

A sociological study on job satisfaction and adjustment problems among female police constables in Karnataka

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Abstract

Job satisfaction is the collection of feelings and beliefs people have about their present jobs. The nature of police job is very complex to work; it requires fullest dedication and commitment on employing people. While working, female police constables are having both satisfaction and dissatisfaction with their job and they are face many adjustment problems from both police job as well with family life. This study was carried out with the sample of 25 police stations in Mysore city of Mysore District of Karnataka state. For this study, qualitative method was used. The analysis has been done on the basis of in-depth interviews with those who are female police constables in Mysore city. For this study, data was collected from 50 female police constables (25 WHC and 25 WPC) by using simple random sampling. The present paper aims to find out job satisfaction and adjustment problems among female police constables. This study finds that due to lack of time, lack of facilities, over time duty, high level job stress, inadequate salary, lack of holidays, delayed promotion, lack of recognition for good work majority of the respondents are dissatisfied with their job. The study also finds that majority of the respondents are facing both family and professional adjustment problems.

Keywords: Job Satisfaction, Adjustment Problems, Female Police Constables

Introduction

Policing in India has traditionally been considered a male domain because the policing activities require physical powers. However, the gradual induction of female members in all walks of life and professions can also be seen in the police force in India. The rising trend of crimes against women, increasing involvement of women in various crime and the problems of handling juveniles has stressed the need for women police in India. The women police are now an integral part of the police forces all over the country.

Police department is one of the departments of government which has large number of employees. They are given different rank in their departments that start from constables to director general of police. Constables is the lowest of the rank in the hierarchy. They are found more in number compared to the other ranks. The study is about job satisfaction and adjustment problems of female police constables working in Karnataka.

Job satisfaction is simply how content an individual is with his or her job. Job satisfaction is the collection of feelings and beliefs people have about their present jobs. The happier people are within their job, the more satisfied they are said to be. Job satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance job satisfaction and performance; methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous work position. Job satisfaction is a very important attribute which is frequently measured by organizations.

The theoretical domain of job satisfaction is affluent with the numerous theories propounded regarding the dynamics of

satisfaction in work environment. One of the popular job satisfaction theories is that Herzberg's Two Factor Theory.

Herzberg (1959) proposed that there are two distinct aspects of the motivation-hygiene theory. The first and more basic part of model represents a formally stated theory of work behavior. The second aspect of Herzberg's work has focused upon the behavioral consequences of job enrichment and job satisfaction programmes. Intrinsic factors such as achievement, recognition, the work itself, responsibility, advancement and growth seem to be related to job satisfaction. These factors are variously known as motivators, satisfiers and job content factors. One the other hand, when they were dissatisfied, they tended to extrinsic factors such as company policies and administration, supervision, work conditions, salary, status, security and interpersonal relationships. These factors are also known as dissatisfies, hygiene factors, maintenance factors or job content factors. Satisfaction is affected by motivators and dissatisfaction by hygiene factors. This is the key idea of Herzberg and it has important implications for managers.

The term adjustment refers to the extent to which an individual's personality functions effectively in the world of people. It refers to the harmonious relationship between the person and the environment. In other words, it is the relationship that comes among the organisms, the environment and the personality. A well-adjusted personality is well prepared to play the roles which are expected of the status assigned to him within given environment and his needs will be satisfied in accordance with the social needs.

Job Satisfaction and adjustment problems are the most prominent work attitudes examined in work literature. Job satisfaction theories help to understand the job satisfaction

aspects of female police constable. It also analyses the satisfaction and dissatisfaction factors of the female police constables in a given working environment and also the influential causes of job satisfaction. The nature of police job is very complex to work; it requires fullest dedication and commitment on employing people. While working, female police constables are having both satisfaction and dissatisfaction with their job and they are facing many adjustment problems from both police job as well as family life.

The present study made an attempt to analyze female police constables and also this study may help to know about the job satisfaction and adjustment problems of female police constables working in Mysore city at a micro level.

Review of Literature

Various research studies were conducted on job satisfaction and adjustment problems among police.

Om Raj Singh Vishnoi (1999) ^[9] in their work *Women Police in India* focused on the multi-faceted role of women police in urban situation with particular reference to Delhi. The study noticed that a large number (70.5%) did not want to change their job at the same time majority of them expressed that they would not like to send their daughters in police job. Almost all police women (94.7%) felt that they could perform all the tasks which are performed by police men. The study also found that majority 62% felt some positive change as a consequence of their job as it helped them to develop confidence, boldness, sense of security, tactfulness, etc. Majority of women police (83.3%) felt that their social life was adversely affected but they had become used to it, while few (16.7%) felt upset and irritated on their helplessness in this matter. The study also found that some young educated police women had expressed their dissatisfaction with their status and role in police. The study helps to understanding of the problems and concerns of women police.

Alka Sahoo (2001) ^[1] conducted a study on *Women in Policing in India: A Sociological study of their Status and Role in a Changing Urban Society*. The study aims to scale the status and role of police women in this male profession along with equally important foundations of family and society. The study observed that police profession is still unattractive to women. Its reason is traditional notion that policing is a man's job. The study observed that women are being attracted towards this profession due to unemployment. The study also found that (41.27%) sex discrimination in the department in period of training, nature of duty, promotions, postings, and in getting facilities like vehicles and weapons. This study helps to know the police women perception regarding their job.

Gurpreet Randhawa and Komal Narang (2013) ^[5] in their study *Women in Police: Employment Status and Challenges* conducted with the objectives of to examine the employment status of women in the police and to study the challenges faced by women in the Police. The study discussed the challenges posed by women's personality traits; those are difference in leadership style, low acceptance and poor comfort level, lack of job satisfaction and challenges outside the workplace like balancing career and family life and technological advancement. The study recommended that the government should formulate and strictly implement policies to guarantee genuine equality between the male and female workplace in the police departments. Women in the police

should also recognize their endurance, strength and capabilities to handle tough situations in an effective way. The study is used to identify the challenges of women in the police work.

Serhan Ercikti conducted a study on *Major Determinants of Job Satisfaction among Police Managers*. The study revealed that the five organizational variables (skill variety, task identity, task significance, autonomy and feedback) could explain 18% of the variance in job satisfaction perceptions of police managers. The study indicates that police managers were generally satisfied with their jobs. The major determinants of job satisfaction were identified as feedback, years of service in the present department. The study helps to identify the job satisfaction among police officers.

Mangaleswaran R (2012) ^[8] in their study *Adjustment Problems among the Married Women Police Personnel* focused on the level of adjustment problems namely, health, emotion, self, home, social aspects and overall adjustment problems among the married women police. The study found that 68% of the married women police have high health adjustment problems. More than half of married women police (58.8%) have high level of emotional adjustment problems. Similarly more than half of married women police (56.77%) have high self-adjustment problems. 70.1% married women police have high home adjustment problems. 52.6% married women police have high social adjustment problems and 61% married women police have high overall adjustment problems. Since married women are involved in such services as men do, they encounter with several adjustment problems. The study helps to identify that majority of married women police have high level of home adjustment problems in all their dimensions, including overall adjustment problems. Among all the adjustment problems, very high percent of adjustment problems are with home. This may be due to the fact that they have less time to meet out their family needs.

Objectives of the Study

1. To study the demographic features of the female police constables.
2. To identify the job satisfaction of female police constables.
3. To study the family and professional adjustment problems of female police constables.

Research Methodology

The present study is based on the primary data which is collected from the 25 police stations in Mysore city of Mysore District of Karnataka state. Through random sampling method 50 Female Police Constables (25 Women Head Constables and 25 Women Police Constables) were selected to generate primary data. Detailed information of the attitudes and opinions of the respondents were collected through pre-tested structured interview schedule which is comprised of pre-coded and open – ended questions regarding objectives of the research. The primary data was collected employing interview schedule directly from the respondents and the secondary data were collected from books, journals related to job satisfaction and adjustment problems of women police and Reports of police department and website. The data collections are processed in a systematic way. The data are edited for checking their completeness and accuracy. The data is tabulated and processed in the table by using computer.

Results and Discussion

Table 1: Demographic Profile of the Female Police Constables

Sl. No.	Options	Frequency	Percent
01.	Age		
	20-29	11	22
	30-39	14	28
	40-49	13	26
	50-59	12	24
02.	Educational Qualification		
	SSLC	18	36
	PUC	20	40
	UG	08	16
	PG	04	08
03.	Religion		
	Hinduism	47	94
	Islam	02	04
	Christianity	01	02
04.	Caste		
	SC	18	36
	ST	06	12
	OBC	23	46
	Others	03	06
05.	Marital status		
	Married	34	68
	Single	06	12
	Divorced	02	04
	Widow	08	16
07.	Present Rank		
	WHC	25	50
	WPC	25	50
08.	Years of Service		
	Less than 5 years	02	04
	6-10 years	12	24
	11-15 years	06	12
	16-20 years	08	16
	Greater than 20 years	22	44
09.	Type of Family		
	Nuclear Family	32	64
	Joint Family	18	36
10.	Number of dependents		
	One – Two	03	06
	Three – Four	18	36
	Five – Six	23	46
	More than seven	06	12

The result pertaining to demographic profile of the female police constables are depicted in table 01. The data table 01 revealed that 22% of the respondents belonged to the age group of 20-29. Majority 28% of the respondents belonged to

the age group of 30-39. 26% of the respondents belonged to the age group of 40-49, and 24% of the respondents belonged to the age group of 50-59. The data indicated that 36% of the respondents are in the educational level of SSLC. 40% of the respondents are in the education level of PUC. Majority 16% of the respondents are having Under Graduation level and remaining 08% of the respondents are having Post Graduation level of education qualification. It was noticed that majority 94% of the respondents are following Hinduism as their religion, 04% of the respondents belonged to Islam religion and remaining 02% of the respondents belonged to Christianity. The data indicated that majority 36% of the respondents belonged to the SC Caste. 12% are ST, 46% are belonged OBC and 6% belonged to other category. It is observed that majority 68% of the respondents are married women, 12% of the respondents are single, 04% are divorced and 16% respondents are widows. In that 38% of respondents married the same profession. It was noticed that 50% of the respondents are WHC Rank (Women Head Constables) and another 50% of the respondents are WPC Rank (Women Police Constables). The data revealed that 04% of the respondents are having less than 5 years of experience. 24% of the respondents are having 6-10 years of experience, majority 12% of the respondents are having 11-15 years of experience, 16% of the respondents are having 16-20 years of experience and 44% of the respondents are having greater than 20 years of experience. It was noticed that majority 64% of the respondents are in the nuclear family and remaining 36% of the respondents belonged to the joint family. The data indicated that 06% of the respondents are having one-two dependents, majority 36% of the respondents are having three-four dependents, 46% of the respondents are having five-six dependents and 12% of the respondents are having more than seven dependents in their family. This table helps to know about demographic profile of the female police constables

Table 2: Percentage Distribution of the Respondents According to their Satisfaction with the Present Job

Satisfaction with the Present Job	Frequency	Percentages (%)
Yes	10	20
No	40	80

Table 02 shows that only 20% of the respondents were satisfied with their job due to good salary, good work environment, and good facilities and due to job as per choice. Majority 80% of the respondents were dissatisfied with their job.

Table 3: Percentage Distribution of the Respondents According to their Reasons for Dissatisfaction with their Present Job (n=40)

Reasons	Frequency	Percentages (%)
Over time duty	40	100
Lack of facilities	26	65
Lack of Holidays	40	100
High level job stress	40	100
Inadequate salary	36	90
Delayed promotion	22	55
Lack of recognition for good work	20	50
Insufficient time to spend with their family	40	100

From the data presented in table 03, it is observed that majority 100% of the respondents are dissatisfied with their

job due to over time duty. During their duty, unexpectedly they may encounter situations involving major crisis without

any warning and 24 hours availability make them working overtime. 65% of the respondents dissatisfied with their job due to lack of facilities from police department. 100% of the respondents dissatisfied with their job because lack of holidays to spend with their families due to their involvement in untimely public protection which in turn leads to over duties. Police is a most stressful job because it deals with the public and criminals. 100% of the respondents dissatisfied with their job due to high level job stress. Majority 90% of the respondents dissatisfied with their job due to inadequate salary

while comparing their working hours and today’s high cost of life. 55% of the respondents dissatisfied with their job because delayed promotion due to delayed promotion structure in police department. 50% of the respondents are dissatisfied with their job because lack of recognition for good work due to nonsupport from administration even their performance is very well. 100% of the respondents are dissatisfied with their present job because insufficient personal time to spend with their family. Due to these all reasons majority of female police constables are dissatisfied with their present job.

Table 4: Percentage Distribution of the Respondents According to their Family Adjustment Problems (n=50)

Family Adjustment Problems	Frequency		Percent	
	Yes	No	Yes	No
Family members are adjust to their needs	18	32	36	64
Tired and boredom while doing household works after coming from the job	50	00	100	00
Other members of family share the burden of the household	15	35	30	70
Conflict with family members related to police job	36	14	72	28
Due to professional work inadequate time to spend with their family members	50	00	100	00
Having worries about home when on job	38	12	76	24
Family support to working in police department	20	30	40	60
Family life is happy	28	22	56	44

Table 04 reveals that majority 64% of the respondents facing the family adjustment problems with respect to their family members are not adjust with their needs it leads tensions to female police constables. 100% of the respondents are tired and boredom while doing household works after coming from the job. 70% of the respondents facing lack of sharing the burden of the household by their family members, it leads them over stress. Majority 72% of the respondents having conflict with their family members regarding police job due to lack of time, lack of holidays, family needs and children responsibilities. 100% of the respondents are facing the

problem of inadequate time to spend with their family members due to the professional works. Majority 76% of the respondents having worries about home when on job with respect to children education and their needs, children health, family responsibilities, family conflicts, marriage tensions, family needs, unhealthy conditions of family members etc. Majority 60% of the respondents facing lack of family support to working in police department. 44% of the respondents opined that due to professional reasons their family life is unhappy. Due to these all family adjustment problems female police constables are having more stress to handle dual role.

Table 5: Percentage Distribution of the Respondents According to their Professional Adjustment Problems (n=50)

Professional Adjustment Problems	Frequency		Percent	
	Yes	No	Yes	No
Adjustment problem with department	37	13	74	26
Adjustment problem in training	28	22	56	44
Adjustment problem in nature of work and hours of job	50	00	100	00
Adjustment problem with higher officers	34	16	68	32
Adjustment problem with male colleagues	30	20	60	40
Adjustment problem with female colleagues	33	17	66	34
Adjustment problem with public	23	27	46	54
Adjustment problem with time	50	00	100	00

Table 05 shows that majority 74% of the respondents having the adjustment problem with department because the rules and regulation of their department are very strict. 56% of the respondents are having adjustment problem in training due to heavy physical stress. Police job is 24 hours’ work; it is not fixed working hours. Due to 24 hours availability 100% of the respondents are having adjustment problem in nature of work and hours of job. Majority 68% of the respondents having adjustment problem with their higher officers because they are very rude when female police constables report to their duty in delay. 60% of the respondents are having adjustment problem with their male colleagues because they do not cooperate to female police constables to work in police department. Unfortunately 66% of the respondents are having adjustment problem with their female colleagues because they themselves

are jealousy about their job deployment. 46% of the respondents are having adjustment problem with the public while conversing with them. 100% of the respondents are having adjustment problem with the time because during their duty, unexpectedly they may encounter situations involving major crisis without any warning and 24 hours availability make them problem to adjust with time. Due to these all professional adjustment problems female police constables are having more stress to handle both the roles home maker and working women.

Major Findings and Suggestions

The study found that very few of the respondents were satisfied with their job due to good salary, good work environment, and good facilities and due to job as per choice.

Majority of the respondents were dissatisfied with their job due to over time duty, lack of facilities from police department, high level job stress, inadequate salary, delayed promotion structure, lack of recognition for good work, insufficient personal time to spend with their family.

This study reveals that majority of the respondents facing the family adjustment problems with respect to their family members are not adjust with their needs it leads tensions to female police constables. Majority of the respondents are tired and boredom while doing household works after coming from the job. Female police constables are facing lack of sharing the burden of the household by their family members, it leads them over stress. Majority of the respondents having conflict with their family members regarding police job due to lack of time, lack of holidays, family needs and children responsibilities. Majority of the respondents are facing the problem of inadequate time to spend with their family members due to the professional works. Majority of the respondents having worries about home when on job with respect to children education and their needs, children health, family responsibilities, family conflicts, marriage tensions, family needs, unhealthy conditions of family members etc. female police constables are facing lack of family support to working in police department. Female police constables opined that due to professional reasons their family life is unhappy. Due to these all family adjustment problems female police constables are having more stress to handle dual role.

This study also reveals that majority of female police constables having the professional adjustment problems like adjustment problem with department, in training, in nature of work and hours of job, with their higher officers, with their male and female colleagues, with the public while conversing with them and with the time. Due to these all professional adjustment problems female police constables are having more stress to handle both the roles home maker and working women.

Through this study I prefer to suggest that perception about the work and practice must be changed by providing good work climate and developed departmental policy. The promotional structure within the system should be radically revised to permit a smooth and quick promotional flow from the rank of constable. Decreasing working hours and flexi working time will lead to maintain female police constables personal time. Adequate salary and definite norms should be prescribed for deviations from police station duties. And also I suggest that family should support to female police constables to working in police department. It is very essential co-operation from higher officers, colleagues and public to female police constables to work efficiently.

Conclusion

The present study is focused on the job satisfaction and adjustment problems among female police constables in Mysore city of Mysore district of Karnataka state. Through this study we can find out few of female police constables are satisfied with their present job and majority of them dissatisfied with their job. Majority of the female police constables are having adjustment problems with both family and profession. They need adequate salary, recognition for good work, quick promotions, decreasing working hours and also they need support from family, higher officers, colleagues and public, so that female police constables improve their

satisfaction with their job and reduce their family and professional adjustment problems, and then they play their roles efficiently and effectively.

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