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Anxiety, Stress And Job Satisfaction  
Versus  
Education Levels In Rural Police Officers

Thesis submitted to  
The Graduate College of  
Marshall University

In partial fulfillment of the  
Requirements for the Degree of  
Master of Arts  
in  
Psychology

by

Robert D. Newell

Marshall University Graduate College

Huntington, West Virginia

2000

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as meeting the research requirements for the master's degree.

Advisor Steven K. Kuper

Department of Psychology

Leonard J. Deutch  
Dean of the Graduate College

## **Abstract**

Twenty nine police officers from four different departments in rural areas were tested regarding levels of stress or anxiety they experienced from inter-department issues, rules, and regulations. These findings were then compared with the officer's levels of college education and contrasted with those officers with no college education. Additionally, comparisons were made regarding levels of college education and scores from the Fear of Negative Scale, Job Satisfaction Index, and the Stress Quiz. Further comparisons of the scores were made between officers who had attended college and those who had not and had experienced stress from critical incidents.

While there were no significant findings, trends showed that officers without college hours reported less stress involving internal departmental issues.

## Acknowledgment

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This present study was conducted on law enforcement officers to determine if college attendance has any effect on how police officers perceive and are affected by stressful events that are inherent within the organization in which they work, or what are termed non-critical incidents. Additionally, officers were tested on anxiety, job satisfaction and lifestyle related stress and correlated with college attendance. The focus of the study is on police officers working for rural police agencies that are defined by cities with a population of less than 50,000 and county populations of less than 100,000.

While virtually all police studies involve large metropolitan areas similar problems resulting from stress are found in smaller departments operating in rural areas. According to Kureczka (1996), "stress affects the officer, other employees, the department, the public, and the officer's family. It can lead to faulty decision making, disciplinary problems, excessive use of sick leave, tardiness, on-the-job accidents, complaints from citizens and high officer turnover."

An early Rand Corporation study (1973) of the New York Police Department found that officers without a college education were three times more likely to be the subject of civilian complaints than officers with a college education. Furthermore, these officers were found to have violated department regulations and were absent from work significantly more often than their more educated counterparts. In addition, officers with college educations have been found to grasp legal issues better and understand social issues better than officers without college (Lynch, 1987). Finally, other studies have correlated the stress of police officers with performance (Williams, 1996).

Therefore, it is reasonable to predict that police officers with a college education are better able to understand and cope with organizational problems and experience lesser degrees of anxiety or stress than those officers without college.

## **Method**

### **Procedure**

In this study, surveys were prepared for police officers that included a self reporting questionnaire and three testing instruments. A list of twelve organizational events were included on the questionnaire for officers to rank the amount of stress they experience as a result. The questionnaire also listed seven critical incidents to determine which officers experienced these in the last two years. The testing instruments included the self reporting Fear of Negative Evaluation Scale, the Job Satisfaction Survey, and the Stress Quiz. The surveys were completely anonymous and were included with a self addressed and stamped envelope.

The subjects were instructed to choose the level of stress they experienced in twelve matters that dealt with areas involving internal or departmental events. The scoring was based on a range from 1.0 point to 5.0 points with 1.0 indicating little stress and 5.0 indicating extreme stress.

Fifty five packets were distributed to four area law enforcement agencies which included the Parkersburg Police Department, the Vienna Police Department, the Wood County Sheriff's Office and the Marietta Police Department. These departments are located in the same geographical area and are similar in size with similar duties and crime rates.

Of the fifty five packets distributed, thirty one were returned by U.S. Mail. One was discarded because part of the packet was not completed and one was discarded



because the subject listed 654 training hours in the college hour category. Consequently, this study is based upon 29 subjects.

### **Instruments**

The Questionnaire entitled *Police versus Stress and Anxiety*, requires subjects to self report the number of college hours earned, whether or not they have been involved in a critical incident within the past two (2) years, and levels of stress from organizational events. These events included (1) inadequate salary, (2) ineffectiveness of the correctional system, (3) ineffectiveness of the judicial system, (4) court leniency with criminals, (5) lack of participation in policy making, (6) inadequate support by the department, (7) court decisions restricting police, (8) political pressure from within the department, (9) poor or inadequate supervisors, (10) poor or inadequate equipment, (11) excessive paperwork, and (12) insufficient manpower.

The *Fear of Negative Evaluation Scale* measures how a person anticipates the problem situation and the anxiety they experience as to how others will evaluate them. The scale contains 30 self reference statements with a true or false response required. One point is awarded for each answer that matched the scoring key with a low score being within the 0 -12, an average score being within the 13 - 20, and a high score being 21 -30.

The *Job Satisfaction Index* provides an overview of the officers feelings and attitude toward their careers which may have a direct relationship to how they perceive stress from within their organizations. This index contains thirty multiple choice questions with a scoring key that gives a value of 1, 3 or 5 to various responses. Low scores range from 28 to 80, average scores from 81 to 150, and high scores from 151 and above.

The Stress Quiz measures the amount of stress of various aspects of the officers daily lives. The quiz contains thirty yes or no questions with a value given to each yes answer. The values range from three points to seven points on the scoring key with low scores ranging from zero to 15, medium scores from 16 to 40, and high scores from 41 to 117.

### **Subjects**

The subjects in this study were selected at random and were advised that the study measured stress in police officers. They were further advised that the surveys were anonymous and no indication was given that the study would compare levels of education.

The officers represent all areas of law enforcement, in that some were uniformed officers, some were detectives and some were ranking or supervisory officers. Therefore, officers involved with routine patrol, investigations and administration duties are represented in this study.

Twenty one of the subjects surveyed attended college while eight did not. College credit hours ranged from 3 hours to 128 hours for a total of 1406 hours, with an average of 66.95 hours for those 21 officers. The eight officers who did not attend college, marked that they did complete high school.

The number of years of experience ranged from one year to twenty four years with the overall total of 285 years, or an average of 9.8 years per officer. The average years of experience per officer who did not attend college were 12.43 as compared to an average of 8.83 for the college educated officers. This, of course, indicates that the officers who attended college had less experience and were likely to be younger than the officers who only completed high school.

### **Results**

The Individual T-test with Levene's Test of Equality of Variances was conducted since the single variance was college hours earned. It was found that the variances are

equal across all comparisons. With an alpha level of .05 and degrees of freedom of 27, there were no significant differences between any of the comparisons.

However, the mean scores of the Organizational Stress Survey showed a trend in which officers with no college hours recorded lower stress than officers with college in most of the categories. Specifically, lower scores were found concerning political pressure from within the department, inadequate support from their departments, lack of participation in policy making, poor or inadequate supervisors, inadequate salary, court decisions restricting police, excessive paperwork, poor or inadequate equipment and ineffectiveness of the judicial system. Additionally, officers with no college reported lower scores on The Stress Quiz, and almost identical scores on the Job Satisfaction Index as officers with college. However, their score was slightly higher on the Fear of Negative Evaluation Scale than officers with college hours.

Again using the Independent T-Test with Levene's Test for Equality of Variances the subjects scores were further evaluated on the basis of whether or not they had been exposed to some type of critical incident that might affect the results. There were six officers with no college hours and eleven subjects with college hours who had reported exposure to some type of incident within 2 years prior to the survey.

While there were again no significant differences found between these two groups, the same trend was found in that officers with no college reported less stress than officers with college hours in nine of the twelve organizational issues and were almost the identical issues as before.

### **Discussion**

One reason why there is no significant differences between the two groups may be due to an insufficient sample size. Only 29 of the 55 questionnaires distributed were

returned for use in this study. This represents only 52% of the sample size. Additionally, the sample of college educated officers would have been more useful if they all possessed a bachelor's degree instead of the range from 3 college credit hours to 128 hours and then contrasted to officers with no college.

As previously stated, the older and more experienced officers made up the group with no college hours. Their experience and maturity may account for their lower stress scores as it relates to organizational issues and their better or similar scores on the Stress Quiz and the Job Satisfaction Survey.

The trends show that officers with college are more at ease being evaluated under different circumstances and may be due to their added confidence in themselves that often accompany higher education. However, their inability to cope with organizational issues as well as the other group may be two issues. First, these officers may more readily understand and recognize some of the problems surrounding their line of work and, therefore, feel more stress as a result. Secondly, college educated officers may expect, but not receive more satisfaction from their careers after pursuing a higher level of education.

If this study were repeated, a more accurate comparison could be made if a large enough sample of officers with similar years of experience could be evaluated that included bachelor or graduate level police officers and officers with only a high school education.

### **Organizational Stress**

The individual levels of stress for all categories combined ranged from an overall level of 1.9166 to 4.3333. The mean score was 3.1005 which indicates a moderate to high level of stress for all officers. The mean scores for all officers ranked the level of stress for organizational issues in the following order: Insufficient manpower 3.7241, Court's leniency with criminals 3.6551, Ineffective judicial system 3.4482, Inadequate support from their departments 3.2758, Inadequate salary 3.2068, Excessive paperwork

3.2068, Ineffective correction system 3.1379, Court decisions restricting police 3.0344, Political pressure from within the department 2.8620, Poor or inadequate equipment 2.8275, Poor or inadequate supervisors 2.4827, Lack of participation in policy making 2.4137.

There was not a significant difference between those officers who attended college and those who did not in overall scores. Officers who did not attend reported a range of organizational stress scores of 1.9166 to 3.5833 with a mean score of 2.8620. In contrast, the officers with college had overall scores ranging from 1.9166 to 4.3333 with a mean score of 3.18.

However, there was a significant trend found in several areas. Officers with no college recorded a lower score in the categories of political pressure from within the department, and inadequate support from their department. Other lower scores by these officers included lack of participation in policy making, poor or inadequate supervisors, inadequate salary, court decisions restricting police, excessive paperwork, poor or inadequate equipment, and ineffectiveness of the judicial system.

Subjects with college hours scored lower than those officers without college hours in only three categories. The most notable being court leniency with criminals. The last categories included insufficient manpower and ineffectiveness of the correctional system.

The scores on the Fear of Negative Evaluation Scale between the groups showed the college educated officers with a slightly better score. However, officers without college reported a lower score on the Stress Quiz and a similar score on the Job Satisfaction Survey.

### **Critical Events**

Six of the officers who had never attended college reported exposure to a critical event within the past two years. Additionally, eleven officers who had attended college reported exposure to critical incidents, as well.

Critical incidents included 1) high speed chases resulting in death or serious injury, 2) exposure to the death of a child, 3) exposure to multiple deaths, 4) attacked with serious injury to themselves, 5) fellow officer killed on duty, 6) suicide of a fellow officer, and 7) use of deadly force.

The mean number of years of experience was nearly identical. Officers with no college reported 10.08 years while officers with college hours reported 10.18. The mean number of hours for those who had attended college and were exposed to critical was 63.81.

Regarding officers who had been exposed to a critical event, the overall level of organizational stress was lower in officers with no college hours with the mean scores being 2.99 compared to 3.37. However, college educated officers did better than their counterparts in all other testing instruments. College educated officers scored considerably lower in the Fear of Negative Evaluation with a score of 7.36 which is in the lowest range compared to 12.50 which is in the beginning of the average range. On Job Satisfaction, college educated officers with critical event exposure scored in the high satisfaction range (158.27) while the other officers scored in the medium range (150.60). Finally, the officers with college hours scored in the medium range (39.90) on the Stress Quiz while officers without college scored in the high range (42.50).

## Appendix A

### Appendix A: Review of Literature

## Appendix A

Very little research has been done in the area of police officers and the benefits of education. None was found correlating levels of education of police officers with their ability to cope with daily work experiences. Many studies were reviewed involving police stress including supervisors and stress (Standfest, 1995), occupational stress among senior police officers (Brown & Cooper, 1996), and job stress and satisfaction (Kirkcaldy, 1993).

Previous studies in law enforcement have generally involved officers in large metropolitan areas on issues that involve critical or traumatic events. One of the few studies comparing college educated officers reported that it has been the conclusion of every national commission since 1965, given the task of examining the criminal justice system, that police officers with a college education, in any field, are better able to grasp legal issues and understand social issues than officers without a college education (Lynch, 1990). This same report cited an early Rand Corporation study (1973) of the New York Police Department involving college educated officers versus officers with no college. It was found that police officers with no college education were three times more likely to have complaints filed against them for excessive force and abuse, as well as, racial discrimination. These same officers were more often the subject of discipline for violations of internal department regulations and demonstrated a higher rate of absenteeism.

In the same context, studies have shown that stress directly correlates with complaints from citizens, disciplinary problems, tardiness, and absenteeism. Additional problems included faulty decision making, on the job accidents, family problems and high officer attrition. (Kureczka, 1996).

Research involving police officers generally report stress relating to the dangerousness of police work but does not correlate stress with the individual officer's attributes, i.e., level of education. One particular study did, however, measure levels of



stress from non-critical or non-traumatic events. In a 1998 study of the South African Police Service (Gulle & Tredoux 1998), there was a distinction made between stress from critical incidents and organizational stress. The five top stressors in the South African study were a fellow officer killed in the line of duty, use of deadly force, inadequate salary, court leniency with criminals, and an effective judicial systems. However, this study did not separate organizational issues from dangerousness and did not use the individual levels of education as a factor.

A Detroit police department study on Risk Taking and Police Pursuits (Hormant & Kennedy, 1994) reported the mean level of college education the officers had but did not correlate the results of the study with the education. Also, a study published in the Nieman Reports entitled Cops On The Edge (Williams, 1996) examined the relationship between the level of stress and use of excessive force, but again did not take education into consideration as a possible factor.

## Appendix B

### Appendix B: Bibliography

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### Appendix C

#### Organizational Stress

Sub	Hrs	Yrs	1	2	3	4	5	6	7	8	9	10	11	12	Total	Rate
01*	0	18	2	2	4	5	1	2	3	1	2	3	5	5	35	2.91
02*	0	14	4	4	4	5	3	3	3	3	2	3	5	4	43	3.58
03*	0	10	4	4	3	5	4	2	4	2	4	2	3	5	42	3.33
04*	0	2	4	5	4	5	3	3	4	3	2	2	3	4	42	3.50
05*	0	15	2	2	2	2	1	2	2	1	1	2	3	3	23	1.91
06	0	21	3	3	4	3	2	4	1	1	1	3	0	2	27	2.25
07*	0	1.5	3	2	2	3	1	4	2	3	2	4	2	5	33	2.75
08	0	18	1	4	4	4	1	2	3	1	3	3	3	3	32	2.66
09	3	24	4	3	4	4	2	4	3	2	2	4	2	3	37	3.08
10*	11	3	2	3	3	3	2	2	1	5	1	1	3	3	29	2.41
11*	27	18	3	3	3	3	3	5	4	5	5	4	3	3	44	3.66
12	34	17	2	3	3	4	2	3	2	2	3	3	3	4	34	2.83
13*	35	22	4	4	4	4	5	4	4	4	5	4	5	5	52	4.33
14	39	7	3	3	3	3	3	2	2	2	1	2	3	4	31	2.58
15	48	2.5	2	3	3	3	2	3	2	2	2	1	5	2	30	2.50
16*	51	13	5	4	5	5	3	5	3	3	5	4	5	5	52	4.33
17	68	4	3	3	3	4	2	2	3	2	3	1	1	1	28	2.33
18*	68	2	5	3	3	2	2	4	4	3	1	3	3	5	38	3.16
19*	70	6	4	3	3	4	3	4	4	4	2	2	3	3	39	3.25
20*	70	3	2	2	2	3	1	1	3	1	1	3	2	2	23	1.91
21*	80	13	3	3	3	3	4	5	3	4	5	4	5	4	46	3.83
22	80	6	2	3	4	4	2	3	4	4	2	2	4	3	37	3.08
23	84	1	4	4	3	3	2	2	4	5	2	4	5	5	43	3.58
24*	90	11	5	3	3	4	3	4	3	4	2	1	1	5	38	3.16
25*	90	15	3	3	4	4	4	3	2	4	3	3	3	3	39	3.25
26	100	2.5	3	2	4	3	3	5	4	4	2	4	3	4	41	3.41
27*	110	6	5	4	4	4	3	4	4	4	3	3	4	4	46	3.83
28	120	8	3	4	4	3	2	4	4	2	2	3	2	5	38	3.16
29	128	1.5	3	2	5	4	1	4	3	2	3	4	4	4	39	3.25
<b>Total</b>	<b>1400</b>	<b>285</b>	<b>93</b>	<b>91</b>	<b>100</b>	<b>106</b>	<b>70</b>	<b>95</b>	<b>88</b>	<b>83</b>	<b>72</b>	<b>82</b>	<b>93</b>	<b>108</b>	<b>1079</b>	<b>89.81</b>

**Test Results**

<b>N</b>	<b>Hrs.</b>	<b>Yrs.</b>	<b>Org. Stress</b>	<b>Fear of Negative Evaluation</b>	<b>Job Satisfaction</b>	<b>Stress Quiz</b>
01*	0	18	2.91	13	160	29
02*	0	14	3.58	11	140	43
03*	0	10	3.33	3	146	62
04*	0	2	3.50	10	163	42
05*	0	15	1.91	14	106	37
06	0	21	2.25	10	170	6
07*	0	1.5	2.75	24	189	42
08	0	18	2.66	6	199	18
09	3	24	3.08	6	153	84
10*	11	3	2.41	8	195	6
11*	27	18	3.66	5	220	44
12	34	17	2.83	19	155	55
13*	35	22	4.33	10	193	66
14	39	7	2.58	25	130	44
15	48	2.5	2.50	0	147	10
16*	51	13	4.33	2	141	27
17	68	4	2.33	8	164	53
18*	68	2	3.16	8	96	69
19*	70	6	3.25	7	187	31
20*	70	3	1.91	2	185	36
21*	80	13	3.83	0	99	40
22	80	6	3.08	11	159	0
23	84	1	3.58	12	162	60
24*	90	11	3.16	14	144	24
25*	90	15	3.25	17	151	21
26	100	2.5	3.41	12	204	56
27*	110	6	3.83	8	130	75
28	120	8	3.16	8	199	16
29	128	1.5	3.25	14	152	15
<b>Total</b>	<b>1400</b>	<b>285</b>	<b>89.81</b>	<b>287</b>	<b>4639</b>	<b>1111</b>





# T-Test

## Group Statistics

	GROUP	N	Mean	Std. Deviation	Std. Error Mean
SALARY	1.00	8	2.8750	1.1260	.3981
	2.00	21	3.3333	1.0646	.2323
PRISONS	1.00	8	3.2500	1.1650	.4119
	2.00	21	3.0952	.6249	.1364
JUDICIAL	1.00	8	3.3750	.9161	.3239
	2.00	21	3.4762	.7496	.1636
LENIENT	1.00	8	4.0000	1.1952	.4226
	2.00	21	3.5238	.6796	.1483
POLICY	1.00	8	1.8750	1.2464	.4407
	2.00	21	2.5714	.9783	.2135
SUPPORT	1.00	8	2.7500	.8864	.3134
	2.00	21	3.4762	1.1670	.2547
RESTRICT	1.00	8	2.8750	.8345	.2950
	2.00	21	3.1429	.9103	.1986
POLITICS	1.00	8	2.1250	.9910	.3504
	2.00	21	3.2381	1.2209	.2664
BOSSSES	1.00	8	2.2500	.8864	.3134
	2.00	21	2.6190	1.3593	.2966
EQUIPMEN	1.00	8	2.8750	.8345	.2950
	2.00	21	2.8095	1.1233	.2451
PAPER	1.00	8	3.2500	1.1650	.4119
	2.00	21	3.2857	1.2705	.2773
MANPOWER	1.00	8	4.2500	.8864	.3134
	2.00	21	3.6667	1.1547	.2520

### Independent Samples Test

		Levene's Test for Equality of Variances	
		F	Sig.
SALARY	Equal variances assumed	.006	.941
	Equal variances not assumed		
PRISONS	Equal variances assumed	9.363	.005
	Equal variances not assumed		
JUDICIAL	Equal variances assumed	.863	.361
	Equal variances not assumed		
LENIENT	Equal variances assumed	6.735	.015
	Equal variances not assumed		
POLICY	Equal variances assumed	1.969	.172
	Equal variances not assumed		
SUPPORT	Equal variances assumed	1.020	.322
	Equal variances not assumed		
RESTRICT	Equal variances assumed	.144	.707
	Equal variances not assumed		
POLITICS	Equal variances assumed	1.159	.291
	Equal variances not assumed		
BOSESSES	Equal variances assumed	2.325	.139
	Equal variances not assumed		
EQUIPMEN	Equal variances assumed	1.233	.277
	Equal variances not assumed		
PAPER	Equal variances assumed	.240	.628
	Equal variances not assumed		
MANPOWER	Equal variances assumed	.743	.396
	Equal variances not assumed		

Independent Samples Test

		t-test for Equality of Means			
		t	df	Sig. (2-tailed)	Mean Difference
SALARY	Equal variances assumed	-1.021	27	.316	-.4583
	Equal variances not assumed	-.994	12.089	.340	-.4583
PRISONS	Equal variances assumed	.465	27	.646	.1548
	Equal variances not assumed	.357	8.583	.730	.1548
JUDICIAL	Equal variances assumed	-.306	27	.762	-.1012
	Equal variances not assumed	-.279	10.781	.786	-.1012
LENIENT	Equal variances assumed	1.358	27	.186	.4762
	Equal variances not assumed	1.063	8.784	.316	.4762
POLICY	Equal variances assumed	-1.590	27	.124	-.6964
	Equal variances not assumed	-1.422	10.470	.184	-.6964
SUPPORT	Equal variances assumed	-1.587	27	.124	-.7262
	Equal variances not assumed	-1.798	16.742	.090	-.7262
RESTRICT	Equal variances assumed	-.723	27	.476	-.2679
	Equal variances not assumed	-.753	13.792	.464	-.2679
POLITICS	Equal variances assumed	-2.298	27	.030	-1.1131
	Equal variances not assumed	-2.529	15.608	.023	-1.1131
BOSSES	Equal variances assumed	-.708	27	.485	-.3690
	Equal variances not assumed	-.855	19.642	.403	-.3690
EQUIPMEN	Equal variances assumed	.149	27	.882	6.548E-02
	Equal variances not assumed	.171	17.141	.866	6.548E-02
PAPER	Equal variances assumed	-.069	27	.945	-3.5714E-02
	Equal variances not assumed	-.072	13.790	.944	-3.5714E-02
MANPOWER	Equal variances assumed	1.286	27	.209	.5833
	Equal variances not assumed	1.451	16.554	.166	.5833

### Independent Samples Test

		t-test for Equality of Means		
		Std. Error Difference	95% Confidence Interval of the Difference	
			Lower	Upper
SALARY	Equal variances assumed	.4491	-1.3797	.4631
	Equal variances not assumed	.4609	-1.4618	.5451
PRISONS	Equal variances assumed	.3327	-.5278	.8373
	Equal variances not assumed	.4339	-.8340	1.1436
JUDICIAL	Equal variances assumed	.3308	-.7799	.5775
	Equal variances not assumed	.3629	-.9018	.6994
LENIENT	Equal variances assumed	.3507	-.2434	1.1958
	Equal variances not assumed	.4478	-.5407	1.4931
POLICY	Equal variances assumed	.4381	-1.5953	.2024
	Equal variances not assumed	.4897	-1.7809	.3880
SUPPORT	Equal variances assumed	.4575	-1.6649	.2125
	Equal variances not assumed	.4038	-1.5792	.1268
RESTRICT	Equal variances assumed	.3703	-1.0276	.4919
	Equal variances not assumed	.3557	-1.0318	.4961
POLITICS	Equal variances assumed	.4843	-2.1068	-.1194
	Equal variances not assumed	.4402	-2.0481	-.1781
BOSSES	Equal variances assumed	.5210	-1.4380	.6999
	Equal variances not assumed	.4315	-1.2702	.5321
EQUIPMEN	Equal variances assumed	.4388	-.8348	.9658
	Equal variances not assumed	.3836	-.7433	.8743
PAPER	Equal variances assumed	.5169	-1.0962	1.0248
	Equal variances not assumed	.4965	-1.1021	1.0307
MANPOWER	Equal variances assumed	.4535	-.3471	1.5138
	Equal variances not assumed	.4021	-.2668	1.4335

# T-Test

## Group Statistics

	GROUP	N	Mean	Std. Deviation	Std. Error Mean
FEAR	1.00	8	11.3750	6.2321	2.2034
	2.00	21	9.3333	6.2637	1.3668
JOB	1.00	8	159.1250	29.2205	10.3310
	2.00	21	160.2857	32.6851	7.1325
STRESS	1.00	8	34.8750	17.1584	6.0664
	2.00	21	39.6190	23.9760	5.2320

## Independent Samples Test

		Levene's Test for Equality of Variances	
		F	Sig.
FEAR	Equal variances assumed	.105	.748
	Equal variances not assumed		
JOB	Equal variances assumed	.250	.621
	Equal variances not assumed		
STRESS	Equal variances assumed	2.076	.161
	Equal variances not assumed		

Independent Samples Test

		t-test for Equality of Means			
		t	df	Sig. (2-tailed)	Mean Difference
FEAR	Equal variances assumed	.786	27	.439	2.0417
	Equal variances not assumed	.787	12.763	.445	2.0417
JOB	Equal variances assumed	-.088	27	.931	-1.1607
	Equal variances not assumed	-.092	14.139	.928	-1.1607
STRESS	Equal variances assumed	-.510	27	.615	-4.7440
	Equal variances not assumed	-.592	17.833	.561	-4.7440

### Independent Samples Test

		t-test for Equality of Means		
		Std. Error Difference	95% Confidence Interval of the Difference	
			Lower	Upper
FEAR	Equal variances assumed	2.5990	-3.2910	7.3744
	Equal variances not assumed	2.5929	-3.5706	7.6539
JOB	Equal variances assumed	13.2217	-28.2894	25.9679
	Equal variances not assumed	12.5540	-28.0615	25.7400
STRESS	Equal variances assumed	9.3102	-23.8469	14.3588
	Equal variances not assumed	8.0109	-21.5857	12.0976

# T-Test

## Group Statistics

	GROUP	N	Mean	Std. Deviation	Std. Error Mean
FEAR	1.00	6	12.5000	6.8337	2.7899
	2.00	11	7.3636	5.1239	1.5449
JOB	1.00	6	150.6667	27.7104	11.3127
	2.00	11	158.2727	40.8046	12.3031
STRESS	1.00	6	42.5000	10.8950	4.4478
	2.00	11	39.9091	21.9018	6.6037

## Independent Samples Test

		Levene's Test for Equality of Variances	
		F	Sig.
FEAR	Equal variances assumed	.137	.716
	Equal variances not assumed		
JOB	Equal variances assumed	2.312	.149
	Equal variances not assumed		
STRESS	Equal variances assumed	3.421	.084
	Equal variances not assumed		



### Independent Samples Test

		t-test for Equality of Means			
		t	df	Sig. (2-tailed)	Mean Difference
FEAR	Equal variances assumed	1.760	15	.099	5.1364
	Equal variances not assumed	1.611	8.153	.145	5.1364
JOB	Equal variances assumed	-.405	15	.691	-7.6061
	Equal variances not assumed	-.455	14.017	.656	-7.6061
STRESS	Equal variances assumed	.269	15	.791	2.5909
	Equal variances not assumed	.325	14.970	.749	2.5909

### Independent Samples Test

		t-test for Equality of Means		
		Std. Error Difference	95% Confidence Interval of the Difference	
			Lower	Upper
FEAR	Equal variances assumed	2.9186	-1.0844	11.3571
	Equal variances not assumed	3.1891	-2.1936	12.4663
JOB	Equal variances assumed	18.7574	-47.5865	32.3744
	Equal variances not assumed	16.7136	-43.4489	28.2368
STRESS	Equal variances assumed	9.6209	-17.9156	23.0975
	Equal variances not assumed	7.9619	-14.3824	19.5643

# T-Test

## Group Statistics

	GROUP	N	Mean	Std. Deviation	Std. Error Mean
SALARY	1.00	6	3.1667	.9832	.4014
	2.00	11	3.7273	1.1909	.3591
PRISONS	1.00	6	3.1667	1.3292	.5426
	2.00	11	3.1818	.6030	.1818
JUDICIAL	1.00	6	3.1667	.9832	.4014
	2.00	11	3.3636	.8090	.2439
LENIENT	1.00	6	4.1667	1.3292	.5426
	2.00	11	3.5455	.8202	.2473
POLICY	1.00	6	2.1667	1.3292	.5426
	2.00	11	3.0000	1.0954	.3303
SUPPORT	1.00	6	2.6667	.8165	.3333
	2.00	11	3.7273	1.2721	.3835
RESTRICT	1.00	6	3.0000	.8944	.3651
	2.00	11	3.1818	.9816	.2960
POLITICS	1.00	6	2.1667	.9832	.4014
	2.00	11	3.7273	1.1037	.3328
BOSSES	1.00	6	2.1667	.9832	.4014
	2.00	11	3.0000	1.7321	.5222
EQUIPMEN	1.00	6	2.6667	.8165	.3333
	2.00	11	2.9091	1.1362	.3426
PAPER	1.00	6	3.5000	1.2247	.5000
	2.00	11	3.3636	1.2863	.3878
MANPOWER	1.00	6	4.3333	.8165	.3333
	2.00	11	3.8182	1.0787	.3252

Independent Samples Test

		Levene's Test for Equality of Variances	
		F	Sig.
SALARY	Equal variances assumed	.648	.434
	Equal variances not assumed		
PRISONS	Equal variances assumed	14.308	.002
	Equal variances not assumed		
JUDICIAL	Equal variances assumed	.785	.390
	Equal variances not assumed		
LENIENT	Equal variances assumed	3.527	.080
	Equal variances not assumed		
POLICY	Equal variances assumed	1.642	.220
	Equal variances not assumed		
SUPPORT	Equal variances assumed	.624	.442
	Equal variances not assumed		
RESTRICT	Equal variances assumed	.071	.794
	Equal variances not assumed		
POLITICS	Equal variances assumed	.048	.830
	Equal variances not assumed		
BOSSES	Equal variances assumed	4.445	.052
	Equal variances not assumed		
EQUIPMEN	Equal variances assumed	.397	.538
	Equal variances not assumed		
PAPER	Equal variances assumed	.001	.981
	Equal variances not assumed		
MANPOWER	Equal variances assumed	1.357	.262
	Equal variances not assumed		

Independent Samples Test

		t-test for Equality of Means			
		t	df	Sig. (2-tailed)	Mean Difference
SALARY	Equal variances assumed	-.981	15	.342	-.5606
	Equal variances not assumed	-1.041	12.274	.318	-.5606
PRISONS	Equal variances assumed	-.033	15	.974	-1.5152E-02
	Equal variances not assumed	-.026	6.147	.980	-1.5152E-02
JUDICIAL	Equal variances assumed	-.446	15	.662	-.1970
	Equal variances not assumed	-.419	8.777	.685	-.1970
LENIENT	Equal variances assumed	1.202	15	.248	.6212
	Equal variances not assumed	1.042	7.139	.332	.6212
POLICY	Equal variances assumed	-1.393	15	.184	-.8333
	Equal variances not assumed	-1.312	8.788	.223	-.8333
SUPPORT	Equal variances assumed	-1.832	15	.087	-1.0606
	Equal variances not assumed	-2.087	14.391	.055	-1.0606
RESTRICT	Equal variances assumed	-.376	15	.712	-.1818
	Equal variances not assumed	-.387	11.291	.706	-.1818
POLITICS	Equal variances assumed	-2.887	15	.011	-1.5606
	Equal variances not assumed	-2.993	11.516	.012	-1.5606
BOSSES	Equal variances assumed	-1.077	15	.298	-.8333
	Equal variances not assumed	-1.265	14.903	.225	-.8333
EQUIPMEN	Equal variances assumed	-.459	15	.653	-.2424
	Equal variances not assumed	-.507	13.570	.620	-.2424
PAPER	Equal variances assumed	.212	15	.835	.1364
	Equal variances not assumed	.215	10.861	.833	.1364
MANPOWER	Equal variances assumed	1.016	15	.326	.5152
	Equal variances not assumed	1.106	13.111	.289	.5152

Independent Samples Test

		t-test for Equality of Means		
		Std. Error Difference	95% Confidence Interval of the Difference	
			Lower	Upper
SALARY	Equal variances assumed	.5714	-1.7786	.6574
	Equal variances not assumed	.5386	-1.7311	.6099
PRISONS	Equal variances assumed	.4627	-1.0015	.9712
	Equal variances not assumed	.5723	-1.4074	1.3771
JUDICIAL	Equal variances assumed	.4420	-1.1391	.7452
	Equal variances not assumed	.4697	-1.2636	.8697
LENIENT	Equal variances assumed	.5169	-.4806	1.7230
	Equal variances not assumed	.5963	-.7833	2.0258
POLICY	Equal variances assumed	.5981	-2.1082	.4415
	Equal variances not assumed	.6352	-2.2757	.6090
SUPPORT	Equal variances assumed	.5789	-2.2945	.1733
	Equal variances not assumed	.5082	-2.1477	2.650E-02
RESTRICT	Equal variances assumed	.4839	-1.2132	.8496
	Equal variances not assumed	.4700	-1.2131	.8495
POLITICS	Equal variances assumed	.5405	-2.7127	-.4085
	Equal variances not assumed	.5214	-2.7020	-.4193
BOSSES	Equal variances assumed	.7734	-2.4818	.8151
	Equal variances not assumed	.6587	-2.2380	.5714
EQUIPMEN	Equal variances assumed	.5281	-1.3681	.8832
	Equal variances not assumed	.4780	-1.2706	.7858
PAPER	Equal variances assumed	.6426	-1.2333	1.5060
	Equal variances not assumed	.6328	-1.2586	1.5313
MANPOWER	Equal variances assumed	.5070	-.5655	1.5958
	Equal variances not assumed	.4657	-.4901	1.5204



# QUESTIONNAIRE

## Police v. Stress & Anxiety

Years of Experience: \_\_\_\_\_

Level of Education: GED High School College Hours : \_\_\_\_\_

(List number of college hours on campus. DO NOT include hours for life experience or Board of Regents hours)

### Critical Incidents

Have you been involved in any of the following incidents in the past 2 years?  
(Circle Yes or No)

High Speed Chase with Death of Serious Injury	Y or N
Exposure to the Death of a Child	Y or N
Exposure to Multiple Deaths	Y or N
Attacked with Serious Injury to Self	Y or N
Fellow Officer Killed On Duty	Y or N
Suicide By Fellow Officer	Y or N
Use of Deadly Force	Y or N

On a scale of 1 to 5, with 1 being very little stress and 5 being extreme stress, rate the following events. (Circle One)

### Organizational

Event	Little Stress		Extreme Stress		
Inadequate Salary	1	2	3	4	5
Ineffectiveness of Correctional System	1	2	3	4	5
Ineffectiveness of Judicial System	1	2	3	4	5
Court Leniency with Criminals	1	2	3	4	5
Lack of Participation in Policy Making	1	2	3	4	5
Inadequate Support by the Department	1	2	3	4	5
Court Decisions Restricting Police	1	2	3	4	5
Political Pressure from within Department	1	2	3	4	5
Poor or Inadequate Supervisors	1	2	3	4	5
Poor or Inadequate Equipment	1	2	3	4	5
Excessive Paperwork	1	2	3	4	5
Insufficient Manpower	1	2	3	4	5



# Fear of Negative Evaluation Scale

by David Watson  
and Ronald Friend

Carefully read each of the 30 statements listed below. Decide whether each statement is true (T) or false (F) as it pertains to you personally. If you are unsure which is the better answer, decide which one is slightly more applicable to how you are feeling at the moment and answer accordingly. Try to answer based on your first reaction to the statement. Don't spend too long on any one item.

T or F

1. I rarely worry about seeming foolish to others. 1. \_\_\_\_\_
2. I worry about what people will think of me even when I know it doesn't make any difference. 2. \_\_\_\_\_
3. I become tense and jittery if I know someone is sizing me up. 3. \_\_\_\_\_
4. I am unconcerned even if I know people are forming an unfavorable impression of me. 4. \_\_\_\_\_
5. I feel very upset when I commit some social error. 5. \_\_\_\_\_
6. The opinions that important people have of me cause me little concern. 6. \_\_\_\_\_
7. I am often afraid that I may look ridiculous or make a fool of myself. 7. \_\_\_\_\_
8. I react very little when other people disapprove of me. 8. \_\_\_\_\_
9. I am frequently afraid of other people noticing my shortcomings. 9. \_\_\_\_\_
10. The disapproval of others would have little effect on me. 10. \_\_\_\_\_
11. If someone is evaluating me I tend to expect the worst. 11. \_\_\_\_\_
12. I rarely worry about what kind of impression I am making on someone. 12. \_\_\_\_\_
13. I am afraid that others will not approve of me. 13. \_\_\_\_\_
14. I am afraid that people will find fault with me. 14. \_\_\_\_\_
15. Other people's opinions of me do not bother me. 15. \_\_\_\_\_
16. I am not necessarily upset if I do not please someone. 16. \_\_\_\_\_
17. When I am talking to someone, I worry about what they may be thinking about me. 17. \_\_\_\_\_
18. I feel that you can't help making social errors sometimes, so why worry about it. 18. \_\_\_\_\_
19. I am usually worried about what kind of impression I make. 19. \_\_\_\_\_
20. I worry a lot about what my superiors think of me. 20. \_\_\_\_\_
21. If I know someone is judging me, it has little effect on me. 21. \_\_\_\_\_
22. I worry that others will think I am not worthwhile. 22. \_\_\_\_\_
23. I worry very little about what others may think of me. 23. \_\_\_\_\_
24. Sometimes I think I am too concerned with what other people think of me. 24. \_\_\_\_\_
25. I often worry that I will say or do the wrong things. 25. \_\_\_\_\_
26. I am often indifferent to the opinions others have of me. 26. \_\_\_\_\_
27. I am usually confident that others will have a favorable impression of me. 27. \_\_\_\_\_
28. I often worry that people who are important to me won't think very much of me. 28. \_\_\_\_\_
29. I brood about the opinions my friends have about me. 29. \_\_\_\_\_
30. I become tense and jittery if I know I am being judged by my superiors. 30. \_\_\_\_\_

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# Job Satisfaction Index

by BPC Publishing Ltd.

*The questions below deal with your characteristics, attitudes, and feelings as they relate to your present job. Read each one carefully and decide which of the choices best describes you. Mark your answers in the answer column provided on the facing page.*

1. Do you watch the clock when you are working?
  - a. Constantly
  - b. At slack times
  - c. Never
2. When Monday morning comes, do you
  - a. Feel ready to go back to work?
  - b. Think longingly of being able to lie in the hospital with a broken leg?
  - c. Feel reluctant to start with, but fit into the work routine quite happily after an hour or so?
3. How do you feel at the end of a working day?
  - a. Dead tired and fit for nothing
  - b. Glad that you can start living
  - c. Sometimes tired, but usually pretty satisfied
4. Do you worry about your work?
  - a. Occasionally
  - b. Never
  - c. Often
5. Would you say that your job
  - a. Underuses your ability?
  - b. Overstrains your abilities?
  - c. Makes you do things you never thought you could do before?
6. Which statement is true for you?
  - a. I am rarely bored with my work.
  - b. I am usually interested in my work, but there are patches of boredom.
  - c. I am bored most of the time I am working.
7. How much of your worktime is spent making personal telephone calls, or with other matters not connected with the job?
  - a. Very little
  - b. Some, especially at crisis times in my personal life
  - c. Quite a lot
8. Do you daydream about having a different job?
  - a. Very little
  - b. Not a different job, but a better position in the same kind of job
  - c. Yes
9. Would you say that you feel
  - a. Pretty capable most of the time?
  - b. Sometimes capable?
  - c. Panicky and incapable most of the time?
10. Do you find that
  - a. You like and respect your colleagues?
  - b. You dislike your colleagues?
  - c. You are indifferent to your colleagues?
11. Which statement is most true for you?
  - a. I do not want to learn more about my work.
  - b. I quite enjoyed learning my work when I first started.
  - c. I like to go on learning as much as possible about my work.
12. Mark the qualities you think are your best points.
  - a. Sympathy
  - b. Clear-thinking
  - c. Calmness
  - d. Good memory
  - e. Concentration
  - f. Physical stamina
  - g. Inventiveness
  - h. Expertise
  - i. Charm
  - j. Humor
13. Now mark the above qualities that are demanded by your job.
14. Which statement do you most agree with?
  - a. A job is only a way to make enough money to keep yourself alive.
  - b. A job is mainly a way of making money, but should be satisfying if possible.
  - c. A job is a whole way of life.
15. Do you work overtime?
  - a. Only when it is paid
  - b. Never
  - c. Often, even without pay
16. Have you been absent from work (other than for normal vacations or illness) in the last year?
  - a. Not at all
  - b. For a few days only
  - c. Often, even without pay
17. Would you rate yourself as
  - a. Very ambitious?
  - b. Unambitious?
  - c. Mildly ambitious?
18. Do you think that your colleagues
  - a. Like you, enjoy your company, and get on well with you in general?
  - b. Dislike you?

- c. Do not dislike you, but are not particularly friendly?
- 19. Do you talk about work
  - a. Only with your colleagues?
  - b. With friends and family?
  - c. Not if you can avoid it?
- 20. Do you suffer from minor unexplained illnesses and vague pains?
  - a. Seldom
  - b. Not too often
  - c. Frequently
- 21. How did you choose your present job?
  - a. Your parents or teachers decided for you
  - b. It was all you could find
  - c. It seemed the right thing for you
- 22. In a conflict between job and home, like an illness of a member of the family, which would win?
  - a. The family every time
  - b. The job every time
  - c. The family in a real emergency, but otherwise probably the job
- 23. Would you be happy to do the same job if it paid one third less?
  - a. Yes
  - b. You would like to, but could not afford to
  - c. No
- 24. If you were made redundant, which of these would you miss most?
  - a. The money
  - b. The work itself
  - c. The company of your colleagues
- 25. Would you take a day off to have fun?
  - a. Yes
  - b. No
  - c. Possibly, if there was nothing too urgent for you to do at work
- 26. Do you feel unappreciated at work?
  - a. Occasionally
  - b. Often
  - c. Rarely
- 27. What do you most dislike about your job?
  - a. That your time is not your own
  - b. The boredom
  - c. That you cannot always do things the way you want to
- 28. Do you keep your personal life separate from work? (Check with your partner on this one.)
  - a. Pretty strictly
  - b. Most of the time, but there is some overlap
  - c. Not at all
- 29. Would you advise a child of yours to take up the same kind of work as you do?
  - a. Yes, if he had the ability and temperament
  - b. No, you would warn him off
  - c. You would not press it, but you would not discourage him either
- 30. If you won or suddenly inherited a large sum of money, would you
  - a. Stop work for the rest of your life?
  - b. Take up some kind of work that you have always wanted to do?
  - c. Decide to continue, in some way, the same work you do now?

## ANSWER COLUMN

- 1. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 2. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 3. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 4. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 5. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 6. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 7. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 8. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 9. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 10. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 11. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 12. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- d. \_\_\_\_\_ e. \_\_\_\_\_ f. \_\_\_\_\_
- g. \_\_\_\_\_ h. \_\_\_\_\_ i. \_\_\_\_\_
- j. \_\_\_\_\_
- 13. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- d. \_\_\_\_\_ e. \_\_\_\_\_ f. \_\_\_\_\_
- g. \_\_\_\_\_ h. \_\_\_\_\_ i. \_\_\_\_\_
- j. \_\_\_\_\_
- 14. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 15. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 16. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 17. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 18. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 19. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 20. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 21. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 22. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 23. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 24. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 25. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 26. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 27. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 28. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 29. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_
- 30. a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_

# Stress Quiz

*Answer each of the questions below by placing a check in the appropriate column for "yes" or "no." Answer the questions in terms of your own personal experiences and feelings during the past twelve months. To find your score, turn the page.*

	NO	YE
1. Have you lived or worked in a noisy area?	_____	_____
2. Have you changed your living conditions or moved?	_____	_____
3. Have you had trouble with in-laws?	_____	_____
4. Have you taken out a large loan or mortgage?	_____	_____
5. Have you tended to fall behind with the things you should do?	_____	_____
6. Have you found it difficult to concentrate at times?	_____	_____
7. Have you frequently had trouble going to sleep?	_____	_____
8. Have you found that you tend to eat, drink or smoke more than you really should?	_____	_____
9. Have you watched 3 or more hours of television daily for weeks at a time?	_____	_____
10. Have you or your spouse changed jobs or work responsibilities?	_____	_____
11. Have you been dissatisfied or unhappy with your work or felt excessive work responsibility?	_____	_____
12. Has a close friend died?	_____	_____
13. Have you been dissatisfied with your sex life?	_____	_____
14. Have you been pregnant?	_____	_____
15. Have you had an addition to the family?	_____	_____
16. Have you worried about making ends meet?	_____	_____
17. Has one of the family had bad health?	_____	_____
18. Have you taken tranquilizers from time to time?	_____	_____
19. Have you frequently found yourself becoming easily irritated when things don't go well?	_____	_____
20. Have you often experienced bungled human relations—even with those you love most?	_____	_____
21. Have you found that you're often impatient or edgy with your children or other family members?	_____	_____
22. Have you tended to feel restless or nervous a lot of the time?	_____	_____
23. Have you had frequent headaches or digestive upsets?	_____	_____
24. Have you experienced anxiety or worry for days at a time?	_____	_____
25. Have you often been so preoccupied that you have forgotten where you've put things (such as keys) or forgotten whether you've turned off appliances on leaving home or office?	_____	_____
26. Have you been married or reconciled with your spouse?	_____	_____
27. Have you had a serious accident, illness or surgery?	_____	_____
28. Has anyone in your immediate family died?	_____	_____
Have you divorced or separated?	_____	_____