionals, and lawyers from the service industry. Little

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attention has been paid towards the stress and related issues in the sample of police personnel. Moreover, there is a significant research gap in investigating the relationship between frustration and anger experienced by police personnel. It has been observed that individuals who report higher levels of aggression and frustration are more likely to employ aggressive tactics when interacting with the public (Morin, 2017). However, existing literature primarily focuses on the link between frustration tolerance and anger arousal in children, adolescents, and adults (Evans et al., 2020; Seymour et al., 2020; Trip et al., 2020).

Furthermore, most of the research on police stress has been conducted in Western countries. At the same time, there is a lack of understanding regarding the unique police culture in Asia, particularly in countries like Pakistan. Previous studies conducted in Pakistan have predominantly explored causes of stress, depression, anxiety, job satisfaction, and organisational citizenship behaviour among police officers (Akram et al., 2019; Husain, 2020; Shah, 2017).

To address these research gaps, the objective of the current study is to evaluate how occupational stress and frustration tolerance affect the exhibition of anger arousal behaviour among police personnel occupying upper and lower subordinate positions. It is hypothesised that individuals with high frustration tolerance will have a reduced likelihood of experiencing anger. This research holds significance in providing insights into the factors contributing to anger arousal within the Pakistani police force, particularly in light of the negative perception of excessive force and corruption. By examining the levels of stress and frustration experienced by police personnel, this study sheds light on the daily challenges they face in interacting with the public, media, and politicians and fulfilling their job responsibilities.

Instead of the discourse mentioned above, researchers focus on achieving specific objectives. Primarily, the researcher's endeavours intended to examine the role of frustration tolerance and occupational stress in producing anger arousal behaviour in police personnel (upper subordinates and lower subordinates) of Khyber Pakhtunkhwa.

To examine the role of frustration tolerance and occupational stress in producing anger arousal behaviour in police personnel (upper subordinates and lower subordinates) of Khyber Pakhtunkhwa. Moreover, the second objective of the present study is to explore how age, official rank and job experience create differences in developing anger arousal behaviour, frustration tolerance, and experiencing occupational stress in police personnel (upper subordinates and lower subordinates)

HYPOTHESES

1. Occupational stress will act as a positive predictor, while frustration tolerance will act as a negative predictor in predicting anger arousal behaviour in police personnel ((upper subordinates and lower subordinates)
2. Level of occupational stress and anger arousal behaviour increases while Frustration tolerance decreases with incensement in age and job experience of police personnel (upper subordinates and lower subordinates)
3. Constable will have a higher level of occupational stress and frustration tolerance, while Assistant sub-inspector will have a higher level of anger arousal behaviour.

METHODOLOGY

Sample

In this study, a sample of 356 police personnel (251 Constables and 105 Assistant Sub-inspectors) were selected who have a minimum of 5 years of work experience and their age falls between 25-50 years. This sample was selected through a convenience sampling technique, and it was approached from various districts of Khyber Pakhtunkhwa (Peshawar, Mardan, Charsadda, Haripur, Abbottabad, Kohat, Havalian, Mansehra and Sawat). In this study, only on-duty police personnel were selected who were stationed inside a police station. Those police officers above inspector grade were excluded from the present research because they were more involved in administrative or managerial tasks than direct public dealing.

Instrument

1. *Police Stress Questionnaire (PSQ).* In the current study, Urdu translated version (Naz et al., 2016) of PSQ was used, developed originally by McCreary and Thompson in 2006. It comprised of two subscales named Operational police stress and Organisational police. It's a 40-item scale (20 items for each subscale) which scored on a 7-point Likert scale on which item scored (1=no stress at all to 7=a lot of stress). This Scale's score ranges from 40 -280. The personnel with higher scores on this Scale will have higher stress levels and vice versa.

2. *Frustration Discomfort Scale (FDS).* In this study, Harrington initially developed the Urdu-translated version (Jibeen, 2013) of the Frustration Discomfort Scale in 2005. This Scale has 28 items, and respondents scored all items on a Likert scale of 5-point (from 1=absent to 5=very strong). It produces a minimum of 28 and a maximum of 140 scores. Higher scores will be frustration intolerance and vice versa.

3. *State Trait Anger Expression Inventory (STAEI).* This study used the Urdu-translated version (Mushtaq, 2012) of State Trait Anger Expression Inventory (STAEI; Spielberger, 1988) for data collection. This Scale measures three forms of anger through 44 items. State anger and trait anger were measured as personality traits by the first 20 items of the Scale, while anger expression was measured by the remaining 24 items of the Scale. This Scale uses a Likert scale scoring of 4-point (1=not at all, to 4=very much). Its minimum score was 44, and its maximum score was 176. The higher the score, the higher the level of anger expression, and vice versa.

Procedure

At first, ethical approval for conducting this research was obtained from the Psychology Department of Hazara University, Mansehra. Then, the researcher got official permission from relevant district police officers (DPO) for the data collection phase. Only those police personnel were selected as samples who signed written informed consent forms to ensure their willing participation in the study. After taking the signed informed consent form, the researcher initially distributed all questionnaires among the sample of 450 respondents within the premises of the police station. The researcher provided a set of instructions related to the purpose of the study. Only 407 respondents returned the filled questionnaires to the researcher. Out of these 407 questionnaires, only 356 were filled entirely, so the final analyses were done on the data of 356 police personnel. The researcher followed all APA ethical standards and gave assurances of privacy, confidentiality of data, respondents' anonymity and right to withdraw from research. Particular emphasis was given to clarify to the respondents that this study was independent of the police department. After the collection of data, the research was sincerely thanked all participants for their cooperation.

RESULTS

The data of 251 Constables and 105 Assistant Sub-inspectors were analysed in the present study. The results of these analyses are stated below:

Table 1Psychometric characteristics of scales measuring Occupational Stress, Frustration Tolerance and Anger Arousal Behavior (N = 356)

Scales	*M*	*SD*	Range	Cronbach's α
PSQ	169.28	42.70	91-227	.95
PSQ-op	84.40	21.88	41-116	.91
PSQ-og	84.87	21.94	43-121	.91
STAEI	109.67	19.21	71-143	.93
SA	23.03	4.75	14-34	.78
TA	17.41	4.10	9-33	.80
AE	62.68	10.07	40-79	.83
FDS	87.58	15.82	50-113	.90

Note. FDS = Frustration Discomfort Scale, STAEI = State-Trait Anger Expression Inventory, TA= Trait Anger, SA=State Anger, AE= Anger Expression, PSQ = Police Stress Questionnaire, PSQ-Og= Organizational Police Stress, PSQ-Op= Operational Police Stress, *SD* = Standard Deviation, *M* = Mean. Table 1 showed that .95 was the alpha value for the Police Stress Questionnaire (.91 for both its subscales), .90 was the alpha value for the Frustration Discomfort Scale, and .93 was the alpha value for State-Trait Anger Expression Inventory (.78, .80, and .83 for subscales respectively). These alpha values indicated that all scales are internally consistent scales.

Table 2 Correlation Matrix among State anger, Age, Ager Expression, Job Experience, Operational Stress, Frustration Tolerance and Organizational Stress.

Variables	*n*	*M*	*SD*	1	2	3	4	5	6	7	8	9
1.Age	356	34.92	7.92	-								
2.Jo.Exp.	356	10.12	3.85	.98**	-							
3.Sta.Ang.	356	23.03	4.75	-.23**	.22**	-						
4.Tra.Ang.	356	17.41	4.10	-.21**	.20**	.54**	-					
5.Ang.Exp.	356	62.68	10.07	-.23**	.22**	.62**	.54**	-				
6.Ope.Str.	356	84.40	21.88	-.25**	.24**	.78**	.52**	.73**	-			
7.Org.Str.	356	84.87	21.94	-.25**	.23**	.76**	.47**	.70**	.90**	-		
8.Occ.Str.	356	169.28	42.70	-.26**	.24**	.79**	.51**	.73**	.97**	.97**	-	
9.Fru.Tol.	356	87.58	15.82	.23**	.22**	.57**	-.28**	.49**	.77**	.77**	.79**	-

Note. Jo.Exp.= job experience; Sta.Ang.=State Anger, Tra.Ang.= Trait Anger, Ang.Exp.= Anger Expression, Ope.Str.= Operational Police Stress, Org.Str.= Organizational Police Stress, Occ.Str.= Occupational Stress, Fru.Tol.= Frustration tolerance.

**P<.01

Results in Table 2 explained that employees' age and job experience are significantly negatively associated with occupational stress, state anger, frustration tolerance, operational stress, organisational stress, trait anger and anger expression. Table 2 also showed that anger expression, occupational stress, state anger, operational stress, trait anger and organisational stress all have significant positive correlations. Still, all possess significant negative associations with frustration tolerance.

Table 3 Multiple Regression Analysis predicting State Anger, Trait Anger and Anger Expression from Age, Occupational Stress, Job Experience, and Frustration Tolerance (N = 350)

Variables	*B*	*S.E.*	*t*	*p*	95% CI
State Anger					
Age	-.021	.119	-.178	.858	[-.255, .213]
Job Exp.	.003	.244	.011	.991	[-.477, .483]
Occ.Str.	.099	.006	16.65	.000	[.087, .111]
Fru.Tol.	-.042	.016	-2.61	.009	[-.073, -.010]
R^2	.630				
F	149.86***				
Trait Anger					
Age	-.020	.141	-.141	.888	[-.297, .258]

	B	SE	t	p	CI
Job Exp.	-.060	.289	-.206	.837	[-.629, .509]
Occ.Str.	.071	.007	10.09	.000	[.057, .085]
Fru.Tol.	-.084	.019	-4.44	.000	[-.121, -.047]
R^2	.303				
F	38.148***				
Anger Expression					
Age	-.129	.277	-.465	.642	[-.673, .416]
Job Exo.	.135	.568	.237	.813	[-.983, 1.25]
Occ.Str.	.212	.014	15.32	.000	[.185, .239]
Fru.Tol.	-.146	.037	-3.93	.000	[-.219, -.073]
R^2	.550				
F	109.192***				

Note. SE= Standard Error; CI= Confidence Interval, B= Unstandardized Beta Job.Exp.= job experience, Occ.Str.= Occupational Stress, Fru.Tol.= Frustration tolerance.
***$p < .001$, $p > .05$.

Findings of Table 3 indicate that employees' level of frustration tolerance is a significant negative predictor. At the same time, occupational stress is a significant positive predictor of trait anger, state anger and expression. Conversely, age and job experience are non-significant predictors of state anger, trait anger and anger expression.

Table 4Independent t-test comparison of Assistant Sub-Inspector and Constable on Frustration Tolerance, Organizational Stress, Trait Anger, Occupational Stress State Anger, Operational Stress and Anger Expression (N=356)

Variables	Constable n=251		A.S. I n=105		t(354)	P	Cohen's d
	M	SD	M	SD			
Sta. Ang.	23.41	4.73	22.13	4.70	2.32	.021	0.27
Tr.Ang.	17.48	3.91	17.23	4.54	.531	.596	0.05
Ang. Exp.	62.77	9.63	62.47	11.10	.253	.800	0.03
Op. Str	86.06	20.45	80.43	24.64	2.22	.027	0.25
Org. Str.	86.69	19.66	80.53	26.21	2.43	.016	0.26
Occ. Str	172.75	38.83	160.97	50.00	2.39	.017	0.26
Fru. Tol.	87.96	15.78	86.65	15.95	.716	.475	0.08

Note. Sta.Ang.=State Anger, Tra.Ang.= Trait Anger, Ang.Exp.= Anger Expression, Ope.Str.= Operational Police Stress, Org.Str.= Organizational Police Stress, Occ.Str.= Occupational Stress, Fru.Tol.= Frustration tolerance.

Table 4 showed significant differences between assistant sub-inspectors and constables on state anger, operational, organisational, and occupational stress. In contrast, non-significant differences appeared in trait anger, anger expression and frustration tolerance. Significant results indicated that constables have higher levels of state anger, operational, organisational, and occupational stress than assistant sub-inspectors.

DISCUSSION

The study's results provide valuable insights into the relationship between occupational stress, frustration tolerance, anger arousal behaviour, and demographic factors (age, job experience and rank). The significant positive correlation between occupational stress and anger arousal behaviour (state anger, trait anger and anger expression) suggests that higher stress levels in the workplace may contribute to increased anger expression and arousal among police personnel. This study also explains that occupational stress is a significant positive predictor of anger arousal behaviour (state anger, trait anger and anger expression). These results are consistent with past studies; the persistent stress faced by first responders, particularly police personnel, due to the result of their

occupation, which posits risk for the development of PTSD (American Psychiatric Association, 2013) and burnout (Brunetto et al. 2012) conditions that are often accompanied by an escalated display of anger (Doyle et al., 2021). This finding highlights the importance of managing and reducing occupational stress to promote healthier emotional responses among employees.

This research also found a significant negative correlation between frustration tolerance and anger arousal behaviour (state anger, trait anger and anger expression), indicating that individuals with lower frustration tolerance may be more prone to experiencing heightened anger in response to stressful situations. The analysis also explored that frustration tolerance is a significant negative predictor of anger arousal behaviour (state anger, trait anger and anger expression). Previous studies have established the relationship between elevated levels of stress and frustration tolerance. People who have low frustration tolerance can exacerbate their level of stress (Mahon et al., 2007; Shirotriya & Singh, 2012). This underscores the significance of developing effective coping mechanisms and enhancing frustration tolerance skills to mitigate stress's adverse effects on anger regulation.

As a result of Pakistan's unstable political and financial conditions, police officers, who are the backbone of all law enforcement institutions, are now becoming the most significant source of stress and frustration. In a study conducted on Pakistani police officers, occupational stress has also been revealed which can cause significant distress in both their work and personal lives. It is critical to implement practical solutions to reduce and manage police stress, given the risky and stressful nature of their work. It involves identifying work-related and family stress factors and providing education and awareness to police agencies regarding the effective handling of employee stress and distress (Rasheed & Nisar, 2019; Naz et al., 2016;). In part, police use of force and problematic interactions with the public can be attributed to maladaptive anger caused by occupational stress. Interactions with the general population, dealing with uncooperative individuals, and criticism all contribute to high stress for police officers. It is natural for officers to be stressed due to the nature of the job and their ongoing interaction with suspects. Almost 21% of police officers in the United States admit that their jobs regularly or constantly make them angry and frustrated. These negative emotions are associated with bad sentiments towards the general populace. These negative feelings are associated with more negative attitudes towards the general public.

Furthermore, officers who are frequently irritated and frustrated are more likely than their peers to support forceful or violent enforcement methods. According to surveys, they are also more likely to believe they have legitimate rights to distrust most individuals (46% vs. 23%). Furthermore, they are more inclined to agree that some people can only be persuaded using extreme physical means (Morin, 2017).

Low frustration tolerance is a significant source of worry among Pakistani police officers. An inquiry performed by the Inspector General of Punjab Police in partnership with the Psychology Department of G.C. University Lahore aimed to profile and counsel police officers. The investigation discovered unsettling occurrences, such as an official killing of his childhood friend, disposing of the body in an acid-filled barrel, and disposing of the body in a sewer. Near May 2021, disturbing images emerged of a police officer who had committed suicide by hanging himself from a tree near the same police lines. A year after the constable's death, it was revealed that the individual had been disappointed and enraged after losing his job due to a four-day absence from work (Shahzad, 2022).

The effectiveness of a country's law enforcement institutions is critical in shaping its social environment and the amount of peace and order. Terrorist attacks have severely influenced the Khyber Pakhtunkhwa (K.P.) police force in the last decade. They face various challenges that contribute to heightened levels of stress and frustration, including political interference, low salaries, inadequate resources, and long working hours. Working long hours harms their health and limits their capacity to spend time with family and friends. Work overload and societal disdain have been cited as significant stressors for K.P. police officers (Humayon et al., 2018). The term "thana culture" is commonly associated with the Pakistani police and highlights issues of abusive use of

power, corruption, and brutal attitude of police. Police officers face different types of pressures (both government and political) constantly, which have adverse effects on their performance of the job, which consequently increases and leads to increased stress and frustration levels among officers (Khan & Khan, 2017).

The study's exploration of age and job experience as factors related to occupational stress and frustration tolerance adds another dimension to the findings. The significant negative correlations of age and job experience with occupational stress suggest that as individuals gain more experience in their roles and grow older, they may become better equipped to manage and cope with workplace stressors. These findings are substantiated by past studies (Kumari & Gupta, 2015; Umaru & Isaac, 2020). Similarly, the significant positive correlations of age and job experience with frustration tolerance indicate that these factors may contribute to individuals' ability to tolerate and handle frustration more effectively, which aligns with the findings of past studies (Tiwari & Prasad, 2017). Studies conducted on the difference of experience and expression of anger and age are limited and primarily concentrated on the young population, making it very difficult to generalise to the older population. However, some studies have argued that with age and experience, people tend to control their emotions more (Mienaltowski et al., 2011; Thomas, 2002).

Furthermore, an analysis between constables and sub-inspectors uncovered noteworthy differences in the levels of anger expression and job-related stress. The results showed that constables experienced higher levels of state anger, operational stress, organisational stress, and occupational stress than sub-inspectors, indicating that rank and position in the organisation may affect the experience of occupational stress and emotional reactions to job requirements. These results are corroborated by other studies (Singh & Kar, 2015; Sundaram & Sekar, 2015). Subordinates of the police force experience more stress overall than officers. They confront practical problems related to implementation and worry that making the wrong decisions could result in reprimands, warnings, or even termination. In Pakistan, where crime, terrorism, and political violence are widespread, 95% of the police force that are subordinates must contend with a challenging environment and often engage with the public. They were unable to access government-funded housing, resided in substandard dwellings, and did not get free healthcare. This absence of security can lead to police corruption, as lower-ranking officers must generate funds to keep stations running and please their superiors. Not meeting these expectations can lead to dissatisfaction, job termination, heightened job-related stress, and frustration (Iqbal & Waseem, 2012).

Based on findings, it is concluded that individuals with significant occupational stress exhibit elevated levels of anger arousal behaviour than those police officers who have a greater level of frustration tolerance. Additionally, it was found that age and experience play an essential role in developing a more tolerant approach to frustration. Low-ranking personnel are more vulnerable to stress compared to moderate-level subordinates such as sub-inspectors of police.

LIMITATIONS

The current study presents substantial findings; however, certain limitations are evident. To enhance the generalizability of the results, it should be extended beyond the borders of K.P. Therefore, future research could benefit from increasing the participant pool to include individuals from various cities in Pakistan. Moreover, while the present study focused on constables and sub-inspectors, it is advisable to include senior police officers in future studies to generate more widely applicable conclusions.

One more limitation of the current study pertains to using self-reported assessments, which may have introduced biases in the participants' responses as they tend to provide socially desirable answers. To ensure scale validity and reliability in future studies, it is recommended to incorporate the projective technique.

This study was conducted using a few sample features, such as age, service, and rank. Therefore, it is recommended that future studies explore more of such features, such as academic background, marital status, sex, and diverse cultural background.

The present study's findings are exclusively based on the quantitative research method. Therefore, omissions of certain nuanced information about the sample are expected. It is advisable to incorporate qualitative methods such as group discussions and interviews in future research to acquire a more comprehensive understanding of the phenomenon.

Implications

The significance of this study lies in its potential impact on utilising the discoveries, outcomes, and recommendations for effectively addressing anger, mitigating occupational stress, and reducing frustration among police officers at various ranks. Its findings will contribute to a better comprehension of the detrimental consequences of occupational stress, leading to improved performance, stability, and a more positive environment within the police department. The study aims to develop practical interventions that yield effective results in fostering tolerance, managing anger, and promoting creative problem-solving to address the challenges faced by the police department. Given the high-stress nature of police work, extreme stress can have detrimental consequences, including depression. Unfortunately, in Pakistan, police officers cannot access counseling services to cope with depression or frustration. Providing relief from job-related stress is paramount for public servants such as police officers to optimise their performance. This research aims to aid communities and authorities in understanding the specific stressors encountered within the police department. They can adapt their behaviors and strategies to effectively manage stress and frustration by doing so.

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