

# Levels of Anger, Emotion Dysregulation and Conflict Management Style Among Police Officers

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**Abstract** –This research paper studied anger, emotion dysregulation and conflict management style among police officers. It sought to compare the variables of the study when grouped according to demographic profile of sex, age, civil status, position, length of being a police and type of community. With the total respondents of (184) police officers, mixed method of research was employed using standardized tests and in-depth-interview as major sources of data. Results showed that respondents have remarkably low anger, both with possessed strategies in their emotion dysregulation and have compromising conflict management style. Age, length of being a police and type of community have significant differences when compared to their anger, whereas only sex and length of time were found to be significant to collaboration, accommodation and compromising respectively. In addition, anger has significant relation to subscales of conflict management.

**Keywords** –anger, emotions dysregulation, conflict management style

## INTRODUCTION

Anger, hostility, and aggression may soon be the result if left unchecked. Police officers are not only responsible for maintaining public peace, the protection of property, and safeguarding lives, but uniquely hold power and authority to use force in performing their duties. This profession requires the individual officer to interact with a diverse population on a daily basis. As such, policing places much responsibility on the individual officer. Since the appointment of President Rodrigo Duterte on June 30, 2016, and his comprise a war on drugs, Philippine National Police officers and unknown suspects have killed more than 7,000 individuals. The security remedy battle named Task Double Barrel has concentrated on alleged street druggists and customers apparently for capture however by and by has been a movement of extrajudicial in uninhabited regions of Manila and other urban places.

Duterte's direct supporting of the undertaking confine him and other senior authorities' unimaginable initiation to viciousness, impelling of murder, and in order of obligation regarding transgressions against humankind [1].

For instance, certain emotion dysregulation, like dismal, angry, troubled, embarrassed could help other people in deciding their response. This is in understanding who propose that other than improving interpersonal communication, emotions are in certainty likewise identified continuously with an open response. Enthusiastic reactions have in fact be related to the sensory system, and specific physiological changes in the body Emotional dysregulation reactions have to be sure be connected to the sensory system and certain physiological changes in the body. Correspondence is imperative during regular day to day existence because communication junction gives data about the status of individual association with others.

Emotion dysregulation associated to the maladaptive and inefficient practices attempted by people to deal with their emotional experience [2]. Anger is an emotional state that is socially prompted regularly through the impression of impairment or distressing circumstances and situations. Law enforcers work to increasing offence scenes too violent, furious casualties and offenders. Police confront various potential everyday stressors. It's no big surprise that many lose sleep or endure from depression and emotion dysregulation practices another mental disturbance. They are frequently referred to as one of the professions with the highest suicide rates on the job. Not knowing how to deal with disturbing feelings can acquire significant damage to execution. A worried police officer will probably fall back on threatening or hostility when gone up against with questionable circumstances, which can prompt improper or even threatening activities. Misreading a conceivably unpredictable situation could mean placing oneself in threat or shooting at an unarmed suspect or onlooker.

Police enforcer at the bleeding point of development to offer help for officers while making them more compelling defenders of the group. By attracting upon inquire about social and mental psychology, they perceive approaches to help police officers build up the capacities they have to de-raise unpredictable circumstances, enhance group relations, and better handle the requests of their employment.

Levels in the association, duties, and positions are the characteristics that give specialist forces to people in the associations. In the event that an individual hold a high position, he or she is probably going to manage clashes all the more transparently. Demonstrated by the study [3] which expresses that since individuals in the top administration have more involvement and learning, they are more inclined to determine a wide range of contention especially undertaking related issues and struggle with the subordinates. Ordinarily, the majority of the best senior administrations are led by the individuals who are more seasoned and developed when contrasted with the aides who have quite recently begun working. This situation recommends the motivation behind why top senior administration utilizes conflict management style of settling conflicts when managing the subordinates. Despite what might be expected, the aides tend to receive distinctive peace performing methods as they tend to pick conflict management style when managing conflict as they need to suit themselves in the workplace mainly when engaged with conflicts with different individuals with high authority power. There is a thought in police work that cops don't have sufficient energy to be systematic and thus, can't utilize nonconventional struggle determination aptitudes. Despite what might assume, the present research shows what number of elective types of Conflict management determination accessible to watch officers are exceptionally steady with the down to business substances of policing. Police, for instance, can enhance their adequacy in accomplishing police watch destinations through getting to be gifted at intercession and issue coordinated policing. Numerous police scenes are manageable to determination through nonconventional conflict determination procedures. Formally provided watch cops are equipped for getting to be talented conflict style determination experts by using these techniques.

Due to the happenings during this current administration in the Philippine government, the extra judicial killings, the researchers came up with the topic with what is really behind this aggression and other violent happenings. The variables used in this study are

chosen as possible factors of the police officer's temperament.

The researchers acquired knowledge and experiences from the study of anger, emotion dysregulation, and conflict management style. The findings of the study enable consciousness from the perspective of law enforcement officer to the community. This research is relevant in psychology organizations areas of cognitive and social psychology. The study will help the law enforcers to distinguish the behavioral characteristics of a law enforcer personnel specifically the police officers.

## **OBJECTIVES**

This academic manuscript evaluated the relationship existing between anger and conflict management of police officers resulting to the enhancing of the psychological program of PNP, in a province in region 4-A. Specifically it aimed to measure the anger, emotion dysregulation and conflict management style of police officers, tested if there are significant differences in the variables of this study when grouped according to profile of sex, age, civil status, position, length of service and type of community; established significant relationship among anger management, emotion dysregulation, and conflict management style of police officers; and proposed the enhancement of psychological program implemented by PNP for screening applicants if they are really suitable for police work.

## **METHOD**

### **Research Design**

The researchers used mixed method of research that involves gathering, analyzing, and combining the quantitative and qualitative data in a precise study or a longitudinal database of examination. Both qualitative and quantitative study, in combination, deliver a dependable conclusion of a study delinquent or concern [4]. Sequential Explanatory design was employed in gathering and interpreting quantitative and qualitative data for the description and analysis of data gathered from the respondents.

In this study, for the quantitative part, the researchers gathered data using questionnaires and analyzed it after. With the results of the data gathered, the researchers also interviewed some of their respondents for the qualitative part of the study supporting the answers gathered through questionnaires. The answers during the interview were analyzed, interpreted, and validated with the results obtained through the questionnaires.

## **Participants**

The respondents of this study were (184) individuals who are police officers from Batangas province and were chosen using the purposive sampling technique. It is a sampling technique used when the researchers went to a specific community because they know that individuals there are fit for their profile. From the 184 police officers, majority were males, ranging from 20-30 years of age, married, Police officer 1, working for 1-3 years and were based at Batangas province.

## **Measures**

Novaco anger scale. This was the test utilized in determining police officer's level of anger. It is a 48-item, self-report survey that consists of three subscales. First is cognitive which refers to the function of perception and information processing. The second subscale, arousal, is marked by physiological activation in the cardiovascular, endocrine, and limbic systems and by tension in the skeletal musculature. Transfer of arousal or excitation residues from a prior provocation can intensify anger to a new one. Lastly, the behavioral subscale, it is how an individual behaves while angry. It was composed to quantify the person's temperament for anger, which is a danger element to intensity and is receptive to treatment. The 25-item test consist a Likert scale ranging from 0 – if you would feel little or no annoyance; 1 – if you would feel a little irritated; 2 – if you would feel moderately upset; 3 – if you feel quite angry; 4 – if you would feel very angry (see Appendix E for scale).

Difficulties in Emotion Regulation Scale. This test was used in determining police officer's emotion dysregulation. The DERS presents a total score (ranging from 36 to 180) that describes overall difficulties in emotion regulation, as well as six subscale scores: (a) non-acceptance of emotional responses (scores range from 6 to 30; e.g., "When I'm upset, I feel ashamed with myself for feeling that way."); (b) difficulties engaging in goal-directed behaviors when distressed (scores range from 5 to 25; e.g., "When I'm upset, I have difficulty getting work done."); (c) difficulties controlling impulsive behaviors when distressed (scores range from 6 to 30; e.g., "When I'm upset, I lose control of my behaviors. (d) lack of emotional awareness (scores range from 6 to 30; e.g., "I pay attention to how I feel." [reversed scored]); (e) limited access to emotion regulation strategies perceived as effective (scores range from 8 to 40; e.g., "When I'm upset, I know that I can find a way to eventually feel better." [reversed scored]); and (f) lack of emotional

clarity (scores range from 5 to 25; e.g., "I have difficulty making sense out of my feelings.") The DERS is scored so that the overall score, as well as all subscale scores, reflect greater difficulties in emotion regulation.

Conflict Management Styles Assessment was utilized in determining the different conflict management styles commonly used by police officers. This is a self-assessment that allows participants to differentiate desired conflict styles. The evaluation is for attention purposes entirely. The methods that are used established on many variables such as our basic fundamental temperament, our personality, our environment and where we are in our professional career. However, by and great there are five major styles of conflict management methods in our tool box. In order to address conflict, we draw from a collaborating, competing, avoiding, accommodating or compromising style of conflict management.

The interview guide is a measure that is expended to gain a considerate of fundamental reasons and ideas. It gives insights into the problem or helps to acquire opinions on the qualitative research. Type of questions is known as an open-ended because the person answering to is accessible to response in any way he or she desires. The questions constructed are based on the subscale of each variable of the study. It has an estimated time of 15 minutes per interview.

## **Procedures**

Researchers of the study first consulted and proposed a topic to their adviser. When the proposed topic was approved by the adviser, the gathering of data from the targeted number of the respondent was done. In data gathering, researchers introduced themselves to the participants of the study and presented an informed consent as to their willingness to become part of the study. As the respondents decided to take part on the said study, the signing of the consent forms followed indicating that they agreed to the terms and condition written on it. Likewise, they were religiously informed that their participation and the data gathered from them will be treated with strict confidentiality. Next, the researchers informed that the study has a total number of 76-items to be answered.

These participants after responding to the given questions were given an interview and used the questions prepared by the researchers and was approved by their research adviser. As the respondents finished answering the questionnaire and interview, the researchers showed their warmest gratitude of the respondents in actively and supportively participating in the said study. Lastly, when all the data were gathered,

the researchers tallied, checked and encoded them using Microsoft excel then sent the data to the assigned Statistician for the statistical treatment, analysis and interpretation.

### Data Analysis

For the statistical analysis and interpretation of the data gathered from the respondents, different statistical tools were utilized. First, the descriptive statistics was used to determine the frequency of the respondents' demographics. Second, mean and standard deviation were used in determining the respondents' level of anger, type of emotion dysregulation, and conflict management style. Analysis of Variance or ANOVA was used to test if there is a significant relationship between the level of anger, emotion dysregulation, and conflict management style of the respondents.

Thematic analysis, specifically the Interpretative Phenomenological Analysis or IPA was used. It is an approach involving in trying to understand the experiences of an individual, how they made sense of it and what meaning those experiences hold. This was employed in determining the significant responses of the respondents by formulating concepts, assigning sub-categories and categories thus leading to themes. Data were gathered through interview with the use of simple questions with the 18 respondents after answering the questionnaires.

## RESULTS AND DISCUSSION

**Table 1. Level of Anger among the Respondents (n = 184)**

	Mean	Verbal Interpretation
Anger	40.61	Remarkably low

Legend: 0 – 45 is remarkably low. 46 – 55 substantially more peaceful than the average person. 56 – 75 average amount of anger. 76 – 85 more irritable than the average person. 86 – 100 anger may often get out of control

Table 1 presents police officer's level of anger. The given results show that anger with the mean of 40.61 of police officer is remarkably low. Anger is an unstable circumstance at handling with a stressful situation, emerging to greater conflict and personal discomfort. Police officers are frequently left to manage anger in a cultural setting that does not benefit in seeking behavior that supports maladaptive approach to the reduction of the well-being and even threat on job. Stated by study [5], anger is an expressive state that differs in amount from insignificant frustration to penetrating anger and temper comparable additional emotions, it is supplemented by physiological and biological

alterations. Anger can be triggered by both outward and in-ward measures. It could be angry at a particular individual such as a co-worker or supervisor or anger could be caused by disturbing or ruminating concerning your personal problems. Retentions of painful or infuriating incidents can also initiate angry feelings.

Furthermore, anger could be inhibited, and then altered or redirected. It happens when police officers hold their grudges and concentrated on something positive. Their purpose is to prevent or subdue their anger and covert into more positive behavior. The risk in this style of response is that if it isn't acceptable external expressions, anger can turn into internally on oneself. Anger turned internal may cause hypertension, or melancholy. Contained anger can generate other difficulties [5]. It is an indication to compulsive expressions of anger, such as inactive violent behavior. Repressed anger can be a fundamental source of fear and depression. Anger that is not properly articulated and can interrupt interactions disturbs personal and behavior displays and construct a range of substantial complications [7].

As per comparison of means when compared to age group decreased relation to anger of those on this age group specifically 41-50 with the mean value of 49.8 has experienced anger substantially peaceful than the average person with sense of anger. Police officers doesn't want people to think of them as angry personalities that they could change to fit on how society wants them to behave. Individuals inability to basically practice anger and aggression depends on the age and duration in their workplace the police officer will score in a normal range on the agitated feeling reliant on their age this tends to make police officers prospective to inefficiency to respond to the actual sources anger the perception of threats and the hostility of reactions [8].

Table 2 (see appendix) shows police officer's managing of emotions. The table below shows the emergence of the theme managing emotion which pertains to the result of the level of anger of police officer which is remarkably low. The managing emotion of the respondents is manifested through their coping strategies. Police officers with coping strategies has self-regulation which is obtained by self-control and has behavioral expression of showing emotion by showing through action, facial expression, and asserting one's authority. The pro-active mental training of the respondents is shown through their physical and mental training.

However, studies have previously measured how the involved emotional stresses and strategies

trained within policing construct effects for police

The present study suggests that while some aspects of emotional conflict may be negatively substantial, other emotional difficulties and strategies used by police officers may have compensations. Precisely, compulsion appears to rise of strategies among police officers, external operating and challenges to extremely skill required constructive emotions essentially control to the reduction of tension among police officers [9].

Table 3 reveals police officer's emotion dysregulation. Strategies is the most dominant type of emotion dysregulation among police men with the mean of 18.525 and policewomen with the mean of 20.25 is strategies indicates that there is an insufficient that a particular can determine or identify once agitated, Awareness ranked second with the mean score of 18.475 for women and 19.552 for men indicates absence of awareness and inattention to emotional response. Impulse ranked 3 in accordance to the computed mean of 15.125 for women and 15.315 for men indicates difficulty remaining in control of one's attitude when experiencing negative emotions. Police officers are routinely exposed to situations that elicit intense negative emotions thus, officers have a particularly strong need for effective methods of regulating such emotions [10].

**Table 3. Emotion Dysregulation among the Respondents (n = 184)**

	Women		Men	
	Mean	Rank	Mean	Rank
Nonacceptance	13.825	4	14.504	4
Goals	13.125	5	13.007	5
Impulse	15.125	3	15.315	3
Awareness	18.475	2	19.552	2
Strategies	18.525	1	20.225	1
Clarity	12.375	6	12.986	6
Total				

Legend: higher scores in every case indicate greater difficulties in emotion regulation.

Managing feelings as portion of one's occupation mainly emphasis on emotional dysregulation strategies for showing positive emotions. However, police officers enforce the essential for negative expressive illustration for law implementation tested by a change of the emotion dysregulation strategies that distinguished among positive and negative emotion expression [11].

It is widely noted that regulating is a demanding profession, leading to a hostile effects. this can be rationalized by the emotional stresses enforced on police officers as a significance of their distinctive character, organization, and refinement. Reliable with this principle, studies have established support for the

officers.

concept of strategies among police officers emotional conflict is particularly likely to contribute to tension. However, studies have previously measured how the involved emotional stresses and strategies trained within policing construct effects for police officers. The present study suggests that while some aspects of emotional conflict may be negatively substantial, other emotional difficulties and strategies used by police officers may have compensations. Precisely, compulsion appears to rise of strategies among police officers, external operating and challenges to extremely skill required constructive emotions essentially control to the reduction of tension among police officers [9].

Table 4 (see appendix) depicts police officer's psychological disturbance which is shown through the respondent's mental reaction. The mental reaction of police officers is obtained through their social and behavioral aspect which is the result of being pressured and impulsive respectively. Being impulsive can be unhealthy especially at work because it can have a negative effect on one's co-worker. It can result to an unhealthy relationship with others and they cannot perform their tasks well. With impulsivity, the result will be more undesirable, rather than having a desirable outcome [12]. Pressure at the workplace can lead to stress especially if an individual cannot handle it well. Stress can be normal notably at work and it is experienced by everyone, but when it affects also one's social life or interpersonal relationship to others outside work, that is when a person must be aware of his/her emotional and mental state [13]. Combining impulsivity and pressure at the workplace can result to a less productive work because one cannot focus and organize the tasks that should be done.

**Table 5. Conflict Management Styles among the Respondents (n = 184)**

	Mean	Rank
Collaborating	7.408	2
Competing	7.092	4
Avoiding	6.755	5
Accommodating	7.267	3
Compromising	7.602	1

Legend: highest score indicates the commonly used strategy; lowest score indicates the least preferred strategy

Table 5 indicates police officer's conflict management styles. Compromising is the most dominant type of conflict management style among police officer. As seen in the computed mean of 7.602 that ranked the highest. Outcome agreement to resolve

problems that contain underlying compromise is a frequent explication to determine disagreements in negotiation and intervention processes. It indicates practical in multifaceted matters deprived of simple explanations and police officers might be equal in control. Denial and rejection to admit the possible for principled compromise counteracts police officers from emerging a comprehensive understanding and inflation of the problems. Officers live and work in a regularly changing social setting in which they are unprotected to a numerous of ethical conflicts. When either unprepared or unaware, officers are more likely to "go with the flow" than they would be if they were sufficiently prepared to face potentially ethical risks. Every day, officer's practice rational provision as it relates to strategic situations. Officers who are mentally prepared to face a destructive encounter are more likely to be successful than other officers who are deliberately capable but mentally unprepared [14].

A destructive database can submerge police officers with fabricated reports of criminality, pretend commands from superior officers, or evidence that has nothing to do with policing. Even if police officers do understand that they have been managed, they may not be able to tell the modification concerning concrete and fabricated memos, affecting them to disregard lawful lawbreaking statements and instructions. They will therefore be incapable to perform their jobs accurately and will have to spend time, capital, and labor fixing the problem [15]. Being compromise police officers to identify the dangers, evaluate their relevant prospective for compromise and improve an efficient policy to warrant moral reliability. While preparation moralities goal essential to change a tolerant of the progression towards compromise and the improvement of self-monitoring policies to inhibit accurate involved in police officers that encounters compromising events [16].

By means of the establish result collaborating ranked second with the mean score of 7.408 indicates problems are solved in ways in which an optimum result is provided for all involved. Both sides get what they want and negative feelings are minimized. Accommodating ranked third with the mean score of 7.262 reveals that they are giving in to maintain good relationship.

Accommodating police officers attends many positive roles in relationships and organizations. People who choose to manage others before themselves help to get things accomplished while maintaining coordination. In times of conflict the accommodating

approach can give damage to both parties and contribute to dysfunction.

**Table 7. Differences on Respondent's Anger when grouped according to Profile Variables (n = 184)**

	t/F	Anger p – value	Interpretation
Age	5.383	0.001	Significant
Length of Time as a Police Officer	2.388	0.024	Significant
Type of Community	-0.734	0.007	Significant

*For interpretation: Mean difference is significant at 0.05 level*

Table 7 depicts police officer's differences on anger when grouped according to profile variables. As noted, age with the p-value of 0.001 and civil status with the p-value of 0.007 and the length of time as police officer with the p-value of 0.024 has significant influence to anger among police officer.

The Philippine National Police (PNP), it is of utmost reputation for its personnel to accomplish their duties efficiently to be able to attain its obligation, which is the conservation of peace and order in the country. However, the newspapers thrive with stories of murders, kidnappings, robberies and other criminal doings. The news articles about the remaining peace and order condition of the country imply that the PNP has not successfully accomplished the duty it was generated and appointed for. Agreement is an attitude but points out that officers should clearly characterize the objects of perceptive assessment which affect emotions including anger and beliefs. This implies that form emotion towards our jobs by taking into account our feelings, our beliefs, and our behaviors [18].

Moreover, police service activities have always been challenging and demanding services in India and with changing times. The main impact of this job is tolerated by police officers. They have to distribute with anger. They have to face possibly dangerous circumstances that outcome in physical or intellectual disturbance or even fatality in the line of duty. Their job tension can be broadening irritated because of their character traits. A difference of Indian and international readings has found high anger levels in police with longer duration of time as a police officer or personnel manifest a mild anger to intense fury, which is disturbing as psychiatric indisposition in police officers can have numerous direct and indirect negative effects for organization. Consequently, apart from physical suitability, they have to be intellectually healthy to do full integrity to their duties [19].

It is evidently shown that the type of community, age and length of time as police officer influences their anger. Anger is remarkably low in urban and rural, however rural has comparatively greater value of 44.06 than urban with 38.55 when it comes to the feeling of anger. Police officers is more agitated in rural areas since they are in a remote area economic improvement is one aspect. It is the immediate environments that give us cause for anger and fury. Problems and duties can contemplate on individuals and make them feel angry at the trap. Age 20 to 30 has shown significant influence to police officer feelings of anger as seen on post hoc results. There is significant difference on anger felt by 20 to 30 years compared tp 40-50 years and 40 to 50 compared to those on the age group of 51-60. Those in adolescent stage outrage behavior of police officer are observed while adults have this let-it-go response to anger. As stated [20], young adults who are eagerly frustrated and express high levels of hostility are more likely to have negative emotions than those become 50-year-olds and over with problems of memory, and mental speed and agility.

Lastly anger is evidently significant in length of time it is shown that anger is preeminent to the duration of a police officer on duty. Those who are in service for 19-21 years has the highest level of anger with a computed mean of 57.75 a verbal interpretation of anger. Officers with a longer tenure in law enforcement are more likely applied to angry aggression than newer officers to have used their supportive, and shared *attitudes*, values, understandings and views of being an innovative police officers [21].

Table 8 reveals police officer's differences on emotion dysregulation when grouped according to variables. It is shown that there is significant difference in strategies when grouped according to sex. It indicates limited access to emotion regulation strategies. It indicates difficulty of police officers in remaining in control when upset aggressive in argumentation or emotion conflict. Research proposes that men and

women association with emotions differently, which may eventually lead to different causes for emotion dysregulation. Women in common information experiencing both positive and negative emotions more severely than men, which might explain why females report greater difficulties with emotion regulation abilities associated to males [22].

Police officer's awareness to their emotion can expand strong emotions, often allowing for a better understanding of what directed to the emotional capability. The capability of a police officer that can identify one's own emotions as they are appearing to help guide their policymaking. Officers who have a functionally excessive emotional awareness level have higher satisfaction rates and better occupation achievement within their areas. Workers who have the ability to construct beneficial workplace relationships have conveyed lower emotional awareness level at work and improved off-duty activities that bring stability to their lives [23]. Whereas, emotional dysregulation is evidently significant to the length of time as police officers. Police officers are regularly exposed to circumstances that provoke severe negative emotions hence, police officers have a specifically strong demand for active approaches of regulating such of emotions.

According to studies [24], the emotion dysregulation abilities of police officers results signify that, awareness of police officers has difficulties in accepting and allowing negative emotions, associate themselves in stressful conditions, and confronting emotionally challenging situations. The preparation significantly improved successful skill application, especially some skills with which officers reported difficulty applying. These outcomes recommend that an emphasis on emotion dysregulation.

While awareness has significant difference when grouped according to position of police officer indicates lack of emotional awareness.

**Table 8. Differences on the Respondent's Emotion Dysregulation when grouped according to Profile Variables (n = 184)**

Variables (N = 184)		NA t/F	G t/F	VI	Imp t/F	VI	Aw t/F	VI	St t/F	VI	Cl t/F	VI	ED t/F	VI
Sex		1.003 (0.317)	NS	-0.24 (0.808)	NS	0.342 (0.733)	NS	1.372 (0.172)	NS	2.053 (0.042)	S	1.155 (0.250)	NS	1.56 (0.121)
Position		1.349 (0.255)	NS	1.545 (0.193)	NS	0.596 (0.666)	NS	3.284 (0.013)	S	0.468 (0.759)	NS	0.063 (0.993)	NS	0.446 (0.775)
Length of time as a Police Officer		2.836 (0.008)	S	2.762 (0.010)	S	2.24 (0.033)	S	3.908 (0.001)	S	3.265 (0.003)	S	2.633 (0.013)	S	4.44 (0.000)

For interpretation: Mean difference is significant at 0.05 level. VI = Verbal Interpretation, S = Significant, NS = Not Significant, NA=nonaccept, G=goals, Imp=impulse, Aw=awareness, St=strategies, Cl=clarity

As stated in the study [25], policing often is considered as manly work that focuses on hostile crime, it also involves the police officers sustain order and require distinct skills, which police officers tend to distain as feminine activity. Study shows the role of gender in shaping this occupational and organizational norm. It identifies variations in the norms dysregulation emotional labor across policing as interaction situation and gender of both officers in encounter. It also shows that the dilemmas that the norms related to emotional labor pose for women officers. Police officers handling strategies represent the determinations to their workplace, both behavioral and cognitive, that people provide in order to allocate with stressful encounters. Managing stressful events has been differentially regarded in several ways a strategy that is mature adaptive and flexible, but also a response that is disturbed, maladaptive and severe emotions [26].

Table 9 presents police officer's differences on conflict management styles when grouped according to profile variables. Accommodating has significant differences when grouped according to sex, whereas profile length of time as police officers has significant influence a compromising conflict management style. Results shows that sex has a substantial influence on the sub-variable accommodating. The outcome of the research indicates that female police officers are more accommodating with the mean value of 7.900 than male police officer with the mean of 7.0981. Because women police officers are often recognized as having different personality traits from male officers as being more accommodating and more concerned about others' feelings According to study [27], research on gender labeling had proposed that women may appear to be more accommodating than men because they have less power and lower position. If so, then women police officers who have equal position with male officers would be seen as equally confident and apparently as equally experienced in implementing the law many people question whether women could be assertive enough to enforce the law efficiently. The principles

about male and female police officers' character traits are comparable to labels that are held within the larger association in which men are viewed as assertive or contributory and women are seen as accommodating or communicative. The study [28], examined the conflict managing of male and female police officers on patrol. An instrument for measuring accommodating style was established from a conflict managing strategies. Male and female police officers were observed when interacting with colleagues, and their performance was documented in actual period through a data logger. Results indicated that female officers used accommodating strategies, such as sacrifice, selflessness, more often than male officers. The use of accommodating tactics by males was prone to provoke verbal conflict from the civilian, which in turn increased the possibility of physical conflict. This result was not manifested for female officers. Therefore, the interactive strategies of male officers more often positioned them at threat of physical conflict.

Cited by study [29], conflict in police community. This has increasing hostile influence on performance of police officers in continuance of law and order. If the conflict perseveres over a period of time, police and community lose reliance in each other and the difficulty of conflict strategies rises. It demands urgent restriction on part of police officers. An approach to negotiation and conflict managing can be classified in such conditions. The resolution, or even the method of conflict, must comprehend police officers as it is a conflict that approaches and is manipulated by all levels of society.

As per the length of time as a police officer wherein those that have been on duty for 19 to 20 years is significant with compromising indicates middle ground approach or Creating a compromise, or a middle ground argument, is often measured to be a stable approach to argumentation. This generates a compromise between these two situations, and this compromise allows the two extreme positions to meet in the middle [30].

**Table 9. Differences on the Respondent's Conflict Management Styles when grouped according to Profile Variables (n = 184)**

	Coll t/F	VI	Compt t/F	VI	Avo t/F	VI	Accom t/F	VI	Compr t/F	VI
Sex	-2.29 (0.023)	S	-0.006 (0.995)	NS	-0.826 (0.410)	NS	<b>-2.197</b> <b>(0.029)</b>	S	-1.225 (0.222)	NS
Length of time as a Police Officer	1.768 (0.097)	NS	1.516 (0.165)	NS	0.899 (0.508)	NS	0.94 (0.478)	NS	<b>2.202</b> <b>(0.036)</b>	S

For interpretation: Mean difference is significant at 0.05 level VI = Verbal Interpretation, S = Significant, NS = Not Significant Coll= collaborating, Compt=competing, Avo= Avoiding, Accom= Accomodating, Compr= Compromisin

Compromising style of police officers is used to reach temporary explanations, to avoid conflicts, or when there is not sufficient time to resolve problems. This strategy is that persons can forget significant values and long-term goals. In addition, this strategy can lead individuals to disregard the importance of an issue and can lead to detracting attitudes toward a problem.

Table 10 shows the correlation matrix of the variables of the study. It shows that anger is correlated with conflict management style, however compromising style is negatively correlated with anger. Compromising approach of a police officer is used to reach temporary resolution to prevent conflicts including anger. Conflict occurs when individuals tolerate their feelings to disrupt how they undertake the problem. Among all sub variables of emotion dysregulation impulse and awareness does not correlate to anger. So overall when anger is highly unstable then conflict management style decreases

As for collaborating it is negatively affected by anger and emotion dysregulation excluding nonacceptance and goals. It indicates the response of a police officers to have a negative subordinate or non-accepting reaction to one's own pain and striving in focusing and completing duties when experiencing negative emotions. Collaborating is considered the best way for dealing with conflict. The goal of collaboration is to reach agreement over goals. Collaboration can lead to commitment to goals and reduce bad feelings including anger [31].

Avoiding is associated with non-acceptance and impulse while it is negatively correlated with awareness. Interactions between police officers and civilians may be quite different from interactions that take place in regular service settings. Theoretical view on impulsive action containing avoidance hence further distinct perspectives on emotion dysregulation like impulse and non-acceptance. The structure of impulsive

action in relationships of directedness of the individual toward, away, or against other regarding potential circumstances and away from contemporary state [32].

Accommodating is negatively correlated to awareness, strategy and clarity. Emotional dysregulation is relevant for the profession of police officers. It signifies that accommodation among police officers approach is more essential to other than an officer. Emotion dysregulation involves a feeling of an incapability to frequently use healthy strategies to diffuse or restrained negative emotions. While all people occasionally use less than ideal emotion regulation strategies, individuals who regularly experience what feels like overwhelming, intense negative emotions. Although the display of positive emotions may be relevant during the work of police officers, in some circumstances it seems appropriate to immediately suppress positive emotions, such as during tragic incidents. In addition, negative emotions may sometimes be appropriate to accommodate, serve the purpose of handling emotionally demanding situations and controlling the emotions of civilians and offenders.

As emotion dysregulation increases, the possibility of anger and conflict management style eventually decreases. Emotion dysregulation explain an incapability to recurrently use beneficial approaches to dispersed or rational negative emotions comprising anger and feeling that inclines to intensify up feelings and a sense of not being capable to tolerate them. Conflicts declines when individuals tolerate their feelings and emotions that affect how they determine problems. In addition, when individuals disregard their own or others' feelings and emotions, conflicts can improve. The condition that our feelings and emotions may vary over a particular issue also results in conflicts [33].

With given results, it is established that anger, emotion dysregulation and conflict management style is correlated with each other.

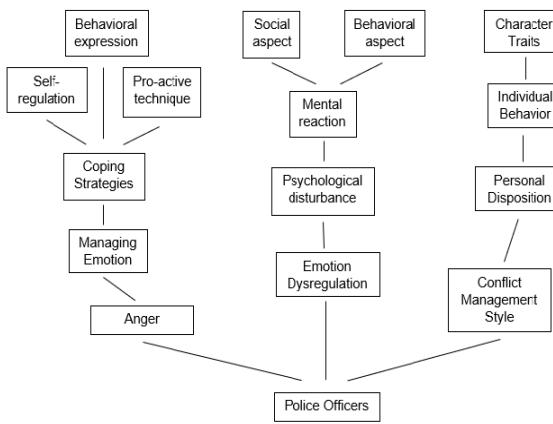
**Table 10. Correlation Matrix of the Variables of the Study (n = 184)**

	<b>Anger rxy</b>	<b>Coll Rxy</b>	<b>Compt rxy</b>	<b>Avo rxy</b>	<b>Accom rxy</b>	<b>Compr rxy</b>
Anger	1	-.294*	-.259*	-.255*	-.354*	.335*
Nonacceptance	.169*	-.032	.048	.197*	-.007	-.127
Goals	.215*	-.107	-.086	.022	-.004	-.169*
Impulse	.145	-.166*	-.038	.171*	-.084	-.219*
Awareness	-.006	-.417*	-.347*	-.282*	-.413*	-.485*
Strategies	.257*	-.248*	-.081	.024	-.185*	-.278*
Clarity	.081*	-.379*	-.273*	-.088	-.237*	-.424*
<i>Total (DERs)</i>	.227*	-.338*	-.193*	-.004	-.247*	-.423*

COLL-collaboration, COMPT- competing, AVO- avoiding, ACCOM-accommodating, COMPR-compromising

Though not all sub-variables are related still, other sub-variables are correlated. Levels of anger among police officer is noted to be remarkably low police officers are frequently left to manage anger in a cultural setting that does not benefit in seeking behavior that supports maladaptive approach to the reduction of the well-being and even threat on job. As per conflict management style among police officers, compromising is the most dominant conflict management style indicates practical in multifaceted matters deprived of simple explanations and police officers might be equal in control. Strategies is the most dominant type of emotion dysregulations among police officers specifies the certainty that there is little one can do to control oneself once offended.

It is evidently shown that the type of community, age and length of time as police officer influences their anger. Anger is remarkably low in urban and rural, however rural has comparatively greater levels of anger. Accommodating has significant differences when grouped according to sex, whereas profile length of time as police officers has significant influence a compromising conflict management style. Results shows that sex has a substantial influence on the sub-variable accommodating. As per emotion dysregulation there is significant difference in strategies when grouped according to sex. It indicates limited access to emotion regulation strategies. It indicates difficulty of police officers in remaining in control when upset aggressive in argumentation or emotion conflict.



### **Framework of Anger, Emotion Dysregulation, and Conflict Management Style Among Police Officers**

Two programs are proposed for the enhancement of the neuropsychological test of the PNP. First is the understanding the symptoms and treatment for emotion dysregulation with the objectives of to give information

regarding the significance of emotion dysregulation and to promote awareness of the effects of emotion dysregulation. The activities that will be done is a seminar about the significance of emotion dysregulation and an enhancement of the psychological program of PNP. It will be facilitated by a guidance counsellor or a psychologist which will be participated by police officers. Generally, a two-and-a-half-hour session will be done weekly and a regular consultation of the team will be done to ensure the best enhancement possible. The second program is to lessen the level of emotion dysregulation with the objectives of to give proper knowledge regarding the possible effects of emotion dysregulation and to give assistance for those that suffers emotion dysregulation. In this program, the proposed activities are yoga, breathing exercises, mindfulness, and other mind/body therapies. Same with the first program, the facilitator would be a guidance counsellor or a psychologist which will be attended by police officers. No recovery plan is a cure for emotion dysregulation but with the help of these activities the level of emotion dysregulation can be lessen.

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## APPENDIX

**Table 2. The Emergence of the theme Managing Emotion in the aspect of Anger among police officer**

Respondent Number	Transcripts Statement	Emerging concept	Sub-categories	Categories	Theme
16	-Depende sa sitwasyon pero usually ang galit ay syempre kaming nasa serbisyo ay may tinatawag na maximum tolerance kaya kami kahit galit na nakokontrol naming dahil sabi nga nila kapag iniimpliment yung maximum tolerance, controlling the temper pero may mga bagay naman syempre pag dating sa ibang bagay nagagalit din kami.	Self-control	Self-regulation	Coping Strategies	Managing Emotion
1	-Oo, sa isip ko, patay na ang kausap ko pero sa aksyon ay aalis na lang ako.				
8	-Ieexpress para mawala yung stress na iniisip		Showing of emotion		
9	-Pinapakita ko ng pisikal		Showing through action		
14	-Sa expression ng mukha	Facial expression		Behavioral Expression	
16	-Pag galit na kami syempre nadoon na yung masisigawan mo siya kelangang makuha mo yung atensyon nya at maramdaman nya na ikaw ang boss		Asserting one's authority		
18	-ngayon e di na nakakaimpluwensa sa ibang tao pero sakin sa sarili ko wala naman kasi dahil kami nga e hinubog ng aming pagsasanay dito sa kapulisan hindi lang pisikal kundi mentalidad para makapag lingkod sa ating bayan.	Physical and mental training		Pro-active Technique	

**Table 4. The Emergence of the theme Psychological Disturbance in the aspect of Emotion Dysregulation among Police officer**

Respondent Number	Transcripts Statement	Emerging concept	Sub-categories	Categories	Theme
6	Medyo, mahirap kasi may mga taong nagsasabi o nagpaparamdam sayo na kailangan mong magalit	Being pressured	Social aspect		
10	Mahirap dahil hindi ko malaman kung galit ako o impulsive lang	Being impulsive	Behavioral aspect	Mental reaction	Psycho-logical disturbance

**Table 6. The Emergence of the theme Personal Disposition in the aspect of Conflict Management Style among police officer**

Respondent Number	Transcripts Statement	Emerging concept	Sub-categories	Categories	Theme
6	-Palagi para makakuha ako ng mga bagay na hindi ko pa alam	Being aware			
13	- Kinakausap ko muna both side para alam ko ang nangyari at gagawin	Openness			
8	- Hindi nangingialam sa problema ng iba lalo't personal	Respect for privacy			
18	-sinasantabi muna ang galit para matapos ang isang trabaho	Self-Control			
12	-Kinaklama ko ang sarili ko at nakikipag usap ng maayos para maayos din trabaho	Being calm			
2	-Ang aking sarili dahil masarap sa pakiramdam kapag may natutulungan kang iba	Sense of Fulfilment			
13	-Yung mapagkumbabang kaugalian at yung maayos na pakikipag usap		Character traits	Individual Behavior	Personal Disposition
7	-Hanggat kaya kong magtiis, titiisin ko	Sense of humility			
18	-Mas pinahahalagahan ko ang aking pagiging isang pulis. Mas inuuna ko ang aking trabaho kesa sa relasyon ko sa ibang tao. Gumawa lang tayo ng tama,	Being patient			
15	-Sa ngayon wala naman eh ang hindi lang nagiging komportable e pag dumating ang panahon na kelangan ka ng pamilya mo pero may call of duty ka lalo na pag red alert nung nakaraan kelangan ako ng pamilya ko kasi nabagyo na sa amin pero dito kelangan mas inuuna ko yung bayan	Sense of dedication			
9	-Madalas dahil layunin kong alagaan ang pamilya sapagkat akoy isang ama at asawa para sa aming trabaho mahirap tugunan.	Sense of commitment			
		Sense of duty			

**Table 11. An Enhancement Program for the Neuropsychological test Proposed to the PNP**

Program	Objectives	Strategy/Activity	Persons Responsible/ Participants	Evaluation
Understanding the symptoms and treatment for emotion dysregulation	<ol style="list-style-type: none"> <li>To give information regarding the significance of emotion dysregulation</li> <li>To promote awareness of the effects of emotion dysregulation</li> </ol>	<p>Seminar about the significance of emotion dysregulation.</p> <p>Enhancement of psychological program by PNP</p>	<p>Facilitator: Guidance Counsellor or Psychologist</p> <p>Participants: police officers</p>	<p>Weekly groupsessions, generally 2 1/2 hours a session which is led by a guidance counsellor or psychologist.</p> <p>The team has regular consultation team meetings to help them ensure they are providing you the best enhancement possible.</p>
To lessen the level of emotion dysregulation	<ol style="list-style-type: none"> <li>To give proper knowledge regarding the possible effects of emotions dysregulation .</li> <li>To give assistance for those that suffers emotion dysregulation</li> </ol>	<p>Therapies such as yoga, breathing exercises, mindfulness, and other mind/body therapies, make up a successful plan for recovery from emotional dysregulation.</p> <p>combination of group and individual therapy</p>	<p>Facilitator: Guidance Counsellor or Psychologist</p> <p>Participants: Police Officers</p>	<p>No recovery plan is a cure, but with proper treatment at a qualified treatment center, there is hope for recovery from emotional dysregulation.</p>