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DETERMINANTS AND CONSEQUENCES OF INFORMATION OVERLOAD – A SYSTEMATIC REVIEW

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Introduction Alvin Toffler first used the term ‘information overload’ in his 1970 published book ‘Future Shock’. Nearly 50 years later, facing work without spatial or temporal boundaries, this concept becomes reality. We conducted a systematic review on the determinants of information overload and on its consequences on health, quality of life, performance and quality of work.

Methods We searched EBSCOhost (Academic Search Complete + BusinessSource Complete + PsycARTICLES + PsycINFO + PSYINDEX), PubMed, and Web of Science (until March 2017) using a sensitive search string. Two independent reviewers screened the titles and abstracts for eligible articles and a third reviewer negotiated consensus. Further assessments of eligibility and quality assessment (of quantitative studies only) were conducted in a similar manner. The search resulted in 2535 records. The data of 33 full-text articles representing 16 quantitative and 18 qualitative studies were included and extracted. All quantitative studies were judged as of poor methodological quality: most studies applied a cross-sectional design and reported only univariate correlation coefficients. Due to the high heterogeneity of the studies, a meta-analysis could not be conducted.

Results The results of our systematic review point to a relationship between high information amount and perceived information overload. According to the included studies, information overload was positively associated with work time spent with Emails, work-to-family conflicts and negatively associated – inter alia – with technical support, segmentation between work and family life, and appropriate Email management techniques.

Discussion The most striking result was a clear lack of methodically sound studies on the determinants and consequences of information overload. Future studies on this important topic should provide a defined study base, should take the temporal sequence into account and should quantify information amount.

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HEALTH AND BEHAVIOURAL OUTCOMES ASSOCIATED WITH STRESS IN MALAYSIAN POLICE OFFICERS

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Introduction Police officers are vulnerable to the stress provoking environment resulting in chronic police stress over time, with increasing susceptibility to diseases. Eventually, on-going stressors will drain energy and enthusiasm taking a toll on the worker’s physical, mental (psychological) and behavioural health (lifestyle). The objective was to study the health and behavioural outcomes associated with stress among police officers in a Metropolitan Federal Territory of Malaysia – Kuala Lumpur.

Methods A cross-sectional study was conducted in two randomly selected police districts in Kuala Lumpur from 2012–2015. A total of 579 police officers from 2 headquarters and 11 police stations participated in this study. The 21-item Depression, Anxiety and Stress questionnaire was used. Multinomial logistic regression analyses were carried out.

Result The study reported that 40.3% police officers (95% CI: 55.0 to 64.3) had some level of stress; 6.4% (95% CI: 4.4 to 9.2) severe, 15.1% (95% CI: 11.9 to 19.0) moderate and 18.8% (95% CI: 15.3 to 22.8) mild. A police officer who reported mental illness had 6 times the odds of being severely stressed (aOR 5.83, 95% CI: 1.82 to 18.61) compared to one not mentally sick while a police officer who reported headache had nearly 3 times the odds of experiencing severe stress (aOR 2.91; 95% CI: 1.09 to 7.75) compared to one who reported no headache. A police officer who did not exercise or pray had 3.8 times odds (aOR 3.79, 95% CI: 1.65 to 8.75) and more than 5 times odds (aOR 5.15 (1.58, 16.85) of being severely stressed compared to an officer who exercised or prayed respectively.

Discussion Headache and mental illness were positively associated with police stress levels. Higher prevalence of stress justifies instituting peer counselling and stress reduction strategies while annual medical screening must be made compulsory for early detection of those with common diseases (hypertension and diabetes), frequent headache and mental diseases.

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STRESS AMONG CENTRAL INDUSTRIAL SECURITY FORCE PERSONNEL -A COMPREHENSIVE ASSESSMENT AND ACTION PLAN

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Introduction Central Industrial Security Force (CISF) protects critical installations in the country. Though this para-military force were given requisite training to handle stressful jobs but In drawing upon recent incidents and some of the empirical studies in CISF, a wide range of issues including factors intrinsic to the job, organisation culture, and managerial style, style of work in organisation and home/work interface create unmanageable stress and impact on personnel psychological health and overall well-being. In CISF, there are well-defined practices and procedures that govern the way an employee should conduct but it depends on how effectively these policies and practices are implemented in the organisation.

Methods Investigator used Stress Audit Scale adapted from Udaya Kumar Reddy (2005) to assess the perceived distress, personality traits, and all connected stressful demands was used. The present study was undertaken on a total of 326 CISF Personnel in three major work location of Goa (i.e. Airport, Shipyard and Port Trust). Sub officers (i.e. Inspectors, Sub-inspectors, Asst. Sub Inspectors) and Constables participated in the study. Stress awareness session was delivered before administering the questionnaire. Focused group discussions conducted for capturing qualitative data.

Result Most of the CISF Personnel were under high overall distress across the cadre in all three units. Personality traits are significantly correlated with distress. Subjects’ Distress was significantly correlated to their Role Stress variables and