

**RELATIONSHIP BETWEEN HARDINESS AND PROFESSIONAL QUALITY
OF LIFE AMONG OPERATIONAL DUTY POLICE PERSONNEL: ROLE OF
RESILIENCE AND SERVICE TENURE**



TAYYABA ANUM

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**A thesis submitted in fulfilment of the
requirement for the award of the degree of
Master of Science (Clinical Psychology)**

Department of Professional Psychology

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OF LIFE AMONG OPERATIONAL DUTY POLICE PERSONNEL: ROLE OF
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Approved

By

Supervisor

Mam Ambreen Fatima

External Examiner

THIS THESIS SUBMITTED

BY

TAYYABA ANUM

IS ACCEPTED BY THE BAHRIA UNIVERSITY ISLAMABAD IN PARTIAL

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BAHRIA UNIVERSITY ISLAMABAD

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Scholar's Name: Tayyaba Anum Registration No. 53510

Programme of Study: MS Clinical Psychology

Thesis Title: **“Relationship Between Hardiness and Professional Quality Of Life Among Operational Duty Police Personnel: Role Of Resilience And Service Tenure”**

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DEDICATION

I owe this humble effort to my beloved parents, whose affection, guidance, encouragement, and prayers for me made me able to get success.

This success truly deserves to be dedicated to my respected mentor Dr Rizwana Amin and Mam Ambreen Fatima, who supported and encouraged me in every step. They are the one who always remembered me in their prayers and paved the way in completion of this wonderful journey.

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Abstract

The current study was aimed to investigate the relationship between hardiness and ProQOL (Professional quality of life) and moderating role of resilience and service tenure among operational duty police personnel. Total sample was 250 police personnel. It was hypothesized that hardiness, resilience and service tenure are significantly correlated with ProQOL. Second hypothesis was that hardiness, resilience and service tenure significantly predicts ProQOL. Hypothesized that resilience and service tenure significantly play moderating role. It was also hypothesized that there are significant differences based on different demographics on the level of ProQOL. Hardiness was assessed by PVS III-R (Jamal, 2017), Resilience was assessed by RS-14 (Shezad, 2014) and Professional quality of life was measured by ProQOL Scale version-5(Stamm, 2010) translated into Urdu. Correlation analysis showed significant relationship between study variables. Regression analysis showed that hardiness, resilience and service tenure positively predict compassion satisfaction and negatively predicts compassion fatigue. Moderation analysis revealed that resilience negatively moderates between hardiness and secondary trauma. Service tenure negatively moderates between hardiness and compassion satisfaction and positively moderates with burnout. T-test and ANOVA analysis showed significant mean differences based on different demographics. Current study will be very useful for law enforcement organizations to devise intervention programs which will help to enhance ProQOL by promoting positive characteristics such as resilience and hardiness. It will help law enforcement organization to identify and eliminate those factors which are negatively affecting ProQOL of police personnel and which leads to negative consequences such as burnout, secondary trauma and low job satisfaction.

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ABBREVIATIONS

PROQOL	Professional Quality of Life
CS	Compassion Satisfaction
CF	Compassion Fatigue
RS	Resilience
BO	Burnout
STS	Secondary Traumatic Stress
PTSD	Post-Traumatic Stress Disorder
DSM	Diagnostic and Statistical Manual of Mental Disorders

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