

JOB SATISFACTION STATUS OF WOMEN WORKING IN POLICE

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Abstract: Traditionally, policing has been a male dominant profession, and there has been a social stigma attached to women joining the police profession. Despite having a range of policies related to women's empowerment and equality, the integration of women into the police across all ranks and locations has been very slow, the Home Ministry opined that there should be at least 33% participation of females in the police force of India but as per Bureau of Police Research and Development (BPRD,2021), it has reached to level of only 10.5% by the year 2020. This study aimed to evaluate women's Job Satisfaction in the Police Service. The study covered 399 female police working in the Varanasi district, a purposive sampling method was used, and data were collected by using the job satisfaction scale of Amar Singh and TR Sharma. The study revealed that a majority of 36.8% of the respondents were average satisfied, 20.7% were above average satisfied, and 21.7% were dissatisfied with their job.

Keywords: Job Satisfaction, Women Police, Profession.

Introduction: The induction of women in the Indian police system in comparison to other countries is of recent origin. The need for women police in British India was felt during the labor strike in Kanpur, India in 1938 when women workers had to be controlled, and so, women police were appointed in Kanpur in 1939 (Mahajan,1982) but this was not on regular basis. The Delhi Police force was first to recruit women on regular basis in 1948. (Suvarna Joshi,2015)

Bureau Of Police Research & Development (BPR&D,2017) states, "Availability of an adequate number of women in the police is essential for reducing the vulnerability of women against crimes. The existing Woman Police Population Ratio is still very low. Poor representation of women in the police is posing serious challenges in dealing with crimes against women and women criminals. Therefore, woman Police personnel must be visible at the cutting-edge level."

Role, Functions, and Duties of the Female Police

According to the **bureau of police research and development (BPRD,2017)**, the principal duties performed by women police in India are:

- Investigation of crimes involving women and children.
- Helping the local police in tracing missing women and children. Tracing and recovering minor girls from brothels and escorting them to rescue homes, courts, and hospitals.
- Management of women offenders.
- VIP and security duties.
- Airport duties related to women passengers
- Aiding police in the evacuation of women and children in emergencies.
- Event and place of worship duties.
- Agitation and strike duties where women are involved.
- Handling complaints coming on the 1091 line.
- Managing Women's Help Desk at all police stations.
- Female safety and security-related duties.

Job satisfaction: Siegal and Lance (1987) stated that "job satisfaction is an emotional response defining the degree to which people like their job." Job is the main part of our life; we spend most of our waking time in the job environment. Hence, it becomes of utmost importance that we derive satisfaction from our job environment else it might cause frustration, and anger and in some cases may affect mental health.

Job satisfaction comes when one accepts a job for what it is and exploits the sources of satisfaction that come with it. Many diverse sources of satisfaction are tied to the same job. **Good feelings can come from high performance, quality work, learning new skills, working as part of a team, assisting Co-workers, demonstrating personal growth, and receiving compliments.**

Review of Literature

Harisingh and Jija Madhavan (2015) conducted a study in Bengaluru, Karnataka on a sample size of 800 women police personnel. The study found that most of the women were employed in junior positions in Police, the breakup being Constables -599, Head Constables-131, Assistant Sub-Inspectors-34, and about Sub Inspectors -24. The sample had representation from all communities and religious groups but there was a strong association between communities and post-held as represented by a significant chi-square value of 61.46. The younger age group had more degree holders compared to the older age group, about 65% of the women police in the age group of 21 to 30 were degree holders. This number progressively comes down to 12.5% in the age group of 51 to 60. The older women in the police force were mostly PUC/SSLC category. Only 3 to 4% of all age groups were postgraduates. The chi-square test value is significant indicating an association between the age group and educational qualifications. The caste-wise

education level examination revealed that half of the graduate population were Hindu while Muslims had mostly high school levels of education. The study further revealed that about 25% of the respondents were unmarried and 51.51% of the women got married after joining the service. This indicates that there is no social stigma attached to professional women in the police profession are well accepted in the social milieu.

➤ Rizvi Fatima (2016): Conducted a study on Female Police Personnel in the Lucknow district, her study's sample size was 196. The study also focussed on physical aspects including sitting arrangements, drinking water, rest room, and separate toilets, a huge percentage (79.59%) of the respondents admitted that they don't have a facility of rest room at the same time 62.76% of the respondents said that they don't have the separate toilets. 78.06% of the respondents said that they don't have sitting arrangements while the 68.37% of the respondents didn't have clean drinking water available. Respondents were also asked to state their opinion about the present job in comparison to the other professions. Almost 65.81% of the respondents said that they have to face frequent work-family conflict due to poor job conditions which is not much in other jobs. On a positive note, 54.59% of the respondents said that policing gives women more self-confidence than other jobs. While 39.28% of the respondents said that women in policing carried a social stigma in society which is not common in other professions. 19.38% of the respondents stated that their Job nature is more challenging as compared to other professions.

Sunil Kumar (2019) surveyed all 12 Women's Police Stations in Haryana with a sample size of 181. In his study, he found that 56.3% of the respondents were up to senior secondary educated followed by 28.1% graduates but only 3.1% have educational qualifications post-graduation and above.

According to the study, 71.8% joined the police for job security, less than 1/5th of the total number of respondents had no other suitable job with them except to join policing, 8.2% joined as a career, 2.7% forced by parents/family needs, and 0.9% join the police due to other motivations. The majority of respondents (95.5%,) said that the police department is a good place to work.

Research Methodology:

The purpose of this study was to analyze the job satisfaction level of female police personnel, a purposive sampling method was used for the study. 399 female police personnel from twenty-six police stations, including women police stations in the Varanasi district were identified. Post area and sample selection formal permission was obtained from Varanasi district's Senior Superintendent of Police (SSP) followed by permission from the concerned **Police Station In charge (SHO), a rapport building, and background briefing exercise was done with females, and then data was collected individually, all measures were taken to keep the data anonymized,** The data was collected between **March 2019 to January 2021.**

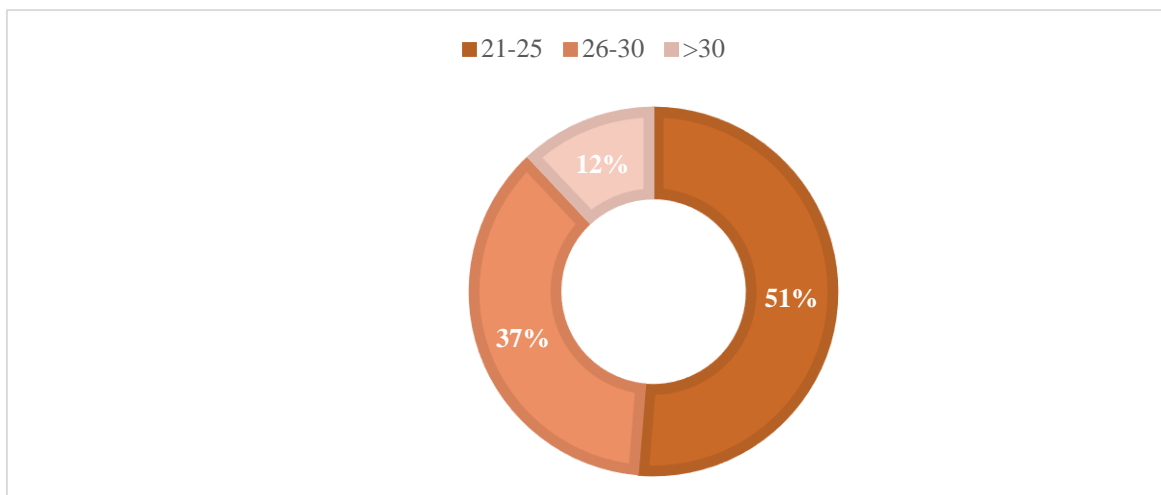
Tool and Techniques Used:

The Socio-Economic data of Female Police Personnel was collected through a self-structured questionnaire while job satisfaction level was gauged using the Job Satisfaction Scale developed by Amar Singh and TR Sharma, this is a five-point scale with 30 statements having both positive and negative statements. The positive statements are scored in 4, 3, 2, 1, and 0 patterns while the negative ones have 0, 1, 2, 3, and 4 patterns. The total score gives a quick measure of satisfaction/dissatisfaction of employees towards their jobs. The largest score on the scale is 120 and the smallest is 0. The test-retest reliability of the JSS is 0.978 and the validity coefficient of 0.743. The scale has divided job satisfaction into two major dimensions:

1. **Job intrinsic Factors:** Factors that are inside the job environment such as place of posting, working conditions, cooperation, democratic functioning, etc.
2. **Job extrinsic Factors:** Factors that are outside the job environment such as intelligence, social role, salary, allowance, quality of life, national economy, etc.

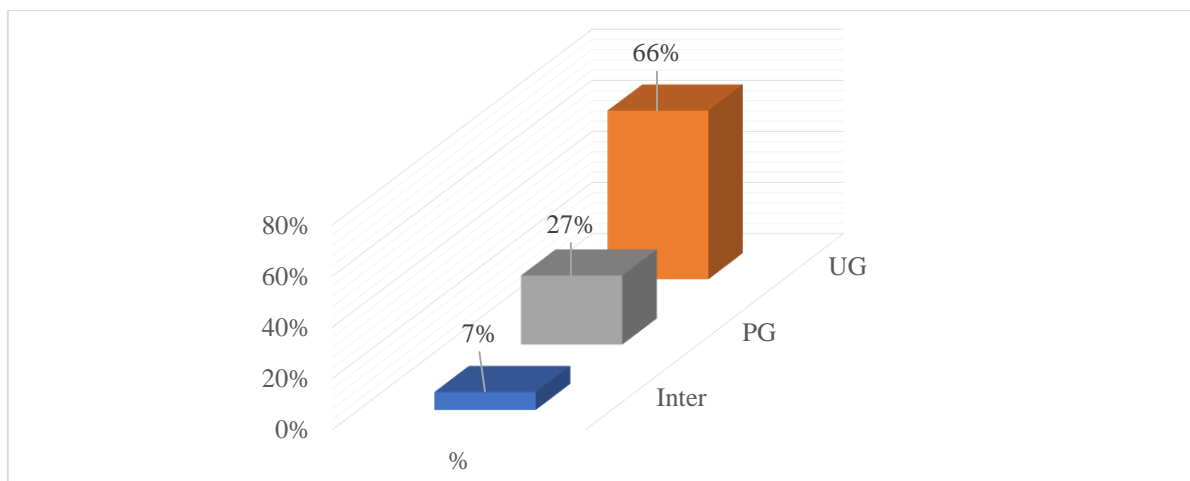
Results and discussion:

1. Distribution of Respondents according to their Age Group



The study concluded that the younger female has higher representation in the Police department of the Varanasi District as depicted in the pie chart above, the majority 51.3% female were from the 21-25 years age group. 88% of females were under 30 years of age. The average age of female police in the Varanasi district was found to be 26.34 years with the standard deviation being ± 4.84.

2. Distribution of Respondents according to their Education



The study found that the minimum education level of the respondents was intermediate as this is the minimum selection eligibility as depicted in the bar graph above, the majority 66% of the respondents have completed their undergraduate, while 27% of the respondents completed their post-graduation.

3. Distribution of respondents according to their satisfaction level on different dimensions of the Job

Dimension of Job Satisfaction	Level of Job Satisfaction (N = 399)													
	Extremely Satisfied		Highly Satisfied		Above Average Satisfied		Average Satisfied		Dissatisfied		Highly Dissatisfied		Extremely Highly Dissatisfied	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Concrete	0	0	38	9.5	110	27.6	104	26.1	112	28.1	30	7.5	5	1.3
Abstract	14	3.5	11	2.8	97	24.3	176	44.1	39	9.8	52	13.0	11	2.8
Intrinsic	13	3.3	26	6.5	98	24.6	158	39.6	59	14.8	35	8.8	11	2.7
Psychosocial	8	2.0	30	7.5	62	15.5	159	39.8	87	21.8	39	9.8	15	3.8
Economic	4	1.0	30	7.5	86	21.6	151	37.8	57	14.3	63	15.8	9	2.3
Community Growth	16	4.0	11	2.8	123	30.8	151	37.8	47	11.8	32	8.0	20	5.0
Extrinsic	12	3.0	31	7.8	75	18.8	168	42.1	80	20.1	33	8.3	1	0.3
Overall, Job Satisfaction Status	8	2.0	31	7.8	83	20.8	147	36.8	87	21.8	39	9.8	5	1.3

It was found in the study that none of the respondents were extremely satisfied on Job concrete factor, while on the complete Intrinsic factor 73.7% of the respondents showed a varied level of satisfaction and 26.3% of the respondents showed a varied level of dissatisfaction, similarly, on the extrinsic factor 71.4% of the respondents showed a varied level of satisfaction and 28.6% of the respondents showed dissatisfaction. On overall Job Satisfaction Status, the study found that 67.2% of the respondents showed a different level of satisfaction while 32.8% of the respondents showed a varied level of dissatisfaction.

4. Association between Dimension of Job Satisfaction and Education Level Respondents

Dimension of Job Satisfaction	Educational Status							
	Inter		UG		PG+		Total	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Concrete	8.82	2.91	9.19	3.23	8.73	3.71	9.04	3.29
	F = 0.793 P > 0.05							
Abstract	15.64	2.21	15.1	2.57	14.9	2.18	15.08	2.45
	F = 1.043 P > 0.05							
Intrinsic	24.46	3.46	24.28	4.52	23.63	4.42	24.12	4.43
	F = 0.928 P > 0.05							
Psychosocial	17.86	2.14	16.41	2.79	16.93	2.94	16.65	2.81

	F = 4.127	P < 0.05	Significant Pairs (Inter Vs UG)					
Economic	5.64	1.28	6.97	1.97	5.99	1.86	6.61	1.96
	F = 14.114 P < 0.001		Significant Pairs (UG Vs Inter, PG+)					
Community Growth	15.14	1.27	14.56	2.19	15.24	1.95	14.78	2.10
	F = 4.598 P < 0.05		Significant Pairs (UG Vs PG)					
Extrinsic	38.64	3.38	37.94	4.67	38.16	5.56	38.05	4.84
	F = 0.310		P > 0.05					
Overall, Job Satisfaction Status	63.11	6.45	62.22	8.59	61.79	9.38	62.17	8.67
	F = 0.272 P > 0.05							

The study concluded that there was no significant association between the level of education and different dimensions of job satisfaction as depicted in the table. However, a significant association was found in dimensions of extrinsic factors, the satisfaction score on the psychosocial aspect was significantly different between respondents with an intermediate level of education compared to respondents with an undergraduate level of education, similarly, a significant satisfaction score on economic factors was significantly different in case of respondents with Undergraduate level of education compared to the respondents with intermediate level and post-graduate level of education

Conclusion:

This study was conducted to assess women's job satisfaction in the police department. It can be concluded that the participation of women in the police is still very less as females joining the Police force is a relatively new phenomenon as a result more than half of the respondents were under 25 years of age. It was observed during the study that there was a lack of gender inclusiveness and female friendly working environment as Policing has been traditionally a male-dominated profession. More gender-inclusive policies like separate toilets, barracks, transport facilities, etc. are required to increase the satisfaction level of female Police. Female plays a dual responsibility of family too, hence, to maintain the right work-life balance regular counseling, effective roster planning, and childcare facilities should be made available in the Police department. These majors will increase the attractiveness of the Police profession for females.

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