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Coping Methods of Female Correctional Officers

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Coping Methods of Female Correctional Officers

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Thesis Submitted for Degree of Master of Science

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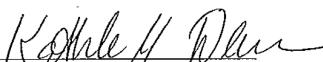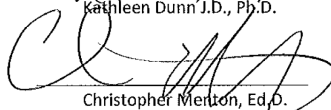**CERTIFICATE OF APPROVAL**

MASTER'S THESIS

This is to certify that the Master's thesis of

Kathryn Flannery

Has been approved by the Examining Committee
for the thesis requirement for the Master of Science in
Criminal Justice at the May 2011 graduation.

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Dedications

Many thanks go to Carole Cafferty, Ann Stanton, Jeffrey Renzi and countless other staff members from the two venues. Your guidance and networking in those work environments, allowed me the ability to gain the right participants, and solid research data.

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Abstract

A huge population increase has happened in the last 39 years for females working in the correctional field. Unfortunately, the research has barely kept up with such gender progress in the workforce. A much needed study on stress and the female correctional officer was conducted to evaluate three certain hypotheses: it is hypothesized that years of service are associated with different stress levels, that years of service is associated with different coping strategies, and that stress and coping are negatively related. Independent T-tests, multiple ANOVAs, and one-way ANOVAs found that there were not any correlational relationships for years in service versus different stress levels. Humor was found to be a very likely correlation factor for older female officers' coping strategies. There were additional correlations found between stress and "negative" coping strategies. Furthermore, other analysis was performed on other variables with surprising results.

Introduction

Corrections have become a prominent subject of research in the Criminal Justice field. One subpart of corrections research is correctional officers' experience of psychological stress. Although previous research in the field of criminal justice has examined a variety of factors that affect correctional workers' experience of burnout, there remain relatively few studies investigating the specific coping strategies these workers use to deal with their stressful workplace environment. There are even fewer studies investigating how stressful work environments affect women correctional officers specifically, in comparison with their male counterparts.

On a different, imperative point, the studies reviewed in the following pages most likely have dealt with a certain negative factor: actual entre into obtaining and completing such studies in the correctional environment when the researcher is an academic outsider (Patenaude, 2004).

Furthermore, many problems lie within completing/maintaining the procedures: gaining entre into the organization, establishing a relationship with the prison staff, maintaining trust within the relationship, providing critique and data analysis, and publishing the study in a peer-reviewed journal (Patenaude, 2004).

It has also been duly noted that outside researchers in prisons deal with constant checking of their character and credibility, after they gain entre (Patenaude, 2004). This author would note her own experiences within such a field, without disclosing the institution. Such problems were lack of communication between sections of the correctional department that she was conversing with and uneasy or discriminating

Researchers in the department she was contacting, determined by their demeanor and statements. Later on, in the study, multiple proposals were sent with two venues accepting this proposal. When a researcher finally gains entrance into an institution, they must accept certain effects of working with such organizations. Such certain effects are the adaption of accepting whatever resources they can get for their study, and dismissing the resources that are denied to them (Patenaude, 2004). Also, such researchers adapt by using multiple types of analysis and methods to gather research: field studies, surveys, scales all depending on the area and timing (Patenaude, 2004). This author did adapt in order to acquire as many participants as possible. Existing research on female correctional workers' direct and indirect coping strategies is reviewed below, for the consideration and connection with this study.

Literature Review

General aspects of coping

    To first examine stress and the coping techniques of female officers, the term coping must be defined in a clear sense. A set of researchers, quoting Fain, McCormick, Fleishman, Lazurus, and Folkman, state that coping is "overt and covert behaviors used by individuals to manage stressful conditions, especially workplace problems that are appraised as taxing." (Haarr and Morash,1999, p.307).

    Recently, most of the existing research on coping with stress has focused on male officers, rather than females (Zimmer, 1987). There is a limited amount of research on studying female stress in criminal justice professions, noting the vast majority of research in the United States is geared towards male participants (Lambert, Hogan, Camp and Ventura 2006; Beehr, Johnson, and Nieva, 1995). Concurrently, it was noted within a group of researchers review on a similar field, policing, that gender is not a variable to ignore: work experiences differing for each gender, the emphasis of white male majority in policing, and the limited placement female officers get while working (Haarr and Morash,1999). These factors are also apparent in corrections, too (Newbold, 2005; Crewe, 2006). Additionally, in a similar thought, from a certain scholar:

> "Although women tend to perform as well in correctional employment setting as do men, women's sources of stress in the workplace are quite different than men's source of stress" (Griffin, 2006, p.10).

    Therefore stress dealt by females can have different implications and health concerns than what the normal researched variables are, in regards to occupational stress.

Statistics on Female officers in the field

The lack of impertinent, different research is problematic, considering the increase of females entering the correctional field (Crewe, 2006; Zimmer, 1987). In 2005, statistical data shown on correctional officers both in federal and state show that the total amount of female correctional officers is approximately 69,299 out of a total of 419,637 officers (Stephan, 2008). Additionally, in 1999 approximately, 69,199 of 207,600 jail employees were female (Stephan, 2001). In turn, in 1995, the general correctional staff was 41% female in the United States (Hemmens, Stohr, Schoeler and Miller, 2002). These numbers are significant due to the fact that this growth happened recently in the past 39 years from legislation, lawsuits and the growing popularity of such an occupation (Newbold, 2005; Feinman, 1994).

As another example of such growth, Texas had zero female correctional offers working in 1978, but by 1998, Texas had 8,528 female workers (Cheeseman and Worley, 2006). These workers had female professionals before the 1900's to thank for breaking the first initial barrier into such a field of work (Feinman, 1994), which will be discussed next.

History of Female Officers in America

The history of women in corrections is complex and full of broken barriers. For a long time, many women who were working in the prisons were working with women exclusively (Feinman, 1994). This work had started, thanks to Elizabeth Fry and other rehabilitation volunteers in the early 1800's in London (Feinman, 1994). These reformers

believed in giving women offenders a safe environment in prison ruled by conservative, religious women and in turn, complete isolation from men (Feinman, 1994).

Additionally, most of these female figures in the field came from comfortable economic backgrounds and were highly educated Christians (mostly held post graduate degrees) (Feinman, 1994). However, this occupation left little freedom, due to massive work hours and constant supervision by administration (Feinman, 1994).

In 1793, the first female warden, Mary Weed, took control of the Philadelphia Walnut Street Jail, after her husband, who was the original caretaker (Morton, 1991). It should be noted that in Weed's time of command, unlike some wardens in her day, no malicious behavior was committed by the administration, including illegal usage of funds (Morton, 1991).

Following this event, the first female correctional officer in America was appointed in 1822 (Parisi, 1984). This progress was followed up in 1822, with Elizabeth Farnham, the head guard instituting Fry's reformation methods for Sing Sing, a New York prison (Feinman, 1994). Farnham, in turn, added a different psychological component to the program- she used behavioral training methods promoting maternal acting towards female inmates from prison staff (Feinman, 1994). This theory of training was further accepted in the academic field, by Georgiana B. Kirby, who wrote about her former work with Ms. Farnham (Feinman, 1994).

The span of time, the supported academic literature, and speeches from these pious, educated women, all became the catalyst to move politicians and male corrections professionals to produce laws separating women in prison and to keep women professionals in prisons (Feinman, 1994).With such laws accepted, a succession of

professional females came in to the correctional field such as one of the first female

superintendents, Sarah Smith, who worked at the Indiana Reformatory Institution for

Women and Girls in the 1870's and Dr. Katherine B. Davis who started a research

organization focused on female criminality (Feinman, 1994). Davis was, in turn, the first

prison commissioner in New York City in the early 20th century (Feinman, 1994). Davis

was also known for creating a fenced outdoor area, where female inmates could for the

first time, enjoy the outdoors (Feinman, 1994).

However, during the early 1800's up to the civil rights era, these women were not

dealt with the same respectful air as male guards were. These women officers were

usually named "Matrons," which according to one scholar, suggests it means

"that females are basically capable of working only line positions in all female

institutions" (Parisi, 1984, p.92). They also started in the prison occupation by being

forced to live in the prison, keeping complete tabs on the prisoners, with only twice a

week breaks, and 14 days of allowed vacation at a pay rate that was highly inadequate

versus the job tasks (Feinman, 1994). Another negative, time-connected attribute was that

these officers usually were subjected to having nothing of a personal life, as described by

Kate O'Hare, a 20th century inmate who wrote of prison life:

> "These women who were our keepers had missed love and wifehood; they had nothing to look back upon or forward to. There is a sort of stigma attached to their work that makes the possibility of love and mating for them very limited indeed. The ordinary social relations of normal life were impossible for them, and they lived in a very inferno of loneliness and isolation."
> (Feinman, p.166-167, 1994).

However, such a connected work and personal life was changed later on, thanks

to labor laws and the creation of unions in the correctional arena (Feinman, 1994).

These changes made for new individualized jobs, such as psychologists and teachers, which pushed these matrons into the background as typical guarding officers during the start of the century through the 1930's (Walters and Caywood, 2006).

Additionally, during this time up to the mid 1900's, these "matrons" were still assigned to prisons with all female offenders (Feinman, 1994). However, these females were able to break through to other specialized jobs in the prison, such as managerial staff, clinicians, and probation/parole officers for female offender and young offender-filled institutions during the late 1930's to the 1970's (Kim, Devalve, Devalve, and Johnson, 2003). But these female facilities were still headed by the male supervisors from the nearby-connected male prisons (Feinman, 1994).

Additionally, with such assignments, these women workers were also sectioned off by race, which further delineated women from physical and emotional support (Maghan and McLeish-Blackwell, 1991). Additionally, in the mid 1960's, less than 11 institutions were fully supervised by women (Parisi, 1984). The Presidential Commission on Law Enforcement, Administration of Justice along with the Joint Commission on Correctional Manpower and Training all promoted the idea that prison institutions make certain changes to promote and accept women and other minorities, which was perceived as important until Title 8th's ratification (Duffee, 1989). Due to Title 8th of the Civil Rights Act enacted in 1972, employers could no longer hire or fire people based on their gender in both the government and private areas, which gave allowance for women to work anywhere in corrections (Newbold, 2005).

Such rights were unfortunately challenged in the U.S. Supreme Court: Dothard v. Rawlinson in 1978, which ruled for restrictions on women's positions, based on safety concerns (ex. one female in a yard full of male inmates) (Newbold, 2005).

Even with such a ruling, other than Alabama (where the case started), there hasn't been any other state trying to enforce this procedure (Newbold, 2005). Furthermore, another landmark case in 1982, Griffin v. Michigan Department of Corrections, divided the issue further when it stated that females' rights for equal opportunity placement overruled inmates constitutional rights for privacy (Feinman, 1994). The only way in trying to enforce the Dothard decision lately, has been lawsuits from inmates who have privacy concerns with female officers, which have mixed rulings: easily resolved to accommodate females in all areas of the prison, or just some regulations on where women work (Newbold, 2005; Feinman, 1994). Cases such as Bonner v. Coughlin (1975), Hodges v. Klein (1976) and Frazier v. Ward (1977) voted for such inmates rights' to privacy (Feinman, 1994). The response to these inmate cases have been a bundle of female employees rights cases, which focused on their rights to equal employment practices: Grummett v. Rushen (1985),Timm v. Gunter (1990) and the previously mentioned Griffin v. Michigan Department of Corrections (1982) (Feinman, 1994).

Even with such controversy, however, the Equal Employment Opportunity Commission presented in one study that female officers grew from 9.2% to 12.7% in the correctional officer population during 1973 to 1979 (Parisi, 1984). Such growth still had problems following it, as during this time, research organization reported that out of 19 states in the United States that were asked, if they had female correctional officers, only

17 responded yes, but employed them in a section where they would be not in contact

with prisoners (Parisi, 1984). Additionally during 1979, the Pregnancy Discrimination

Act was also signed into commission, focusing on the idea that pregnancy is a condition

that should not be discriminated against or even been fired due such a state (Morton,

1991). This added legal support for such female officers who wanted the choice of

children to have the ability to do so at any time and not get discriminated for their

individual choices by their occupation (Morton, 1991).

　　With selective job placement and fighting for female rights, other progress happened

as Jacqueline Montgomery McMickens, accepted her position as the first female African-

American commissioner in New York in 1984 (Maghan and McLeish-Blackwell,1991).

She additionally, appointed Gloria Lee, another black female to the Chief of New York

City Corrections, around this same year (Maghan and McLeish-Blackwell, 1991). It is

important to note that both females built up their status to this esteemed positions through

constant hard work: they both started as correctional officers (Maghan and McLeish-

Blackwell, 1991).

　　　Another good sign became a globalized open occupational effort for females in the

correctional field, since 1974 that covered Australia, Britain, Canada and New Zealand

(Newbold, 2005). These countries did this as an objective to raise the status quo for

equality in the workplace, with better pay and better positions (Newbold, 2005).

In connection, the other big factors to help bring progress, besides globalization, has been

a review of the history of female correctional officers, social reforms in prison

employment and constant political pressure by female officers, which gave way to

abolishing restrictive employment for women in 1993, thereby allowing more positions to

be open (Newbold, 2005). These actions insured changes like in the early 2000's, 80% of all female correctional employees in the United States, became employed in all male institutions (Feinman, 1994, Newbold, 2005). The demographics of this rising population of officers will be shown in the next section.

Identity of Female officers

Female correctional officers as a group are different from their male peers in demographic identity according to the findings of many scholars (Walters and Caywood, 2006; Kim, Devalve, Devalve, and Johnson, 2003; Hurst and Hurst, 1997; Jurik and Halemba, 1984). Female wardens in one study were more likely to be higher educated with graduate degrees than male wardens were – a percentage difference of 61.1% to 47.8% (Kim, Devalve, Devalve, and Johnson, 2003). As a general similar group, female officers in one study were more likely to not be in a relationship, to use more occupational breaks, and to also have a higher educational level than a male officer (Hurst and Hurst, 1997; Jurik and Halemba, 1984).

Additionally, bachelor and post-graduate degrees were more likely to be held by female officers than male officers (Jurik and Halemba, 1984). The same degrees these women received would also be more likely to be in psychology, sociology or any human service major rather than male officers degree of choice: criminal justice (Jurik and Halemba, 1984). This education also delineates a idea of rehabilitation effort for inmates and a difference of opinion of handling inmates in more of a constructive, verbal manner rather than a physical, negative, sometimes interrogative manner of male officers (Walters and Caywood, 2006).

These female officers in addition, might take on one officer role in the prison or several judging by the 6 different types of correctional officers such as "Block Officers, Work Detail Officers, Industrial Shop/School Officers, Administrative Building Assignment Officers, Wall Posts, and Relief Officers" (Ferro, 2006, p.59-60). "Block Officers" are the usual housing staff in the prison: overseeing prisoners in their cells, doing cell checks for contraband or suspicious behavior, and watching over medical /mental health problems of inmates (Ferro, 2006).

The next group "Work Detail Officers" watch over the various programs inmates manage such as laundry detail, prison meals, and wood shop courses (Ferro, 2006). These detail officers also pay special attention to the tools used in all these areas (Ferro, 2006).

"Industrial Shop/School Officers" are also situated in inmate work programs, like "Work Detail Officers", but it's in the areas where these programs lead to a degree or other educational certificate for the inmates (Ferro, 2006). These school officers might oversee the woodshop class, or help assist teachers assigned to the classrooms (Ferro, 2006). They are responsible for the instructor's safety, while watching over the inmates (Ferro, 2006).

"Administrative Building Assignment Officers" unlike "School Officers" have very rare contact with inmates, surveying instead the outside security and functionality of the prison environment (Ferro, 2006). These building assignment staff check in researchers/ inmate visitors/anyone visiting the prison and deal with the opening and closing protocol of prison doors (Ferro, 2006).

"Wall Posts" are basically the last end of the security level, supervising the entire prison landscape from towers outside the prison walls. They keep to the tower for all of their shift (Ferro, 2006). "Relief Officers" can stand in for any of these positions, including wall posts, being the overall stand-in, but with such a miscellaneous role, comes a aggravated level of stress (Ferro, 2006).

In addition, there is a different subculture identity for correctional officers, versus police, due to the fact that the work environment is a security-filled, locked up building and staff might not socialize well with administration or other co-workers (Haarr and Morash 1999; Ferro, 2006).

There are some hidden cultural guidelines correctional officers hold while being on the job, which underlines a certain demeanor and attitude of the correctional officer group that follow them (Kauffman, 1988). Such rules are always help a officer in danger, don't carry or "lug" drugs into the institution for inmate usage, don't become a informer on a officer for a internal prison investigation or to a prisoner, don't abash another officer when inmates are in view, always side with a officer who has a argument with a inmate, continually support inmate punishments, don't go easy on inmates or be a "white hat," keep a social unity among fellow officers against any outsiders (such as researchers, and administration), and keep drama out of the prison by helping other staff or not causing it (Kauffman, 1988). Unfortunately, some female officers do not get the same level of camaraderie and support as mentioned above in these unwritten guidelines (Newbold, 2005; Pogrebin & Poole, 1997; Zimmer 1986).

Another aspect of the correctional officer subculture that differs from police work, is the ongoing working relationship between officers and prisoners, which connects with

any dramatic life events the prisoner had experienced during incarceration (Crawley, 2004). Certain scholars call it "structured conflict": not getting too close to an inmate but allowing some cordial behavior to keep prison morale smooth (Pollock, 2004). However, such a connective relationship between prisoner and staff may be a reason to work in corrections.

Why females work in institutions

Many women cite economic stability and the ability to work in a mental health career as reasons for why they work in the correctional industry (Hemmens, Stohr, Schoeler, and Miller, 2002). Similar results were found in a study on female officers, with 40% of the officers voting for monetary reasons vs. 40% voting for the reason of occupational identity (Belknap, 1991).

Scholars have also noted that females' view the advocacy of helping inmates as a favorable value of the job, whereas males prefer the economic growth and occupational bonuses of the job (i.e. paid health care) (Hemmens, Stohr, Schoeler, and Miller, 2002). It was also found that female officers are just as interested in the possible promotions a officer might receive and as a connection to other researchers, the challenges of working in advocate work (Belknap, 1991).

Unfortunately, coping with stress, while working in such a masculinized, emotionally–fueled field also comes into play (Pollock, 2004).

The Stress Level of Officers & Factors Associated

As cited in certain literature, both genders have distinct ideas of what can be deemed stressful in life and the ways to cope with this stress (McCarty, Zhao, and Garland, 2007).

Other researchers found that with stress, women officers reported consistently higher levels of stress in their work environment than men (Lovrich and Stohr,1993). Some scholars report that the most common stressors female officers would note, were the conflict between work and everyday life (work-family conflict), how much a C.O. deals with inmates on a daily basis, and the overall perceived danger level on the job (Triplett, Mullings and Scarborough, 1999; Bourbonnais, Jauvin, Dussault, and Vezina, 2007).

As a connective aspect with stress sourcing from inmates (Triplett, Mullings and Scarborough, 1999), the whole occupational environment additionally might be a factor in stress. Certain research states that many officers believe they are in a "locked-in culture" which means that they stay within the walls of the institution: only exiting the premises when their shift is done, officers may get double booked (16 hour shifts) for time, due to absent officers and they might have a extreme schedule thanks to random bookings of nighttime, holidays, Saturday or Sunday hours (Feinman, 1994). This whole process can cause emotional distress and an intense aversion of the job (Feinman, 1994). Another researcher agrees citing a national report, stating that correctional officer stress is usually related to awful work schedules, and absent employees (Ferro, 2006). This same researcher additionally noted that inadequate income, verbal and physical assaults from inmates, poor prison public relations with society, and psychological games inmates played with officers were other variables that

intensified officer stress (Ferro, 2004). It was found that the same reasons for high stress:

income, overtime in work hours, plus the general aspects of the job and a inability to

successfully connect to their job, made officers also quit at a 20% rate (Pollock, 2004).

In a similar field, policing, the four main stressors most commonly found in the work are

work-related stress, the politics inside police stations, low social support gained from

coworkers, and no positive methods to cope with stress (McCarty, Zhao, and

Garland, 2007). In spite of this, after four years, these officers usually are able to stay

until they retire (Feinman, 1994).

Other factors such as age, education and level of employment have been examined

and believed to be possible variables connected to job level stress (Carlson, Anson, and

Thomas, 2003; Rogers, 1991). Extraneous variables that have been examined as

increasing stress or minimizing it by criminal justice researchers are religion, alcohol or

drug use and connectivity of family/friends to a worker's life (Beehr, Johnson, and Nieva,

1995; Richmond, Wodak, Kehoe, and Heather, 1998; Svenson, Jarvis, Campbell, Holden,

Backs, and Lagace, 1995). Additionally, these variables also have been labeled as

positive or negative, social connectivity with family/friends and religious coping is

deemed as positive while alcohol/drug abuse is deemed as negative, which is considered

important in this study (McCarty, Zhao, and Garland, 2007). These researchers also

explain that the positive coping methods hinder stress and overall complete stress-related

exhaustion, while of course the negative extends and aggravates stress levels, and leads to

a dissolution of organizational commitment and motivation (McCarty, Zhao, and

Garland, 2007). One set of researchers perceived one source of stress for female

correctional officers could be displayed perceptions from male coworkers, other staff or

society in general that are discriminatory or sexist statements that are done intentionally

or non-intentionally (Lovrich and Stohr, 1993). This behavior is focused in the next

section.

Female officers' identity as viewed by others & the problem of harassment

Within the correctional walls, female officers gain the understanding of how their

employment environment views them. They gain this perspective from society

(and politicians) who are concerned with them working in the prisons, the male

coworkers, the inmates, their supervisors and other correctional workers as a whole

(Zimmer, 1987). As examined by one scholar, generalized theories held by the public and

politicians made powerful resistance, ideas like: that women are smaller sized, useless in

fighting with inmates successfully, have smaller mental ability to handle the male

correctional field, could be coerced into inappropriate relationships with prisoners and

could cause additional accidental problems for other staff (Newbold, 2005).

Lawmakers also pointed out in the Dothard case that they could get sexually molested by

testosterone-filled inmates (Newbold, 2005). Many researchers have found that male

officers are most concerned over the issue of female officers becoming too friendly with

inmates, that this is a compounded fear, which produces a discrimination edge against the

females (Griffin, 2006; Pollock, 2004; Hemmens, Stohr, Schoeler, and Miller, 2002;

Owen, 1985; Jurik and Halemba, 1984).

However, it was found that many of these beliefs, are erroneous when studied by

superiors in corrections or have been remedied using simple methods: forewarning

female officers to maintain a professional decorum, keeping two or more officers within

the yard, basic training (when it is possible) (Newbold, 2005). Additionally, the forbidden aspect of intermingling between male inmates and female officers is also supported as a rare occurrence, comparing such an event to a similar frequency of a homosexual relationship between a male inmate and male officer (Walters and Caywood, 2006).

Likewise, other scholars have noted that the female correctional staff is viewed as "tokens, sex objects, and as inferior" by their male coworkers (Pogrebin & Poole, 1997; Zimmer 1986). This attitude of these male coworkers, increases in a more compounded manner, when these women work in an all male super max prison setting (Hemmens, Stohr, Schoeler, and Miller, 2002). In similar research, female officers were usually more to complain about co-workers and that the highest amount of problems at work came from male officers in similar ranks (Jurik & Halemba, 1984).

In comparison, past researchers stated that female corrections staff are much more tolerant of their own gender of officers than the male employees in the same institution (Walters, 1992). Another scholar also found that 71% of her female officer participants believe that both genders should be accepted and changed out for all officer posts (Belknap,1991).

On the opposing side, the segregated attitude from the male officers could be an indirect part of the male officers' view of the potential danger the women could face while working in that level of a prison (Hemmens, Stohr, Schoeler and Miller, 2002).

With working in such a institution, a female officer might come in contact with danger while doing such activities such as doing bodily searches on inmates, becoming the physical mediator between inmates fights and observing inmate areas for illegal items (Pollock, 2004).

However, other researchers noted a certain study that focused on attacks on officers, of which males were more than 3 times as likely to be attacked rather than female officers (Walters and Caywood, 2006). These scholars are also quick to note that with prison riots, male officers are usually likely to be raped (Walters and Caywood, 2006). Other researchers duly noted in their interviews in that year, with a western state's Department of Correction, not once was a female officer raped while on the job (Shawver and Kurdys, 1987).

In the same research, various attack rates were examined on male and female officers in male inmate institutions (Shawver and Kurdys, 1987). It was found that males were more likely to be assaulted than females, that when these rare attacks would occur for a female officer the intensity was the same or even less sever than the attacks on male officers and the assault rate of a institution had no difference on job employment of females (Shawver and Kurdys, 1987). Additionally as one female officer explains in other research, while being raped on the job is horrific, the occurrence has a higher frequency in real life, thereby making the threat seem more inadequate (Walters and Caywood, 2006).

However, even when a physical attack is not made on a female, a verbal attack can be done. An interview completed with a Canadian female officer revealed the two different viewpoints a inmate can perceive a officer in a inappropriate fashion, either through a crush or "Mother" role:

"It's usually one of two things-either they become overtly sexual or they tend to think of you as a surrogate mother. In the first situation, there's not much you can do, just make sure they know it's not acceptable and you expect to be talked to on a certain level. With the other, it can be helpful in terms of the atmosphere on the unit. With a woman around the men seem to act a little better- there isn't the male power thing to deal with all the time." (Scotton, 1986, p.4).

When these male inmates perceive the officers as the second role in the quote, it does tend to alleviate the tension of the females being present in the unit (Scotton, 1986). This is also especially apparent when the female officer is a transference of other ideal roles such as a wife or girlfriend, as unusual as that may sound (Scotton, 1986). It almost brings on a sense of decorum that the inmates hold while being incarcerated (Scotton,1986).

It has also been noted the certain differentiation in a prison's level of dangerousness including attacks, using a statement from Sam Samples, a trainer for the Federal Bureau of Prisons (Feinman, 1994). Mr. Samples pointed out that there are less problems for females to deal with in federal prisons that are mixed gendered or city prisons, rather than in farming areas prisons (Feinman, 1994). Additionally, in regards to such stress and job satisfaction levels, another researcher found that perceived safety on the job had a positive correlational relationship with job satisfaction, in regards to female workers (Griffin, 2006). Such a relationship shows that the better the safety is on the job, the better the satisfaction (Griffin, 2006). However, another set of studies found that in the correctional environment, women officers reported feeling increased amounts of danger more so than males (Griffin, 2006).

Age is also a factor, in regards to which coworkers will accept female workers: middle-aged male officers (50 years old and up) had the lowest acceptance rate on believing that a female officer could complete her job correctly (Hemmens, Stohr, Schoeler, and Miller, 2002). It was viewed that such middle-aged men were probably more inclined to hold conservative views of where a woman's place should be in society, probably at home (Hemmens, Stohr, Schoeler, and Miller, 2002).

The second age group, males in their 20's might have also shared this view, since their scores were just as low (Hemmens, Stohr, Schoeler, and Miller, 2002). These men might have believed that "masculinity traits" such as general bodily strength and infliction of that strength onto an unruly inmate were important characteristics that these women could never attain (Pollock, 2004).

Besides the typical sexual harassment, there is also harassment that has been linked to sexual orientation and possible identity differing from what could deemed as a feminine (Pogrebin and Poole, 1997). As an example a certain study found that haircuts could bring on insult-filled opinions:

> "I get comments about my hair being cut short. The male officers thought I became butch. Petty crap like that happens often."

> "I don't look good in long hair. I've got kind of a pea head, so I've always worn my hair cropped pretty short. The guys at work were quick to label me a "dyke." I get all sorts of comments about sex acts with other women....and they tell me their fantasy is to make me a real woman" (Pogrebin and Poole, 1997, p.122).

The male superiors have also rejected women, when it came to training the female officers and socially integrating them into the prison culture (Zimmer, 1987). These superiors with their lack of teaching , may omit important information about inmate interaction that would have helped these women workers succeed in the workplace (Zimmer, 1987). However, as odd as it may sound, when the superiors don't help on training, there is a chance that the inmates would through showing the steps to lock-up, count prisoners, when to declare bedtime for prisoners and other procedures to such novice officers (Britton, 2003). That's exactly what had happened to both a female and male officer (Britton, 2003).

However, in a different officer stress study they found that occupational

stress/intimidation factor came more from inmates (78%), followed by superiors (36%),

to colleagues (35%) and then subordinates (14%) (Bourbonnais, Jauvin, Dussault and

Vezina, 2007). This study focused on both genders of officers, which might explain the

discrepancy in where the stress is coming from (Bourbonnais, Jauvin, Dussault and

Vezina, 2007).

Such harassment and negative actions from coworkers, superiors and even

inmates towards female officers could increase job related stress, triggering the female

officer's viewpoint to believe that the correctional environment has no trust or respect for

female employees (Griffin, 2006). Additionally, in a study found on harassment and

burnout in correctional officers, gender was the most prominent indicate for harassment,

with women responding to a higher statistically significant rate of harassment that men

and that such harassment also positively aggravated rates of burnout, and additionally,

depersonalization, when added with intimidation the supervisors used (Salvicki, Cooley,

and Gvesvold, 2003).

Additionally, while women have been questioned and harassed for being in this type

of occupation and for working within all male facilities,

> " It has never occurred to no one to test men's effectiveness in prisons, to
> survey whether female officers think men can do the job as well as female officers, or
> to evaluate men's performance in academy training areas that are relevant to prisons
> for women," (Pollock, 2002, p.175).

This should be a common training aspect of this job, since women are getting the

same treatment in all male facilities and furthermore, it should be a preventative measure,

due to sexual abuse and harassment cases happening all over on the opposing side with

male officers against female inmates:

"Male guards have been disciplined, fired, and indicted for sexual abuse in Idaho,
Illinois, Maryland, Massachusetts, New Hampshire, New York, Ohio, Texas, Virginia,
Washington, Washington D.C., West Virginia, and Wyoming" (Pollock, p. 187, 2002).

On top of this account of multiple cases, there also random, single incidents like the

Florida guard who was sentenced to prison, in 1998, after raping a female inmate

(Pollock, 2002). Of course there are events where a female guard could intentionally

abuse her use of power and sexually abuse her inmates, but that is not the point here.

The climate of a prison can be harsh enough without harassment, of which female

officers might have to use adaption techniques (Pollock, 2004) such as listed in the next

section to fully integrate into the environment.

What happens when females get indoctrinated into the system?

In order to accommodate at an all male correctional facility, a female officer

will switch into one of the three certain roles, (according to one scholar's theory): the

institutional role: enforcing rules, while acting masculine all the time, the modified role:

acting as a damsel, being watched over by men, accepting sexual favors for

promotions/job benefits, or the inventive role: acting out a comfortable level of

androgynous behavior to make the job work (Pollock, 2002). This multitude of choices

for adaptation in corrections may seem like an extraneous endeavor at first, but such

change is a typical aspect of any female working in a male-dominated position (Zimmer,

1986).

When there are higher amounts of females installed within the system, (even while there is role playing going on), it leads to a higher appreciation for said officers, higher officer reviews for females, and better morale overall, for the prison after they have been there for a while (Hemmens, Stohr, Schoeler and Miller, 2002). As additional evidence to this point, when women were installed fully into one institution the acceptance rate of female officers went vastly upward (Walters and Caywood, 2006). In a study, in the early 80's, more than 65% of male officers responded very openly towards female officers, and more than 30% believed that female officers were completely competent at doing their job (Walters and Caywood, 2006). In this same study, male officers believed that female officers brought spirit/positive energy to the occupation, added morale to their occupation, that male and female officers were able to coordinate with each other on work, that gender had no hindrance to the ability of their job, and that a similar responsibility level for both sexes of officers was given on the job (Walters and Caywood, 2006). Another study's results examined by the same researchers found that four-fifths of all male participants accepted the idea that women should be employed as officers, while female officers were becoming a increased population at this institution (Walters and Caywood, 2006). Another study, done on four different Midwestern prisons, more than half of the male officer participants held high regard for female correctional workers, one fifth of the male officers didn't care either way, and approximately twenty two percent held reservations about working with female officers (Walters and Caywood, 2006). Due to the fact that female officers and other female professionals are moving into the criminal justice field at a higher rate, with increased allowance for such a event, there

has been a bigger androgynous and female-accepted professional environment for these justice institutions (Kim, Devalve, Devalve, and Johnson, 2003).

Training aspects on the job

Training is another conundrum, even when women officers are allowed to go through it. In dealing with training there are certain ways and tools to train male officers that might be less effective or may endanger the female staff if they use them, so modification becomes an necessity (Feinman, 1994). As an example in Michigan, both genders of officers took a required rifle-shooting exam, of which the females were failing at a excessive rate (Feinman, 1994). This dilemma was solved using a more efficient and smaller rifle, than the original rifle, that could bring as much deterrence or injuring aspect upon inmates (Feinman, 1994). Through this adaption, the female officers instantly passed at a greater rate (Feinman, 1994).

As a confirmation to correct training, agencies have tried to professionalize the system of corrections, through efforts such as more comprehensive training, getting degree–holding entry level applicants (in order to bring the maturity level of employees up), allowance for certain rights of prisoners, and adding managerial training in handling inmates (Wright, Saylor, Gilman and Camp, 1997). Another researcher found that workers with the smallest amount of training tended to score high on different areas of job satisfaction except for pay, the second highest group with job satisfaction were the veteran officers (more than 5 years on the job) (Rogers, 1991). Other scholars additionally have found in their review of literature that professionalism is important,

but maintenance of this process is also key to success on being able to get the officers to make the correct discretionary choices (Wright, Saylor, Gilman and Camp, 1997).

In a connective route, certain research has found that general work stress could be given to other officers from other staff more so than the prisoners (Pollock, 2004). This work stress could be attributed to policies, general practices of scheduling, less say in the overall running of the institution, employee favoritism and other factors that management may purposely or not purposely practice (Pollock, 2004).

Work and family conflict or is it actually social support?

Another source of stress, for these female officers can be the dichotomous disparity of gender roles at home vs. work (Lovrich and Stohr, 1993). This is also known as "Work-Family Conflict" (Lambert, Hogan, Camp, and Ventura, 2006). Other scholars have noted that there are two major forms of "Work-Family Conflict": family on work conflict, which means negative situations that happened at home affect work ethic, speed and morale, and then there is work on family conflict, which work problems cause a malignant effect at home (Lambert, Hogan, Camp, and Ventura, 2006). This same researchers did find a huge significant, positive relationship between strain-based work-family conflict (i.e. any conflicts at work transferred to home life) and job stress (+.58) on all correctional officers (Lambert, Hogan, Camp, and Ventura, 2006). Another factor that relates to a positive work environment, job satisfaction, was found to have a negative strong relationship with behavior based work-family conflict (Lambert, Hogan, Camp, and Ventura, 2006). In addition, in this study, it was reported that male officers were

more likely to have job satisfaction, more so than female officers (Lambert, Hogan,

Camp, and Ventura, 2006).

   Due to such work family conflicts, with the aspect that many female correctional

officers are juggling work and home environments with kids, as usually a single parent,

it could be probable that gender is a third valuable variable ignored by this study,

though (Lambert, Hogan, Camp, and Ventura 2006). Another set of researchers find this

gender variable important in policing, stating that female officers feel the strain with

unusual work schedules, if these women are the primary parent for the

household (McCarty, Zhao, and Garland, 2007).

   However, one female scholar found in her study, that 54% of female officers stated

that they had complete support from family members/friends (Belknap, 1991).

Two officers responded that while some family members couldn't comprehend or were

surprised that these females would go into that field, they were still positive about their

family member's work (Belknap, 1991). It also should be noted that if there were other

members of the family in corrections, these female officers would gain better support for

their occupation (Belknap, 1991).

   As a similar topic, the multiple, socialized roles a female has (i.e. a guard, mother,

wife, church member, etc) and how she handles them all, has been noted of importance

by many other scholars in their studies (Griffin, 2006; Bolino and Turnley, 2005; Gutek,

Searle and Klepa, 1991; Pleck, 1977; Parasuraman and Greenhaus, 1993), even with the

excuse absence from other researchers (Lambert, Hogan, Camp, and Ventura, 2006).

In a general study on multiple-role females, the rate of individual care behaviors, such as

accepting realistic goals, allotment of time for each offspring, eating healthy food,

producing family fun, and socializing with spouse produced a counteraction relationship

with the level of distress in each female employee (r=.28) (McLaughlin, Cormier and

Cormier, 1988). Some of these activities are social support, of which one scholar

describes it as physical or psychological actions a person is given as some support action

(Goldsmith, 2007). Social support happens for both work and family arenas (Goldsmith,

2007).

Another category in stress strategies, with "time-management": multi-tasking,

focusing on one task at a time, and having family support when needed helped also

produce a counteracted correlation relationship with distress in these female workers

(McLaughlin, Cormier, and Cormier, 1988). In a similar field of research, when a male

police officer conversed with their spouse about life matters, it was correlated to full

marital contentment and family connection - basically, a good coping mechanism

(Jackson and Maslach, 1982). These female officers might get the same diffusion of

stress when they are conversing with family about topics other than work.

Similarly, divorce can be found in high levels among correctional officer populations as

correlated by stress (Pollock, 2004).

In other past research, when women correctional officers put a extreme amount of

effort into their job, these women are more likely to have increased levels of work family

conflict, far more than their male colleagues (Griffin, 2006). As a connection point,

those same female workers who feel the work-family conflict, mostly have such conflict

originating from their tough role playing at work in a all male prison versus a softer

approach at home:

> "Women who adapt to correctional work and law enforcement by adopting male
> behavior patterns in voice and manner experience a fair degree of stress in other
> parts of their lives. Women report that it is hard to be authoritarian at work and go
> home to play "mommy"
> (Pollock, 2002, p.182).

This polarization of behaviors is shown as the effect with other research findings,

(Pogrebin and Poole, 1997; Zimmer 1986; Hemmens, Stohr, Schoeler, and Miller, 2002),

that in order to be seen as a successful, professional and able to handle the mostly male,

rough work environment, a woman must emulate strength and aggressive masculinity.

Additionally, with posing such masculinized traits, relatives and friends may question the

loss of femininity when seeing such behavior outside the prison walls (Scotton, 1986).

Nevertheless on the opposing side, all female inmate prisons do not usually require

such brute behavior. As noted by the historical innovative aspects of how female prisons

allowed outside yards to walk in, the more subdued way female inmates were treated and

research that focused purely on female criminality (Feinman, 1980), women inmates have

had mostly a better environment to be locked into.

A scholar emphasizes this point stating:

> "Arguably, there is less role dysfunction for female C.O.'s who work in institutions
> for women. The feminization of the institution guarantees that female officers need not
> adapt themselves to a role that emphasizes "machismo," as does the police officer role
> and the role of officers in prisons for men."
> (Pollock, 2002, p.182)

When the environment cares about its workers

Other researchers noted that in accordance with a "Care" variable (showing of interest in one another's lives outside the work environment), that correctional officers who had been given care by other coworkers reported having higher levels of job satisfaction and life stress (Dial and Johnson, 2008). Similarly, correctional workers who believed their occupational environment had huge levels among employees of care and concern to their work, high social connections, and huge amounts of support by upper management experienced less stress at their job (Waters, 1999). Furthermore, it was found that women officers who had a positive strong connection to their occupational environment, often occurred due to lower work demands, lower hassling by other employees, and higher meaningful interactions with lower-tiered employees (Salvicki, Cooley, and Gvesvold, 2003).

These scholars also found that negative reinforcement led to higher occupational stress for female officers (Salvicki, Cooley, and Gvesvold, 2003). Another set of scholars accepted a similar connection: that a lack of care for employee health and safety by the superiors and the environment and a non-ability to maintain positive morale and regulations led to more stress for correctional officers (Bourbonnais, Jauvis, Dussault, and Vezina, 2007). As examined above, the lack of good communication between male superiors and female officers (Zimmer, 1987) only makes the correctional environment, that much more harder to handle, due to non-cooperative work management and increased levels of bad productivity. The question now lies: does the job get easier with age?

Years in job and age in comparison to stress

The amount of work experience or age, seems to affect workers' ability to cope with the stresses of correctional work. One study has found that regardless of gender, correctional officers who have had experienced stress training or who were veterans in the correctional field had less emotional exhaustion and depersonalization connected to "burnout" or an extreme overload of stress (Carlson, Anson, and Thomas, 2003).

In connection, one scholar examined the connection between job satisfaction (which can be a opposing variable of stress) versus age in two federal U.S. prisons and found that the highest age group presented in the study, middle-age were the mostly likely to have the highest level of job satisfaction (Rogers, 1991). The second highest level in the same study were the youngest ones, the officers in their 20's (Rogers, 1991). In connection, different research found that women who were younger in age and those who had been in the system for a long time, both expressed higher levels of job stress than other female officer groups researched (Griffin, 2006).

Race

In a study of a similar group of criminal justice agents-police, they found that African American females were more likely to have an excessive amount of stress in comparison to Caucasian female officers (McCarty, Zhao, and Garland, 2007).

In addition, other scholars agree that black female officers could have more stress, but through various events: being in constant contact with certain prisoners who were from the officer's community, wearing a "locks" hairstyle that could incite discriminatory statements from black male officers or staff and the problems of low family support

(including from a spouse) on having such a occupation (Maghan and McLeish-Blackwell, 1991).

A certain stress-inducting compound factor work-family conflict, was also found to be important in this study (Maghan and McLeish-Blackwell, 1991). The certain factors from work-family conflict that black females dealt with the most were concerns over a randomized schedule, traveling to the different buildings in this system, with the influx of having to schedule family/personal life altogether (Maghan and McLeish-Blackwell, 1991). This was a common occurrence since more than 40% of the participants were single and 43% were the breadwinner in the household (Maghan and McLeish-Blackwell, 1991).

A different stress-connected factor, harassment, can arise from interracial marriages between two officers (Owen, 1985). Such officers could receive backlash from prisoners and staff such as violent phone messages, property damage, and just general verbal abuse from prisoners (Owen, 1985). The threats could continue for a while, due to little or no documentation done about it (Owen, 1985). A stress minimizing solution might actually come from outside the facility, such as religious faith and talking to a religious leader about life.

Religion

Another social connectivity factor that could be a reducer in occupational stress of corrections workers is religion. A set of scholars found that certain religions traditions have been used to alleviate stress, that many of the modern techniques used to lessen stress in everyday life originated from religions such as Judaism, Christianity, Hinduism

(and outside spiritual beliefs, such as found in philosophy) and that certain religious techniques, such as the Christian kind, have had positive physiologic benefits for many users (Sigler and Thweatt, 1997). Moreover, these same scholars found that in their review, other scholars claimed that both independent religious rituals lessen stress and that being in a religious group can serve basic socialized needs (Sigler and Thweatt, 1997). Satisfying social needs is one of the important factors humans need for survival, as attributed to Maslow's Hierarchy of Needs (Maslow, 1954).

A different set of scholars found that individuals who used religious coping strategies for stress such as reevaluating and seeking faith, spiritual-related therapy, and religious group cohesion gained maturity in knowledge of religious matters, coping mechanisms of stress and had more confidence (Ano and Vasconcelles, 2005). Similarly, different researchers found that when a police officer's spouse had a high level of religiousness incorporated into the spouse's life, it had positive stress levels effects on the police officer (Beehr, Johnson, and Nieva, 1995).

This same religious content also promoted a less stressful home environment and decreased levels of drinking from the spouse (Beehr, Johnson and Nieva, 1995) which could possibly lead to overall decrease in work–family conflict and increase in health benefits for said workers in a high stress field.

Alcohol and Drug Usage

Other research suggests that alcohol and drug abuse may worsen workers' stress even when stress-minimizing activities are present (Haarr and Morash, 1999).

One female researcher found such a variable in her research on correctional officer burnout (i.e. extreme stress) correlating this state with alcoholism (Corrothers, 1991). The biological signs of burnout (ex. headaches, insomnia, back aches, etc.) were psychosomatic but were unfortunately self-medicated by drugs and alcohol (Corrothers, 1991). Additionally, absence from occupation via disability is apparently a possible result of aggravated levels of alcoholism (Pollock, 2004). A trigger for substance abuse is when officers receive verbal abuse from other corrections staff, low social connectivity with staff, and significant low hard-work recognition which all, in separate accounts can have a positive correlation with psychotropic drug use (Lavigne and Bourbonnais, 2010); such factors can exacerbate the stress levels and coping style of a employee.

   In a similar field, police officers will also use dysfunctional coping methods, such as alcohol and drugs, which may alleviate stress on a temporary level, but will only provide negative effects over time, and in turn attribute to more stress for these officers (Haarr and Morash, 1999). As why such workers may use alcohol, certain researchers concluded with that same reason, that the user would believe that alcohol would alleviate negative emotions, especially stress-inducing emotion, of which would come from a stressful event (Frone, Russell, and Cooper, 1993). This same group of scholars had found that people who coped with stress by abusing alcohol, had a strong positively correlation with stress-ridden events, at a more exacerbated level (than people who didn't drink) (Frone, Russell, and Cooper, 1993). They also found that males were more likely to be using alcohol as a coping mechanism (Frone, Russell, and Cooper, 1993).

   A opposite correlational relationship discovered was that women who work in

male-dominated occupations, mostly negative in atmosphere, were more likely to drink

than not, and this was due to their sensitivity of the negative atmosphere of their work

(Svare , Miller, and Ames, 2004). Men in this study did not even reach the same level of

drinking as the women did (Svare, Miller, and Ames, 2004). These scholars also through

this study accepted other scholars' claims that women increased or started using alcohol,

because of an ending or destruction of an intimate relationship (Svare , Miller, and Ames,

2004). Another point found was that women workers would be affected by both indirect

and direct employee disputes, which could affect drinking (Svare, Miller, and Ames,

2004).

In the field of policing, in one Australian study, a total of 852 officers discussed their

drinking habits, and some shocking results were given (Richmond, Wodak, Kehoe, and

Heather, 1998). Approximately 92% of women (out of 64) stated that they did drink, with

19% stating they drank at a very dangerous rate, which was regarded as 14 drinks within

a week for females (Richmond, Wodak, Kehoe, and Heather, 1998). Of the same 92% of

women, 23% stated that they binge drank on a regular rate, which was 6 drinks in

succession in a night, with at least happening twice a month (Richmond, Wodak , Kehoe,

and Heather, 1998). As to the reasons why such female officers would drink either at a

dangerous or binge rate, they stated that there was a common obligation to simulate

masculine behavior by drinking at that level, competing with their male coworkers

(Richmond, Wodak , Kehoe and Heather, 1998). These scholars also noted that drinking

after work is a regular activity for police officers (Richmond, Wodak , Kehoe, and

Heather, 1998).

Additionally, while reviewing research on women health care workers, which

is a similar high anxiety leveled job, three possible risk factors were related for alcohol

abuse: "Social-relational deficits as a consequence of professional socialization

processes, patient care related stressors and a lack of social support in the workplace"

(Ames and Rebhun, 1996, p.1658). These researchers suggest that females who take on

male drinking patterns in male dominated professions are at additional risk for

occupational burnout (Ames and Rebhun, 1996). Furthermore, as years progress, in the

health care industry, women workers tend show similar drinking levels as the men (Ames

and Rebhun, 1996). Additionally, since alcohol could be a possible reason for stressful

life events, connected to occupational demands, a variable on alcohol will be important to

study.

    In a different study, Canadian correctional officers were asked about their drug use,

of which female correctional officers were more than three times as likely to have tried

cocaine, than their male coworkers, in their past history of drug use (Svenson, Jarvis,

Campbell, Holden, et. al 1995). Additionally, 21% of women in this study, out of 15,000

correctional officers, were found to currently use marijuana versus none of the male

officers (even those who had used it in the past) (Svenson, Jarvis, Campbell, Holden, et.

al, 1995). Cocaine and marijuana in past and present usage, in both genders of

correctional officers, was 16 and 9 times higher than the general Canadian population

(Svenson, Jarvis, Campbell, Holden, et. al, 1995). While currently there are very few

studies present on American correctional officers drug usage rates, this previous study

gives a good view of possible drug use being done by correctional officers, in the western

hemisphere.

Concurrently, it was found that women who work in such businesses but have multiple roles and responsibilities, outside of work, are less likely to drink or abuse drugs (Ames and Rebhun, 1996). These multiple role handling suggests a de-stressing technique and how socialized roles or family connectivity help shift focus from stress, which is the general idea of "suppression of competing activities," a concept found in COPE, a stress coping methods scale (Carver, Scheier and Weintraub, 1989). Interestingly enough, if such roles are deemed as equally demanding by the output of time and effort put into each role, these females' occupation becomes an extra burden, which is where work-family conflict arises (Lambert, Hogan, Camp, and Ventura, 2006). So, there is a fine line for female workers on multitasking versus being overwhelmed by their many roles.

The current study is designed to help fill gaps in past research and will be utilizing standardized social tools in measuring levels of stress and listing personal coping mechanisms in a sample of female correctional officers. Previous research has not attempted to measure the numerous coping mechanisms or stress levels that correlate with women employee's religion, years in service, substance use, and personal background (outside of work). Consequently, by focusing on one gender, the study will be able to determine a better understanding of how these women perceive how to handle stress in a more comprehensive sense. It is hypothesized that years of service are associated with different stress levels, that years of service is associated with different coping strategies, and that stress and coping are negatively related.

Methodology

Participants/ Subjects

The spring of 2009 was the start of the study. Certain facilities in the northeastern United States were considered as potential locations for the conducting of the study. The search for an available pool of participants began.

There was contact with one prison system. A liaison in the research department was interested and complied by sending a copy of that facility's requirements for accepting a proposal to the outside researcher. The research director and a direct supervisor made inquiries to department heads within their prison. One department head reviewed the information on the study and felt it suited to his area. The requirements for accepting the proposal were accepted and the researcher then initiated correspondence with the head of the department for the study, plus informed the head of research. Expectations, goals and timetables for the study were decided.

After this, in October, it was established that the researcher should contact the head of research to inform that it was time to set up dates for the surveys. The researcher was then informed that the head of the research facility research no longer worked at the institution. So the researcher, the supervisor of the researcher and the department study had been already corresponding about the study for months. There was no response to emails and calls for 6 weeks. The new research liaison acknowledged the study but never responded to emails designed to start the process. The final response was given, not from the research department, but an unrelated department.

New venues were found: two government-run systems, one a city jail system and the other, an entire state's prison system. The recruitment process occurred from January 2010 to November 2010, which ensured a wide span of participant representation. Both of these institutions can be found in the Northeastern sector of the United States.

The differences between these two institutions pools, jails and prisons, are few. Jails usually have prisoners held in a temporary to a semi-permanent position, depending on the case of the prisoner (Ferro, 2006). Such cases might force a prisoner to complete a short sentence in an institution, while other prisoners are stuck awaiting trial in a jail unable to pay bail (Ferro, 2006). Additionally, the jailhouses are usually run by the local sheriff's department or a different police sector (Ferro, 2006). Prisons are usually run by state or federal government and usually hold prisoners with sentences two years or longer (Ferro, 2006). There are prisons and jails run by private companies but none are included in this study.

The sample of participants from the institutions was female correctional officers of various ages, incomes and years in service. The first institution, a jail system has two jail complexes in a major city. These two complexes employ 101 female officers for its' population, of which 47 officers were able to complete the study [A. Staton (personal communication, March 2011)]. The other system, an entire prison complex for a state has approximately 940 officers of which 99 are female officers [J. Renzi (personal communication March 2011)]. Out of these 99 female officers [J. Renzi (personal communication, 2010)] 33 were able to participate in the study.

The Jail System

To recruit participants posters were designed and placed in the female locker rooms of both jail buildings. On the bottom of the poster were pull-tabs, which listed the contact information of the researcher and the link to the online survey, which was hosted by a survey distribution company. When the participants linked to the survey they saw a welcome letter from the researcher. Additionally, there was an informed consent, two psychological scales and a demographic survey. The research department's liaison pulled off two of the tabs to make it appear that other officers were interested. As a result of this poster campaign there were five officers who saw the posters and visited the online survey. Four officers provided the correct amount of information. The fifth officer completed only the first section of the survey.

The second recruitment was much different. The researcher's liaison, a major jail administrator, conducted a conference, which featured all the major jail departments in this northeast state. This Saturday conference was held during June 2010, and located at a jail department, in the southeastern part of the state. The full day conference had seminars for correctional staff. The researcher was invited to recruit participants at this conference.

Those individuals conducting the conference introduced potential participants to the researcher. Then the officers would be asked if they had completed the online study before. If they hadn't participated, the participants would be given a small 5-10 minute spiel about the study and asked if they would like to participate. They were handed a manila envelope filled with an informed consent form, paper version of the study, and a pull-tab for the electronic version (just in case they decided instead to complete the study at another time). An incentive was added to the packet, a Dunkin' Donuts gift card.

This was a successful recruitment, 10 officers were able to complete the study. Many participants initially responded well to taking the study, thanks to the incentive. Additionally, all 10 surveys handed back were acceptable for analysis.

It was time to assess the process of gaining participants. It was clear that the in-person recruitment would gather more participants and indicated also that they would be more engaged and respond more attentively to the survey. The third recruitment process involved going directly into the two jails in this system and doing recruitment there. This was helped by correspondence between my liaison at the jail and other heads of administration at both jails. In both jail buildings recruitment was done during the meal breaks for officers, between 10:30 a.m.-3:30 p.m. One jail recruitment was inside the cafeteria of the facility.

The other jail recruitment included a well-positioned table and chair set, inside the hallway ay the entry of the staff area (this staff area featured a cafeteria, the locker rooms for officers, the office of the head sergeant of the department the doorway leading to the main security entrance and more administration offices.

The same recruitment process was used at both jails. There was 10 minutes explaining the study and answering questions. Then the participants were handed the study packet featuring a self–addressed stamped envelope and a notice of the Dunkin Donuts incentive. From the recruitment sessions done at both buildings, the researcher received 49 survey packets in the mail, of which 47 were usable.

The Prison System

This second venue represented an entire prison system. The administration of this facility allowed an empty office inside the research building to be temporarily converted into the study's office. The human resource department, prompted by the liaison's request, supplied a list of all available female officers, detailing their position, full name, and the building they worked in the system. Using that list, interoffice mail was mailed to every female officer, with an initial letter addressing a meeting time and where she could pick up a paper version of the study. These individual meetings were arranged by researcher and participant.

Each participant was also given the option and information about using the online version. One question in the survey pertained to years in service and specified which type of facility (in this version it was listed as prison). The interoffice mail produced two respondents for this online survey. One participant called, while the other emailed for the link address.

A second interoffice mail was sent again showcasing the link and the two recruitment dates and where the officers could complete the survey and receive complementary food. Seven participants responded to the interoffice mail, by completing the survey online.

On the same day, two additional officers responded by phone. One participant called to ask if the email link could be used, since she didn't have time to go to the recruitment session. However, she came in later anyway. The second participant, who called, arrived 30 minutes before the researcher was about to close. She was the most valuable of the participants in these two methods.

This participant described the work environment for female officers in a more comprehensive sense, since she was on the stress unit (i.e. stalking concerns on female officers, harassment issues, work-family conflict and general stress over family connections/plans lost).

Then came the third participant recruitment session for this venue, which was the most successful of the three sessions. The online recruitment was stopped at this venue (like the jail system) and actual entre into the prisons was needed to ensure sufficient participant numbers. Due to consistent correspondence between the research department and other prison administration, the researcher was able to administer surveys in all levels of security buildings. In connection, partial clearance was needed to enter the facilities. This was done with putting the researcher into the employee database and having the researcher's driver's license left with the front desk guard. Through this procedure, almost all of the female officers in each building were contacted. The researcher went through each building, speaking at roll call before a shift, speaking to all officers, in order to reach the females. The other way to target participants during these sessions was to providing private meetings before or after a shift, to explain the packet and ask for their participation. This method happened quite frequently. All shifts were used: morning (7 a.m.-3 p.m.), afternoon (3 p.m.-11 p.m.) and evening (11 p.m.-7 a.m.). Shifts where female officers were mostly present were usually the morning and the afternoon shifts. As a surprising side note, medium and maximum level institution shifts were more likely to have female officers on the evening shift.

Using self addressed stamped envelopes, filled with the paper version of the study, the study was readily available to the participants and able to be sent back to researcher

after completion. In these sessions, where the prison was entered by the researcher, the same incentive that was used in the jail was used here.

There was also an additional snowball sampling at one of the prison complex buildings where 8 female correctional staff members (non-officers) who worked mostly in the parole/health service departments, were recruited for the study, based on their availability, contact with prisoners and experience in the system.

Apparatus

The participants were handed out three main items. The informed consent was the first document, explaining the study, what the participant would do and any risks involved in taking the study. Three instruments that use both continuous and categorical data were administered next, all self-reporting in format. The three instruments were the Perceived Stress Scale (Cohen, Kamarck, and Mermelstein, 1983), the COPE scale, which was modified from 60 to 40 questions (Carver, Scheier, and Weintraub, 1989) and a comprehensive demographic scale.

The Perceived Stress Scale is a psychological scale, measuring response through ten questions, the intensity of stress and stressful situations, that an individual has dealt with in the last month from ability to handle it comfortably to unbearable (Cohen, Kamarck, and Mermelstein, 1983). It is has Likert style answering "Never, almost never, sometimes, fairly often or very often" on a 0-5 point scale. It is applicable to use this scale since the stress level of the participants needs to be determined as a present, reoccurring problem, to validate present coping methods that the participants are using.

The COPE scale is another psychology-based scale (Carver, Scheier, and

Weintraub ,1989) that included questions defining destructive and non-destructive ways

of coping with stress. The COPE scale is additionally a Likert scale answering system,

with answers ranging from "I usually do not do this at all, I usually do this a little bit, I

usually do this a medium amount, or I usually do this a lot," on a 1-4 point scale.

This scale adds more depth to scientifically understanding the relationship between stress

and coping better than certain scales that are synonymous and limiting on correctional

officer stress (i.e. Maslach Burnout Inventory).

The demographic questionnaire had been created by the researcher and had simple

questions: age, income level, years of work, marital status, choice of children, education,

race, family connectivity and religion that were mostly nominal and ordinal/Likert

scale answers. These questions formulated into sub variables past researchers hadn't

studied, so it was imperative the questions be included. In all, reviewing the directions on

the informal consent and study with completing the study altogether usually took 30

minutes.

On top of this, after only a certain small allotment answered the online version of the

survey (9 from the prison; 5 from the jail), then recruitment was done in a more

aggressive and lucrative way, with the incentive of Dunkin Donuts cards.

Procedure

All the participants were queued about the information and instructions through a

 5-10 minute speech by the researcher. They were asked if they would like to participate

in the study, told how it would benefit female officers by such research, and then were

explained that it is complete anonymous/no identity questions were ever asked.

The packet contents were described, including the incentive (Dunkin Donuts card) and then questions were answered. Most of the questions asked were the purpose of this study, what academic/professional organization the study was sponsored by, the researcher contact info and a reaffirmation that their information would be private.

Furthermore, any internal manipulations on the study were exclusively from the scales. The Perceived Stress Scale does have reverse scoring on items 4, 5, 7 and 8, with scoring going as 0=4, 1=3, 2=2, 3=1, and 4=0. All of the reverse scoring is added up with the other 6 regularly scored items to get the total score.

The Cope scale on the other hand, had no real manipulations, but did have internal changes created by the researcher in order for it to fit the study. It was adapted from its' original format of 60 questions to 40 questions with the removal of 5 sub-scales. This was completed due to some of the scales being too close with occupying the same theme (i.e. Mental Disengagement vs. Denial), useless variable subscales such as acceptance which can be a neutral coping strategy and that timing is always the main concern for getting participants to complete a study.

An indirect positive external validity manipulation, visible to the participants in the study is the distinct loss of a direct identity related question. Such a query might involve a participant to sign an informed consent form with their whole name or have their name/personal identification written down as an answer to a part of the study. The belief is that by eliminating such a threat, these government employees in this study will write in more honest answers and possibly lengthy comments on the end, since there is no possible direct threat of their identity being found out.

Analysis

The participants totaled up to 80 altogether. The participant pool was all female, as noted in the introduction and title. Out of these 80 people, the range of ages were 21 to 61 years of age. There were 12 people in their twenties, 30 in their thirties, 27 people in their forties, 10 in the fifties and one in their 60's.

The income of the pool of participants did not have a huge variance. There were none making less than 24,000 dollars. There were only 7 people at the 24,000 to 44,000 dollar income bracket, 34 people at the 45,000 to 64,000 dollar bracket, followed by 19 people at the 65,000 to 84,000 dollar range, 9 people at the 85,000 to 95,000 range and 11 at the 95,000 dollars and up bracket.

The female officers years in service also clumped together tremendously at the middle with 5 officers claiming they worked less than a year to 2 years, 45 officers worked more than 2 years to a ten year mark, 22 people worked above 10 years to 20 years, and only 8 worked past 20 years.

As far as marital status goes, 49 participants stated they were single, 18 stated they were married, 11 stated they were divorced, one claimed being widowed and one wrote in domestic partner. This participant was also intriguing because sexual orientation was written in, "gay," as to state the reason. This answer was adapted to the analysis. Family was also the focus of the next question, with 18 people having no interest in having or adopting children, 16 people wanting a child but do not have any presently and 46 people presently having children.

Level of education was also considered with many participants, only 45 having a high school or GED equivalent degree, 23 of participants having a Bachelors degree, 8 people holding a Masters degree, and approximately 4 holding an Associates degree or finishing some college credits. This last answer was adapted into the study's results.

Race was clumped with 52 participants being white, 16 participants stating they were black, 7 stating they were Latino or Hispanic, 1 stating she was Asian, 0 claiming they were Middle-Eastern, 2 claimed they were Mixed race, and 2 claimed they were "Other"- of a different race or ethnicity than listed. Of those who listed as Mixed, one wrote in "Cape Verdean (African and European mix)" and one claiming a "Black/Cape Verdean/ Portuguese" ethnicity. One person in the "Other" category wrote in "Brazilian," while the other person wrote "Native American".

The Hypotheses

Years of service are associated with different stress levels

A multi-way ANOVA was used with the four different grouping for years worked in the facility: 0-2 years, more than 2-10 years, more than 10 years to 20 and more than 20 years. Additionally, the PSS total score was manually totaled up by adding up the four reverse scored answers, which was then added to the last 6 answers in the scale. This was added as a column to the input window. No significance was found.

This question was then reformatted to fit a independent t-test using Levene's test for Equality of Variances. It was done through recoding the four groups into 2 different groups: groups that worked 10 years and below in the prison and groups that worked

more than 10 years-beyond (i.e. 1=1, 2=1, 3=2 and 4=2). These groups were listed as Group 1 with N=50 and Group 2 with N=30.

Additionally the PSS total score was manually totaled up by adding up the four reverse scored answers, which was then added to the last 6 answers in the scale. This was added as a column to the raw data set. Then this PSS total score column was analyzed versus the compressed years worked group in an Independent T-test. The Independent t-test for two groups showed no significant value between the Levene's test for Equality of Variances and T-test for Equality of Means (t = .867, p= .388).

Years of service is associated with different coping strategies

The same compressed group variable of officers' years worked is also tested for this second hypothesis. All the Cope subscales (i.e. behavioral disengagement, active coping) tested in the study were totaled up, individually by the four Likert answers to each subscale and were made into a new variable. From there on, the compressed years worked group were thrown with these totaled up subscales into a Independent t-test. Levene's test for Equality of Variances found all the sig. values of the subscales greater than sig. level of 0.05, so equal variances were assumed. When examining the Independent t-test, done with Levene's test for Equality of Variances, almost all of the cope subscales were non-significant: positive reinterpretation (t=.148, p=.883), instrumental social support (t=1.445, p=.152), active coping (t= -.708, p=.481), denial (t=.349, p=.728), religious coping (t= -.559, p=.578), behavioral disengagement (t= -.933, p=.354), emotional social support (t=1.023, p=.309), substance use (t=.446, p=.657) and suppression of competing activities (t= -1.493, p=. 140).

The only subscale that did have a difference in result was the humor subscale when examining "equal variances not assumed" group (t=2.792, p=. 007) shown in Table I in Appendix A.

So workers with more than 10 years of experience (M= 10.06, as shown in Table II in Appendix A) are more possibly using humor as a coping strategy than workers with less than 10 years of experience (M= 8.00).

Stress and coping are negatively related

The PSS total score column was used again, this time with all the totaled Cope subscales. Using Pearson's correlation, significance was found at the $p \leq 0.01$ level and 0.05 level. As shown in Table III in Appendix A, the PSS total score/stress score was found to have an inverse correlation with the positive reinterpretation and growth (-.422) and the active coping subscale (-.321) at the $p \leq 0.01$ level. This supports the hypothesis that "positive" coping methods (McCarty, Zhao and Garland, 2007) have an inverse correlation with stress.

The PSS stress score was found to have a positive correlation with the behavioral disengagement subscale (.349) at the $p \leq 0.01$ level. Additionally the PSS stress score was found to have another positive correlation with the substance use subscale (.248) at the $p \leq 0.05$ level.

In addition, certain coping subscales were found to have significant correlations with each other (as shown in Table III in Appendix A). The positive reinforcement and growth subscale was found to have a positive correlation with the instrumental social support subscale (.416), the active coping subscale (.625), the religious coping subscale (.405),

the emotional social support subscale (.374) and the suppression of competing activities

subscale (.442) at the $p \leq 0.01$ level in Table 2 in Appendix A. Additionally, there was a

positive correlation between this subscale and the humor subscale (.259) at the $p \leq 0.05$

level. There was an inverse correlation found between the positive reinforcement and

growth subscale and the behavioral disengagement subscale (-.402) at the $p \leq 0.05$ level.

   With instrumental social support, in Table III in Appendix A, there was a positive

correlation shown with the humor subscale (.426) and the emotional social support

subscale (.749) at the $p \leq 0.01$ level. An inverse correlation was found with behavioral

disengagement (-.231) at the $p \leq 0.05$ level.

   Active coping, besides the last three correlations, was found to have a positive

correlation with instrumental social support (.261) at the $p \leq 0.05$ level. It also had three

positive correlations: one with religious coping subscale (.450), one with the humor

subscale (.333), and one with suppression of competing activities (.515) at the $p \leq 0.01$

level. It had one inverse correlation with behavioral disengagement (-.300) at the $p \leq 0.01$

level.

   The denial subscale had one correlation, a positive correlation with behavioral

disengagement (.466) at the $p \leq 0.01$ level.

   The humor subscale had one other correlation. There was a positive correlation found

with emotional social support (.413) at the $p \leq 0.01$ level.

Other Research tested

With the addition of the other demographics in the survey, research was conducted to see how certain variables would correlate with the stress score. Age, marital status, race/ethnicity and educational level were examined in this study.

Age

The Age question a write in question, (number 51), was Pearson correlated with the all the Cope totaled subscales. A second confirmation of the Cope subscales internal correlations was shown again. In addition, there was significance found with the subscale of emotional social support versus the age group, a negative correlation (-.227) at the $p \leq$ 0.05 level, as shown in Table IV in Appendix A. In other words, seasoned female officers are more predisposed to not use emotional social support methods.

Marital Status

Due to the low number of participants, marital status was also collapsed into three categories Group 1, Group 2 and Group 3. Group 1 which was single with an N=49, Group 2 which was married or in a domestic partnership, with an N=12, and Group 3 which was divorced/widowed (no current partner) with an N=19 as shown in Table V, in Appendix A. These groups were tested using one-way ANOVA with the PSS stress score and the various coping subscales/methods. Two scales were found have significance with marital status: instrumental social support with a F=4.667, p=.012 and emotional social support with a F= 3.632, p=.031 as shown in Table VI in Appendix A.

Further review of these two subscales with Post-hoc testing using Fisher's LSD revealed the Mean difference between Group 1 and Group 2 was significant for instrumental social support (-.2087) and emotional social support (-.2074) at the $p \leq 0.05$ level as shown in Table VII in Appendix A.

Furthermore the Mean difference between Group 3 and Group 2 was significant at the $p \leq 0.05$ level for instrumental social support (-2.759) and emotional social support (-2.671) as shown in Table VII in Appendix A. No significance was found between Groups 1 and 3 in either variable. So it seems that being married or the factor that an officer has been in a committed relationship makes it more likely that you would use instrumental social support and emotional social support coping skills. Figure A and B in Appendix A show Group 2's mean difference clearly in comparison to the groups.

Race/ Ethnicity

The race/ethnicity variable was also collapsed into new groups due to the low participant pool in some ethnicities: Group 1 was White, while Group 2 was Non-White. Thus, a new variable was created on the input window. Then the collapsed variable was examined by using an Independent T-test using certain variables: the PSS score, a family support score, a religiosity score and all the various cope subscales. The new family social support score came from the average of questions 58 and 59 off of the demographics questionnaire. They were manually entered as a new variable on the input viewer. The new religiosity score came from the average of questions 60 and 61 off of the demographics questionnaire. They were manually entered as a new variable on the raw data viewer.

No significant difference was found with certain scales such as PSS score, the family support score, positive reinterpretation and growth, instrumental social support, active coping, denial, behavioral disengagement, emotional social support and suppression of competing activities. However, the fact that there was no significance found for the stress scale promotes the possibility that all participants are stressed, regardless of their racial identity, a important note.

As far as significance found, there were four items shown: Religion total, religious coping subscale, humor subscale, and substance use subscale in Table IX in Appendix A. The religion score had values of t= -2.583, p=.012 and the Mean for Group 1 (White) was 2.1346, while Group 2 (Non-White) was 2.7679. Non-white women were more possible to be reporting that they are religious than white women.

The religious coping subscale also showed in Table IX in Appendix A to be significant with a t=-3.534 and p=.001. Additionally, the means in Table VIII in Appendix A, for religious coping were Group 1 (M=8.27) versus Group 2 (M=11.93). Non-white women officers are more plausible to use religious coping subscales than white women officers.

The humor subscale had t=2.465 and an significance level of p =. 16 shown in Table IX. Means in Table VIII in Appendix A were shown as Group 1 (9.98) while Group 2 (8.00). This identifies that white women are more likely to use humor as a coping method more so than other race.

The substance use subscale, when examining equal variances not assumed, shows that t=2.236 and that there is a sig (2 tailed) value of .028. Then, diving into the means, Group 1 has a means of 5.75 while Group 2 has a means of 4.71. This promotes the idea that

White officers are more likely to use substances as a means to cope than non-white officers.

Educational Level

Education, question 56, had originally offered four choices (GED, High school degree, a Bachelors degree, or Masters degree). However four participants responded with a different answer beyond what was listed (some college/associates degree) so this was added to being a part of the analysis. A one way ANOVA was created focusing on Education and the stress score and various Cope subscales as the dependent variables. No significance was found either from the stress score or the various Cope subscales.

Discussion

What was hypothesized and what was found promotes a most intriguing situation. Unlike certain research (Carlson, Anson, and Thomas, 2003; Griffin, 2006), female veterans may likely not have differing stress levels from their younger counterparts. However, the general practice of on the job de-stress training research mentioned (Carlson, Anson, and Thomas, 2003) might be a third important variable connected to this correlation.

Humor was found as a coping strategy mostly likely used by older officers, when years in service was tested with different cope scales. Older research shows that the job satisfaction rate of older workers is the highest, which might connect on how they use certain coping methods for stress (Rogers, 1991).

When stress was tested with the Cope subscales, positive reinterpretation and growth was found to increase while stress decreases. Active coping additionally had the same effect. With such coping methods, a possible reason is that people under stress who are being psychological positive about the stressful issue might trying to proactively work out a solution. Other researchers support these findings with the factor of female officers ability to lessen agitated male prisoners rather than get agitated and start attacking like some male officers (Walters and Caywood, 2006; Griffin, 2006).

A positive correlation was found between behavioral disengagement and stress. Another type of positive correlation was found between substance use and stress. Both of these scales could be seen as negative reactions to stress (McCarty, Zhao and Garland, 2007). Behavioral disengagement is basically giving up on solving the stress issue. In addition, alcohol use has been shown to exacerbate a stressful situation (Ames and Rebhun, 1996; Frone, Russell and Cooper, 1995).

On top of stress, certain subscales were found to have a positive correlation with one another. With positive reinterpretation/growth, it was instrumental social support, active coping, religious coping, emotional social support, humor and suppression of competing activities that all were statistically correlational. It makes sense that positive reinterpretation would connect with instrumental social support and emotional social support since people's ability to possibly change negative thought patterns happens through socializing and discussing a stressful issue or many issues (Beehr, Johnson, and Nieva, 1995). Active coping has it correlational place with positive reinterpretation and growth because it is a form of growth, to actively work through the problem. Positive personal growth of the individual could possible also be found through praying, which is

why there could be such a correlation (between positive reinterpretation and growth and religious coping) (Sigler and Thweatt, 1997 ; Ano and Vasconcelles , 2005). Humor has a way of lessoning the seriousness of a stressful situation, which is an obvious reinterpretation method. Suppression of competing activities takes a mature approach to stress, focusing only on the stressful incident and working it out to the end, gaining mental "growth" along the way.

Active coping was found to have a positive correlation with instrumental social support. Furthermore, active coping had three other positive correlations: one with the religious coping subscale, one with the humor subscale and one with suppression of competing activities. Through religious coping, there might be socialized efforts, such as talking with a pastor or a priest in order to solve the problem, which is acting upon the stressor (Ano and Vasconcelles, 2005). Active coping could be correlated with instrumental social support in such situations as gaining understanding of handling a stressful issue through a friend's advice which is generally working out the problem, rather than being non-active as another researcher points this out (Goldsmith, 2007). Humor as a coping method appears to lessen the problem and possibly adds a brainstorming technique, using sarcastic thoughts to handle the stressful problem.

There was a positive correlation found with emotional social support subscale and the humor subscale. Conversing with co-workers or family could overall possible lighten serious issue in people's lives, including stressful issues (Beehr, Johnson, and Nieva, 1995).

The denial subscale had one correlation, a positive correlation with behavioral disengagement. This is understandable since denying mentally that the stress issue exists, is disrupting active ways to handle it.

Inverse correlations were also found between subscales. The positive reinforcement/growth subscale and the behavioral disengagement subscale was one such inverse correlation; another was active coping had one inverse correlation with behavioral disengagement. These two correlations obviously pertain to the fact that if a person is trying to grow and learn how to handle the stressor, they wouldn't probably try to divorce themselves from the situation at all.

The denial subscale had one correlation, a positive correlation with behavioral disengagement. Denying the issue of existing stress, is basically using a roadblock stopping the solving the issue, which shows its similarity with behavioral disengagement.

In regard to the other research tested, certain correlational relationships were found with the Age, marital status and race/ethnicity variable.

In the age category, the older a officer got, the more plausible it would be that she would not use emotional social support methods. Connecting with such data, certain research points out that the more harassment and negative events a female officer deals with in the prison system, the less likely she is to trust her workplace (Griffin, 2006). It is possible that older workers have become more jaded about receiving good social support in their work environment.

In terms of marriage, an female officer has possibly a better chance to use instrumental social support and emotional social support, if they are married or were once married. Similar researchers agrees stating that general socialized activities or conversing

with family and spouse brings a level of distress to female workers (McLaughlin, Cormier and Cormier,1988). One research study accounts these social activities and actions as "social support" (Goldsmith, 2007). In addition, one police study promotes that when a officer did use social support methods such as conversing tough issues with a spouse, it lead to more social connections with family, a better coping ability for stress (Jackson and Maslach,1982).

In terms of the race variable, Non-white women were more possible to be reporting they are religious than white women. Non-white women officers are more plausible to use religious coping subscales than white women officers. Both of these findings are supported through certain research such as black female officers concerns were mostly over scheduling that family time, which probably for a reasonable part of the year involved church services and worship (Maghan and McLeish-Blackwell, 1991). Additionally, religious centers such as churches provide a sense of community and social support which might be the case why these black females are constantly involved in such organizations.

White women are more likely to use humor as a coping method more so than other races. With having lower amounts of religious people for this race, this might be the alternative coping mechanism.

In addition another alternative coping mechanism for white officers is drinking/doing substances rather than Non-white officers. Past research indirectly support this idea, through the stress that black officers deal with in regards to watching over prisoners who might be from their old communities (Maghan and McLeish-Blackwell, 1991). It might be a common thought for white females that they are less concerned to do such offenses,

based upon their upbringing and socio-economic status that they are less likely to see

someone they know being detained at their workplace (and therefore be embarrassed).

Future studies

   Future studies should focus in on the Alcohol/Drug use variable in regards to the

types of drugs (i.e. prescription or illegal), the months or years in length that the officer

has been abusing the drug, any problems that persist in the workforce as effect from the

drug. Numerous foreign researchers have already covered this topic well (Bourbonnais,

Jauvin, Dussault, and Vezina, 2007; Crewe, 2006; Lavigne, and Bourbonnais, 2010;

Svenson, Jarvis, Campbell, Holden et. al, 1995;) but academic professionals in America

have barely skimmed the surface.

    Sexual orientation is also a good topic to focus in on, with the emphasis of lesbians

and bi-sexual female officers harassment issues with male officers and prisoners (both

male and female). This topic was initially drawn up due to the "domestic partner" answer

on the marital status question.

   Lastly more studies need to be published regarding a higher amount of correctional

officer stress variables and how officers counteract said stress. Many American studies

talk about burnout (Jackson and Maslach, 1982; Lambert, Hogan, Camp, and Ventura,

2006) but few talk about the levels of stress and the complex amount of social, biological

and environmental factors that go into how an officer perceives and

alleviates/exacerbates stress.

The Human Element/Comments

In addition to all this numerical data, the study received an onslaught of verbal and written comments that enriched this research in an unbelievable way. As a surprising note, male officers added to this embankment of information. When participant recruitment had started at the first jail building, I was asked by a group of male officers, my purpose for being in that building, at that time. I replied that I was a researcher, studying stress on female officers.

That's basically when many of them felt compelled on letting me know their stress levels: "Huge, off the charts," stated one guy in his thirties. "I have D.T's (Delirium Tremors) a lot," said another officer in his forties. One officer in his fifties to sixties claimed he was insane, from having so many nervous breakdowns. All the color drained from his face while he told me that comment. "A lot of guys are on meds, they drink, women too," stated one in his thirties, who kept prompting guys to state their stress levels to me, because I was a researcher. When I asked about the "meds" comment, he stated that people get prescriptions from their doctors all the time and sometimes abuse the drugs. This same guy also assumed I might have problems talking to women officers. "They keep to themselves, private," he stated. A group of four male work buddies (all officers) across the way, agreed with that statement, nodding their heads.

These male officers were somewhat right. There was some resistance from a couple female officers who ignored and passed by me, when I tried to recruit. One officer even wrote a foul female part word on my survey after mailing it in, of which I chalk that experience up to her resistance over being recruited by the institution (i.e. my roll call speech and the addition of her supervisor asking people to participate).

However, even after such moments, there were a good majority of female officers willing to participate and comment on certain parts of the survey, themselves as officers or the institution itself. I received verbal and written "thank-yous" from participants at least five times, which was an indicator that it was a positive endeavor I was doing with this research.

Besides the short complements/comments, there were longer ones that actually backed up past research. One female former officer who was mentioned earlier, worked in the stress unit of the prison system. She told stories such as being stalked by a male officer when she was a single officer (the department couldn't do anything), sexual harassment/manipulatory actions directed at many female workers by male prisoners, and work-family conflict issues (i.e. depressive symptoms being a result of not seeing her children regularly). She stated that it is a mentally, exhausting job and there is a huge turnover rate.

In regards to the written comments received, answers range in mood from subdued to impassioned. Two participants brought up the factor that they were "More spiritual than religious" in regards to question 61 (a part of the religion score). But both stated that they assumed that the demographic scale meant spiritual/religious, since many consider it one and the same.

One participant when asked on the PSS scale, "In the last month if they were able to control irritations in their life" they respond with "Never" on the Likert answer scale. They additionally wrote "Can't control them, you react to them." Another similar response on the PSS scale was with a different participant who underlined the word

"stressed" in question 3, which asked "In the last month, how often have you felt nervous

and stressed." She responded "Fairly often" on the Likert scale.

This last response, coming from a participant in the jail system, substantiates the need

for this survey.

"To help you understand females in the correctional field, I felt giving you a little more insight was needed. Most of the females I work with including myself are single mothers, who struggle greatly by the lack of support from family. We in a whole try to help each other out as best we can. For the majority of us shift work and lack of pay increases are top stresses. The department does try to help only to some degree when it comes to needing days off or switching shifts for our children.

The mental stress of the job is far greater than the physical. Speaking for myself, working in the female units are draining and take a huge toll mentally. I personally have been through a lot in my life and some of the stories of these women (the prisoners) I understand to some degree. I obviously chose a different path than they did. Choosing the military and this job over drugs and other illegal offenses.

However the idea that I could help someone is what brought me here. The longer I work here, the more it becomes apparent that may not be possible. Working in a male-dominated environment also has its' ill effects. Not being taken seriously or overlooked because of my gender is there. I do love my job, but it's taken it's toll both mentally and physically. There are a number of us who take anti-anxiety medication as well as drink. Some more than others, this includes the male officers as well. I do still hope someday I'll advance and be a strong advocate for the female officers and believe I will make a difference in someone's life for the better."

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Appendix A-Tables and graphs from results section

Table I

Independent samples t-test for humor

	Levene's test		T –test for equality of Means					95% Confidence Interval	
	F	Sig.	t	df	Sig. (2-tailed)	M.D.*	S.E.D.***	lower	upper
Equal variances assumed	7.338	.008	------	------	-------	---------	--------	--------	-------
Equal variances not assumed			2.792	73.308	.007**	2.060	.738	.590	3.530

**Sig. at the 0.05 level
*M.D. equals Mean Difference
***S.E.D. equals Standard Error Difference

Table II

Humor subscale statistics

	Years worked	N	Mean	Std. Deviation	Std. Error Mean
Humor	1.00	50	10.06*	3.711	.525
	2.00	30	8.00*	2.841	.519

Note*: significant mean difference.

Appendix A-Tables and graphs from results section

Table III

Pearson Correlation of Stress Score and the Cope subscales***

	PSS	Positive	I.S.S.	A.C.	Denial	R.C.	Humor	B.D.	E.S.S.	S.U.	S.C.A.
PSS		-.422**		-.322**				.349**		.248*	
Positive			.416**	.625**		.405**	.259*	-.402**	.374**		.442**
I.S.S.				.261*				.426**	-.231**	.749**	
A.C.						.450**	.333**	-.300**			.515**
Denial								.466**			
R.C.											.409**
Humor								.413**			

Note * = p ≤ .05 and **= p ≤ .01
***Additional Note: Positive=Positive Reinterpretation and Growth, I.S.S.=Instrumental Social Support, A.C.=Active Coping, R.C.=Religious Coping, B.D= Behavioral Disengagement, E.S.S.= Emotional Social Support, S.U.= Substance Use and S.C.A.= Suppression of Competing Activities.

Table IV

Pearson Correlation of Age and the Cope subscales**

	Positive	I.S.S.	A.C.	Denial	R.C.	Humor	B.D.	E.S.S.	S.A.	S.C.A.
Age	----	----	----	----	----	-----	----	-.227*	-----	------

Note * = p ≤ .05 and **= p ≤ .01
**Additional Note: Positive=Positive Reinterpretation and Growth, I.S.S.=Instrumental Social Support, A.C.=Active Coping, R.C.=Religious Coping, B.D= Behavioral Disengagement, E.S.S.= Emotional Social Support, S.U.= Substance Use and S.C.A.= Suppression of Competing Activities.

Appendix A-Tables and graphs from results section

Table V

Descriptives of Relationship (marital status) as shown analyzed with Instrumental Social Support and

Emotional Social Support

_____

	N	Mean	Std. D.	Std. Error	95% Confidence Interval Lower	Upper	Min.	Max.
Instrumental Social Support								
1.00	49	10.76	2.758	.394	9.96	11.55	4	16
2.00	19	12.84	2.774	.636	11.51	14.18	7	16
3.00	12	10.08	3.315	.957	7.98	12.19	4	16
Total	80	11.15	2.977	.333	10.49	11.81	4	16
Emotional Social Support								
1.00	49	10.35	3.079	.440	9.46	11.23	4	16
2.00	19	12.45	2.815	.646	11.06	13.78	7	16
3.00	12	9.75	4.003	1.156	7.21	12.29	4	16
Total	80	10.75	3.274	.366	10.02	11.48	4	1

Note: Std.D.= Standard Deviation, Std.Error=Standard Error, Min.= Minimum value and
Max. = Maximum

Appendix A-Tables and graphs from results section

Table VI

ANOVAs of the two significant variables: Instrumental Social support and Emotional Social Support

	Sum of Squares	df	Mean squares	F	Sig.
Instrumental Social Support					
Between Groups	75.696	2	37.848	4.667	.012**
Within groups	624.504	77	8.110		
Total	700.200	79			
Emotional Social Support					
Between Groups	73.016	2	36.508	3.632	.013**
Within groups	773.984	77	10.052		
Total	847.000	79			

** Note: the two values are significant at the 0.05 level.

Table VII

Post Hoc LSD on Relationship

Relationship	Relationship	Mean Diff.	Std. Error	Sig.	95% Confidence Interval Lower	Upper
1.00	2.00	-2.087*	.770	.008	-3.62	-.55
	3.00	.672	.917	.466	-1.15	2.50
3.00	1.00	-.672	.917	.466	-2.50	3.62
	2.00	-2.759*	1.050	.010	-4.85	-.67
1.00	2.00	-2.074*	.857	.018	-3.78	-.37
	3.00	.597	1.021	.561	-1.44	2.63
3.00	1.00	-.597	1.021	.561	-2.63	1.44
	2.00	-2.671	1.169	.025	-5.00	-.34

Appendix A-Tables and graphs from results section

Figure A

Means plot showing the highest relationship mean for Instrumental Social Support
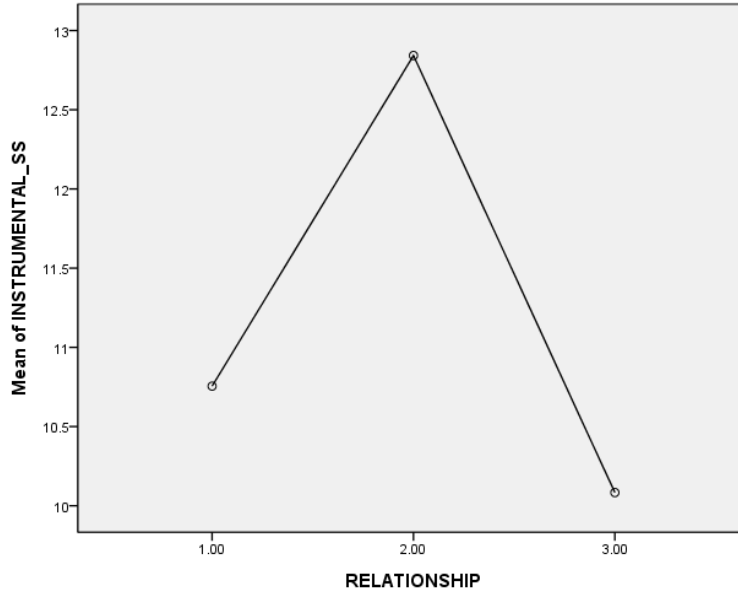
Figure B

Means plot showing the highest relationship mean for Emotional Social Support
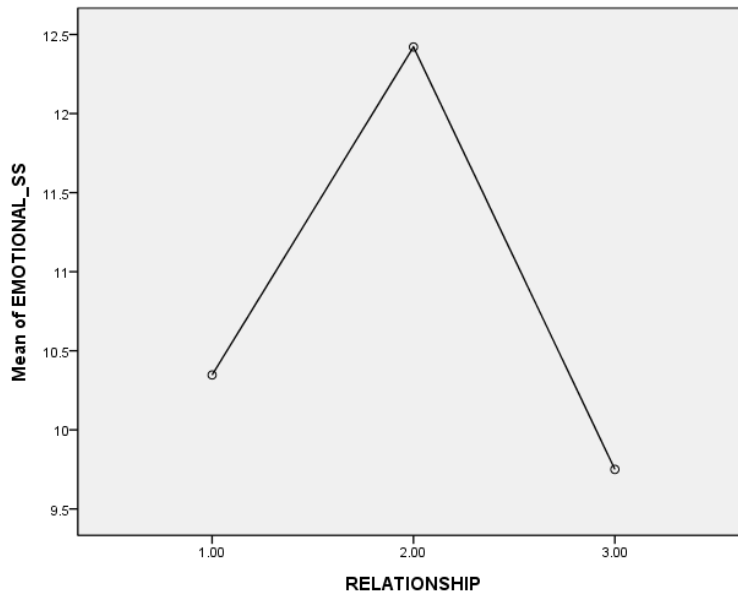
Appendix A-Tables and graphs from results section

Table VIII

Significant means found for Race/Ethnicity Variable

Variables (Subscales/other scores)	Race/ethnicity group	N	Mean	Std. Deviation	Std.Error Mean
Religion	1.00	52	2.1346**	1.02477	.14211
	2.00	28	2.7679**	1.08425	.20490
Religious Coping	1.00	52	8.27**	4.316	.599
	2.00	28	11.93**	4.602	.870
Humor	1.00	52	9.98**	3.352	.465
	2.00	28	8.00**	3.569	.675
Substance use	1.00	52	5.75**	2.707	.375
	2.00	28	4.71**	1.436	.271

**=Significant means

Appendix A-Tables and graphs from results section

Table IX

Independent samples t-test for Religion Score, Religious Coping, Humor and Substance Use

	Levene's test		T –test for equality of Means					95% Confidence Interval	
	F	Sig.	t	df	Sig. (2-tailed)	M.D.*	S.E.D.***	lower	upper
Religion									
Equal variances assumed	039	.844	-2.583	78	.012**	-.63324	.24513	-1.12125	-.14523
Equal variances not assumed			-2.539	52.759	.014	-.63324	.24936	-1.13345	-.13303
Religious Coping									
Equal variances assumed	.304	.583	-3.534	78	.001**	-3.659	1.035	-5.721	-1.598
Equal variances not assumed			-3.466	52.411	.001	-3.659	1.056	-5.778	-1.541
Humor									
Equal variances assumed	.756	.367	2.465	78	.016**	1.981	8.04	.381	3.581
Equal variances not assumed			2.418	52.465	.019	1.981	8.19	.337	3.624
Substance Use									
Equal variances assumed	8.122	.006	1.883	78	.063	1.036	.550	-.059	2.131
Equal variances not assumed			2.236	79.987	.028**	1.036	.463	.113	1.958

**Sig. at the 0.05 level
*M.D. equals Mean Difference
***S.E.D. equals Standard Error Difference

Appendix B – Interoffice letter

Roger Williams University
Coping Mechanisms for Female Correctional Officers
April 2010

To: All Female Correctional Officers

The Rhode Island Department of Corrections approved a research request from Roger Williams University/Justice Studies pertaining to Coping Methods for Female Correctional Officers.

Kathryn Flannery (Graduate Student, Justice Studies) is conducting this study to research stress among female correctional officers. This letter is being sent to you since you are a candidate to participate : over age 18, female and a correctional officer. **The study is completely confidential- the data cannot be linked to the participant at all. No identification questions will be asked.**

The survey will take approximately forty minutes and will be administered at one of the offices in the Research and Planning Division section of the Department of Corrections.

** On Thursday April 22nd and Friday April 23rd , I will be in a certain labeled office in the Research and Planning Unit (in the Pinel Building) with loads of drinks and food from 10am-3pm, and able to give out the survey.**

Please contact me at ▮▮▮▮▮▮▮ , if you wish to participate on another day. I'm willing to work around your schedule.

Additionally there is an online version of the same study, completely anonymous, at: http://www.surveymonkey.com/s/HKH3VGC

Thank you.

Kathryn Flannery
M.S. '10 Roger Williams University

Appendix C- Recruitment speech to RIDOC officers

The study that is in the main office, right now is called Coping Methods of Female Correctional Officers. Kathryn Flannery is conducting the study. Kathryn is a graduate student at Roger Williams University.

Although it takes around half an hour to fill out, the hope is that you will be able to give up your free time, so that original female correctional officer data can fully develop for the criminal justice field. There is truly a lack of pertinent data to your occupation, which is horrifying, considering the tremendous population increase of female officers, all over the United States.

This anonymous survey is mostly filled with answers you can check off. It needs your honest, imperative information on how you think and feel on coping with the stress in your life.

The survey has a self-addressed stamped envelope for your convenience, so you can turn it in at anytime. These envelopes are located in the main office.

Additionally, Kathryn will be more than willing to answer any questions you have about the study at the email address, located on the pull tab, in the packet.

Thank you for your time and hopefully, for your additional time later completing it.

Appendix D- Informed consent for paper version of RIDOC officers study

You are invited to participate in a study of stress management in correctional officers. I hope to learn more about how women correctional officers deal with stress. You were selected as a possible participant in this study because of your occupation and timing ability to complete such a study.

If you decide to participate, I will ask you to complete these next three questionnaires that have many personal questions. These questions can be intrusive, but are imperative to the study's main goal. The whole of the study should only take approximately 40 minutes.

In completion of the study, you have provided indelible research that will further improve how the correctional facility can help alleviate female officers' occupational stress in this work environment.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. **The survey cannot be linked to the participant, since there isn't an identification question-please answer honestly**.

Your decision whether or not to participate will not prejudice your future relations with the Department of Corrections in Rhode Island or Roger Williams University. If you decide to participate, you are free to discontinue participation at any time without prejudice.

If you have any questions, please do not hesitate to contact the principal investigator - Kathryn Flannery at ████████████, who will be happy to answer them.

_____

You are making a decision whether or not to participate. Turning to the next page indicates that you have read the information provided above and have decided to participate. You may withdraw at any time without penalty should you choose to discontinue participation in this study. All responses will be kept confidential and anonymous and cannot be linked to you.

Kathryn Flannery
Principal Investigator of Study

Appendix E- Paper version of study for RIDOC officers (scales)

Created by Cohen, Kamarck, and Mermelstein,1983
Instructions: The questions in this scale ask you about your feelings and thoughts during the last month. In each case, please check the most accurate answer on how often you felt or thought a certain way.

1. In the last month, how often have you been upset because of something that happened unexpectedly?

___0=never ___1=almost never ___2=sometimes ___3=fairly often ___4=very often

2. In the last month, how often have you felt that you were unable to control the important things in your life?

___0=never ___1=almost never ___2=sometimes ___3=fairly often ___4=very often

3. In the last month, how often have you felt nervous and "stressed"?

___0=never ___1=almost never ___2=sometimes ___3=fairly often ___4=very often

4. In the last month, how often have you felt confident about your ability to handle your personal problems?

___0=never ___1=almost never ___2=sometimes ___3=fairly often ___4=very often

5. In the last month, how often have you felt that things were going your way?

___0=never ___1=almost never ___2=sometimes ___3=fairly often ___4=very often

6. In the last month, how often have you found that you could not cope with all the things that you had to do?

___0=never ___1=almost never ___2=sometimes ___3=fairly often ___4=very often

7. In the last month, how often have you been able to control irritations in your life?

___0=never ___1=almost never ___2=sometimes ___3=fairly often ___4=very often

8. In the last month, how often have you felt that you were on top of things?

___0=never ___1=almost never ___2=sometimes ___3=fairly often ___4=very often

9. In the last month, how often have you been angered because of things that were outside of your control?

___0=never ___1=almost never ___2=sometimes ___3=fairly often ___4=very often

10. In the last month, how often have you felt difficulties were piling up so high that you could not overcome them?

___0=never ___1=almost never ___2=sometimes ___3=fairly often ___4=very often

Appendix E- Paper version of study for RIDOC officers (scales)

Created by Carver, Scheier, and Weintraub, 1989

 Instructions: Respond to each of the following items by circling one number on your answer sheet for each, using the response choices listed just below. Please try to respond to each item separately in your mind from each other item. Choose your answers thoughtfully, and make your answers as true FOR YOU as you can. Please answer every item. There are no "right" or "wrong" answers, so choose the most accurate answer for YOU--not what you think "most people" would say or do. Indicate what YOU usually do when YOU experience a stressful event.

    1 = I usually do not do this at all
    2 = I usually do this a little bit
    3 = I usually do this a medium amount
    4 = I usually do this a lot

11. I try to grow as a person as a result of the experience.
    1   2   3   4

12. I try to get advice from someone about what to do.
    1   2   3   4

13. I concentrate my efforts on doing something about it.
    1   2   3   4

14. I say to myself " this isn't real."
    1   2   3   4

15. I put my trust in God.
    1   2   3   4

16. I laugh about the situation.
    1   2   3   4

17. I admit to myself that I can't deal with it, and quit trying.
    1   2   3   4

18. I discuss my feelings with someone.
    1   2   3   4

19. I use alcohol or drugs to make myself feel better.
    1   2   3   4

20. I talk to someone to find out more about the situation.
    1   2   3   4

Appendix E- Paper version of study for RIDOC officers (scales)

21. I keep myself from getting distracted by other thoughts or activities
    1   2   3   4

22. I seek God's help.
    1   2   3   4

23. I make jokes about it.
    1   2   3   4

24. I try to get emotional support from friends or relatives.
    1   2   3   4

25. I just give up trying to reach my goal.
    1   2   3   4

26. I take additional action to try to get rid of the problem.
    1   2   3   4

27. I try to lose myself for a while by drinking alcohol or taking drugs.
    1   2   3   4

28. I refuse to believe that it has happened.
    1   2   3   4

29. I try to see it in a different light, to make it seem more positive.
    1   2   3   4

30. I talk to someone who could do something concrete about the problem.
    1   2   3   4

31. I focus on dealing with this problem, and if necessary let other things slide a little.
    1   2   3   4

32. I get sympathy and understanding from someone.
    1   2   3   4

33. I drink alcohol or take drugs, in order to think about it less.
    1   2   3   4

34. I kid around about it.
    1   2   3   4

Appendix E- Paper version of study for RIDOC officers (scales)

35. I give up the attempt to get what I want.
        1   2   3   4

36. I look for something good in what is happening.
        1   2   3   4

37. I pretend that it hasn't really happened.
        1   2   3   4

38. I try hard to prevent other things from interfering with my efforts at dealing with this.
        1   2   3   4

39. I ask people who have had similar experiences what they did.
        1   2   3   4

40. I take direct action to get around the problem.
        1   2   3   4

41. I try to find comfort in my religion.
        1   2   3   4

42. I make fun of the situation.
        1   2   3   4

43. I reduce the amount of effort I'm putting into solving the problem.
        1   2   3   4

44. I talk to someone about how I feel.
        1   2   3   4

45. I use alcohol or drugs to help me get through it.
        1   2   3   4

46. I put aside other activities in order to concentrate on this.
        1   2   3   4

47. I act as though it hasn't even happened.
        1   2   3   4

48. I do what has to be done, one step at a time.
        1   2   3   4

Appendix E- Paper version of study for RIDOC officers (scales)

49. I learn something from the experience.
     1   2   3   4

50. I pray more than usual.
     1   2   3   4

Simple Questionnaire
Created by K. Flannery, 2009

51. Age (Please write in answer) : _____

52. Household Income (Circle the closest group):
    1.   Less than 24,000
    2.   25,000-44,000
    3.   45,000-64,000
    4.   65,000-84,000
    5.   85,000-94,000
    6.   95,000 and above

53. How many years have you worked for the Rhode Island Department of Corrections?
    (Circle one)
    1.   0 – 2 years
    2.   More than 2 years - 10
    3.   More than 10 years - 20
    4.   More than 20 years

54. Marital Status (Circle one):
    1.   Single
    2.   Married
    3.   Divorced
    4.   Widowed

 55. Viewpoint on children (Circle one):
    1.   I have no interest in having or adopting children
    2.   I want children and do not have any presently
    3.   I presently have children

56. Educational Level (Circle one):
    1.   High school Diploma or GED
    2.   Bachelor's degree
    3.   Masters Degree

Appendix E- Paper version of study for RIDOC officers (scales)

57. Race/Ethnicity (Circle one):
    1. White
    2. Black
    3. Latino/ Hispanic
    4. Asian
    5. Middle-Eastern
    6. Mixed (please type in a description): _____
    7. Other (please type in a description): _____

For each of the following statements, please circle which choice is most accurate for you:

58. I have good connections with a member of my family.

1	2	3	4
Never	Sometimes	Often	Always

59. I visit or call a member of my family at least once a month.

1	2	3	4
Never	Sometimes	Often	Always

60. I consider myself to be a member of a religious organization
(i.e. Reform Judaism, Catholicism, Hinduism , etc)

1	2	3	4
Never	Sometimes	Often	Always

61. I consider myself to be a religious person.

1	2	3	4
Never	Sometimes	Often	Always

Appendix F- the difference in the two surveys, the re-labeling of one common question

53. How many years have you worked for the Sheriff's Department?
   (Circle one)
   1. 0 – 2 years
   2. More than 2 years - 10
   3. More than 10 years - 20
   4. More than 20 years