

Effects of Social Support on Resilience of Police Officer

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Abstract: The purpose of this study was to provide basic data on mental health by identifying factors affecting the resilience of police offer. Data collection conducted from October 1 to November 30, 2019 with the consent of the subjects. The final analysis included 150 participants. The questionnaire consisted of demographic characteristics, resilience and social support. The collected data analyzed using descriptive statistics, t-test, ANOVA, Pearson's correlation and multiple regression using SPSS 21.0 statistical program. The results of this study showed that the difference in resilience according to general characteristics was gender, place of psychological distress and gender, age, position, working department, total work experience and subjective health state in social support. Degradation of resilience can cause psychological and mental health problems for individuals. Therefore, continuous research and efforts on how to improve the resilience of police officers needed.

Keywords: social support; resilience; police officer

1. Introduction

The police of Korea established for the 75th anniversary since 2014. The number of police officers in the country amounted to 10,364. Among them, 45,129 police officers (41.2%) were police officers in frontline and police box, a large number of police officers are working for public welfare [1]

The police officer's main task is to protect the lives, bodies and property of the people, to prevent crime, to suppress and investigate, to collect police information, to control traffic, and to maintain common goodwill and order. [2].

About 41% of the current police officers work in frontline zones and police boxes, and the 112 reports are the first to report the incident and take action on the site. In the process, they exposed to risks and unpredictable outbreaks, which repeated 24 hours a day, seven days a week, and work in constant tension. As you can see from this situation, police officers are suffering from heavy work such as arrest and handling of 112 reports and suffer from various stresses [3].

Since the police organization has clear hierarchical order between rigid command lines, conflict of opinions between bosses and co-workers, harassment of senior executives, and pressure for promotion can be factors of work-related stress, this can lead to conflicts between supervisors, colleagues and subordinates, or weaken fellowship [4-5]. Personal stressors may also include family time and lack of personal leisure time, physical safety and health concerns, and adequacy of work [8]. As the voice of concern for mental health of police officers is increasing, there is little or no national measures or support for this [6].

Police officers' job stress was associated with increased anxiety, depression, somatic symptoms, post-traumatic stress symptoms, psychological exhaustion, chronic pain, alcohol abuse, and inappropriate aggressive behavior [7].

Social support means "resources provided by others" in a broad sense [8]. Caplan (1974) defined social support as a "continuous collection of individuals who provide opportunities for feedback to identify expectations of themselves and others [9].

Social support acts as a major mechanism to enhance individual's positive development and adaptive ability (attitude) by improving their various internal functions and protecting them from external negative influences [8].

Resilience is all your effort to control your urges for effective adaptation when faced with a variety of stressful situations [10-11]. Respond flexibly, without stiffness or frustration in stressful situations, it is a dynamic ability to return to the original level of self-control [12]. Resilient people adapt well to stressful situations with high confidence and positive emotions, while less resilient people are persistent or distracted by excessive or under control [13].

Therefore, this study confirms the degree of social support and resilience of police officers and the relationship between social support and resilience. In addition, this study conducted to identify factors influencing resilience and to use them as basic data in establishing a support system for social support needed to improve mental health of police officers.

2. Research Methods

2.1. Research Design

This study is a descriptive research using structured questionnaires to investigate the effect of social support on resilience of police officer.

2.2. Research Subject

This study carried out for police officer in G city and Y city in Gangwondo Province. The purpose of this research understood and it conveniently extracted to those who voluntarily agreed to participate in the research. The number of samples was calculated by using G*Power 3.1.5 program for multiple regression analysis, the significance level was calculated as .05, the power was .95, the effect size was .15, and the final sample size was 138 people. A total 160 copies of questionnaires distributed in consideration of the number of dropouts, and 155 copies of questionnaires collected. Among them, 150 copies of questionnaires were used for the final analysis except for 5 copies of questionnaires where the response was insufficient.

2.3.1. Social Support

Social support tools developed by Park were used [14]. The tool consists of the sub domain of emotional support, information support, material support, and evaluative support. A 25 questions, a 5-point Likert scale, means that the higher the score, the higher the social support. The Cronbach's value in the study of Park was .95, and the Cronbach's value in this study was .98. .

2.3.2. Resilience

Resilience means a combination of capabilities and characteristics that includes a process of dynamic interaction, allowing individuals to recover from their original state, adapt successfully, and adapt to their physical condition despite stress or interact dynamically [15].

The tool consists of five sub-factors: robustness, persistence, optimism, support, and spirituality. It was composed of a 5-point Likert scale with totally 25 items. Cronbach's α value stood at .93. Cronbach's α value in this study came to .94.

2.4. Data Collection Procedure

Data collection made through the one-to-one interview by each individual with a researcher and 3 research assistants, who were trained in advance, from October 1, 2019, to November 30. A structured questionnaire used in subjects with a written consent of participating in the research. A total 160 copies distributed in consideration of the number of dropouts, and 155 copies collected. Among them, 150 data were used for the final analysis except for 5 cases where the response was insufficient.

2.5. Data Analysis Method

The collected data analyzed using the SPSS 21.0 program as follows. Resilience and social support level, according to the demographic characteristics of the subjects analyzed with descriptive statistics, t-test, ANOVA. The correlations between resilience and social support analyzed using Pearson's correlation.

3. Results

3.1. Difference in Resilience, Social Support of According to General Characteristics

Resilience differences in general characteristics was statistically significant with is gender ($t=3.58$, $p<.001$), place of psychological distress ($F=3.43$, $p<.05$). Social support differences in general characteristics was statistically significant with is gender ($t=-2.52$, $p<.05$), age ($F=13.65$, $p<.001$), position ($F=7.61$, $p<.001$), working department ($F=3.37$, $p<.05$), total work experience ($F=10.87$, $p<.001$), subjective health state ($F=2.71$, $p<.05$) (Table 1).

Table 1. Difference in Resilience, Social Support of According to General Characteristics (N=150)

Characteristics	Categories	n(%)	Social support		Resilience	
			M±SD	t/F(p), Scheffe	M±SD	t/F(p), Scheffe
Gender	Male	123(82)	85.98±16.59	-2.52(.013)	90.09±10.60	3.58(<.001)
	Female	27(18)	12.71±12.71		81.96±11.09	
Age(year)	20~29	a 31(20.7)	98.25±13.29	13.65(<.001) a>b,c>d	90.87±11.91	1.12(.342)
	30~39	b 53(35.3)	89.58±14.45		86.60±10.91	
	40~49	d 42(28)	84.88±15.70		88.80±10.87	
	50~59	c 24(16)	73.75±14.00		89.91±10.76	
	Constable	a 30(20)	98.76±14.23		88.96±11.26	
Position	Corpor	b 29(19.4)	91.10±15.34	7.61(<.001) a>b,e,c>d	88.86±9.62	1.10(.355)
	Sergeant	c 41(27.3)	84.63±14.90		85.78±12.41	
	Lieutenant	d 45(30)	80.31±15.70		90.75±10.99	
	Inspector	e 5(3.3)	87.52±10.00		89.60±4.39	
	Constabulary	a 40(26.7)	81.05±18.75		91.00±13.01	
Working department	Traffic	b 7(4.7)	92.00±9.98	3.37(.011) c>b,e,d>a	82.85±8.15	2.07(.870)
	Investigation	c 71(47.3)	91.78±14.64		89.49±9.83	
	Security	d 15(10)	83.53±14.57		86.60±10.99	
	Etc	e 17(11.3)	86.64±15.34		83.64±10.97	
Total work experience (years)	<5yr	a 55(36.7)	96.60±14.05	10.87(<.001) a>b>c,d	89.38±10.55	2.10(.102)
	6yr ~10yr	b 17(11.3)	88.76±14.18		84.76±10.59	
	11yr ~20yr	c 49(32.7)	84.06±14.11		87.06±11.12	
	21yr ~30yr	d 29(19.3)	77.34±17.71		92.13±11.75	
Subjective health state	Very healthy	a 16(10.7)	89.87±21.65	2.71(.047) b>a,c>d	94.50±14.03	2.27(.082)
	General health	b 57(38)	91.22±17.06		89.36±11.59	
	Usually	c 67(44.7)	85.19±13.45		86.89±9.54	
	Slight disease	d 10(6.6)	78.30±15.11		86.70±10.89	
Stress relief	Talk with colleagues	62(41.3)	90.83±16.76	2.09(.070)	88.24±11.44	.82(.532)
	Talk to your boss	3(2)	82.33±15.94		86.00±11.78	
	Hobby	49(32.7)	85.85±14.20		90.59±10.81	
	Alcohol	20(13.4)	79.65±15.93		84.85±9.20	

	Talk to family		8(5.3)	95.50±18.48		89.25±13.87	
	No solution		8(5.3)	85.75±17.77		89.50±12.17	
Place of psychological distress	medical clinic	a	4(2.7)	94.25±6.02		93.25±8.38	
	oriental medical clinic	b	5(3.3)	75.80±11.51	1.66(.192)	76.60±6.22	3.43(.035) a>c>b
	None	c	141(94)	87.75±16.45		88.92±11.08	
Consider counseling, treatment help	Yes		35(23.3)	87.14±16.64		87.00±12.70	
	No		115(76.7)	87.64±16.22	-1.59(.874)	89.13±10.58	-.99(.322)

3.2. Level of Resilience and Social Support

The resilience was 88.63±11.10 on the scale of 125 points. The level of social support was 87.52±16.26 on the scale of 125 points. In the sub domain, emotional support was 24.80±4.82 on the scale of 35 points, informative support was 21.24±4.13 on the scale of 30 points, material support was 20.44±4.17 on the scale of 30 points, and evaluative support was 21.03±4.34 on the scale of 30 points (Table 2).

Table 2. Level of resilience and social support (N=150)

Variable	Range	M±SD
Resilience	25~125	88.63±11.10
Social support	25~125	87.52±16.26
Emotional support	7~35	24.80±4.82
Informative support	6~30	21.24±4.13
Material support	6~30	20.44±4.17
Evaluative support	6~30	21.03±4.34

3.3. Level of Resilience and Social Support

The resilience was significant positive correlated with social support ($r=.376$, $p<.001$), emotional support ($r=.358$, $p<.001$), information support ($r=.309$, $p<.001$), material support ($r=.386$, $p<.001$), and evaluation support ($r=.346$, $p<.001$). Social support was significant positive correlated with emotional support ($r=.907$, $p<.001$), information support ($r=.952$, $p<.001$), material support ($r=.933$, $p<.001$), and evaluation support ($r=.935$, $p<.001$). Emotional support was significant positive correlated with information support ($r=.838$, $p<.001$), material support ($r=.743$, $p<.001$), and evaluation support ($r=.773$, $p<.001$). Emotional support was significant positive correlated with material support ($r=.875$, $p<.001$) and evaluation support ($r=.843$, $p<.001$). Material support was significant positive correlated with evaluation support ($r=.875$, $p<.001$) (Table 3).

Table 3. Correlation between resilience and social support (N=150)

Variable	Resilience	Social support	Emotional support	Informative support	Material support	Evaluative support
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Resilience 1

Social support	.376**	1				
Emotional support	.358**	.907**	1			
Informative support	.309**	.952**	.838**	1		
Material support	.386**	.933**	.743**	.875**	1	
Evaluative support	.346**	.935**	.773**	.843**	.875**	1

* $p < .05$, ** $p < .001$

4. Discussion

This study conducted to investigate factors affecting resilience for police officers in C and Y districts in Gangwon-do, and to explain the relationship between social support and resilience.

A result of this study, the social support of police officers was 87.52 points based on 125 points, and the social support according to general characteristics showed statistically significant differences in gender and age, job title, department, years of service, subjective health status. The police officers have a strong hierarchical and compulsory organizational attributes, and despite the heavy work, the group with high social support shows a rise in job satisfaction. It sought to strengthen the social support so that job stress factors do not lower job satisfaction [16-17].

In this study, the resilience of police officers was 88.63 points based on 125 points. Resilience according to general characteristics showed statistically significant differences in gender and places visited by stress or psychological distress. The differences in post-traumatic stress showed statistically significant differences in subjective health status, feelings of counseling and treatment, and experience using mental health services. Resilience is a changeable concept that focuses on the resilience of police officers, an organization that more affected by socialization within the organization/occupation than personal characteristics. Education programs to improve resilience are to be continued [18].

In previous studies, social support performed an important role in promoting individual mental health and has a positive effect on the formation of resilience [19], and reported a significant correlation between the police officer's social support and resilience [17]. In this study, social support was found to have a positive correlation with resilience, and which is a subdomain of social support was emotional support, informational support, material support, evaluative support showed a significant positive correlation. Therefore, continuous research and efforts on how to improve the resilience of police officers needed.

5. Conclusions

This study attempted to identify factors influencing the resilience of police officers, and in particular, the relationship between social support and resilience and factors affecting resilience.

Based on the results of this study, to make the following suggestions.

First, research and attention to factors that affect the resilience of police officers needed.

Second, follow-up studies on the relationship between the police officer's social support and resilience needed, and the effects of social support needed.

Third, research and attention on the development and application of an arbitration program for improving the resilience of police officers needed.

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