

# A STUDY ON JOB SATISFACTION AND PERFORMANCE OF WOMEN POLICE WITH SPECIAL REFERENCE TO THOOTHUKUDI DISTRICT

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## ABSTRACT

This study investigates in to the factors influencing job satisfaction of women police personnel in Thoothukudi District. Data was collected from 175 women police personnel using referral sampling technique. Findings of the present study will be useful for the police organisation, government and policy makers in formulating policies and procedures for the growth and development of women police personnel.

**Keywords:** Socio-Demographic, Job Satisfaction, Performance, Women Police.

## INTRODUCTION

The status of women in India has been subject to many great changes over the past few millennia. From equal status with men in ancient times through the low points of the medieval period to the promotion of equal rights by many reformers, the history of women in India has been eventful. In modern India, women have held high offices in India including that of the President, Prime Minister, Speaker of the Lok Sabha and Leader of the Opposition.

In a tradition bound society of India, women are brought up in a cultural milieu which relegates them to the secondary role. The tradition, the social norms and the other unwritten codes and rules of the society make it a duty for women to serve. The man of the house by looking after his physical and instinctual needs and she ends up subordinating herself to him by carrying out his dictates. In its dignified form, the role of the woman makes her out to be the house - wife's, who looks after the comforts of her family members helping them perform their task well, but often this role deteriorates to

that of a whole time servant, who can be ordered around to render service at one's beck and call.

The recruitment policy of an organization has a direct bearing on its efficiency, and therefore, requires careful formulation. The eligibility criteria should be so laid down that the most suitable candidates are selected. This is a very important criterion for the requirement of police personnel, who are the custodians of law and protectors of life and property of the community. Any lapse on their part

can have serious repercussions on the freedom on individual citizens. The performance of the police in India has not been up to the public expectations. The police neither have a good image nor enjoy the confidence of the people. The people seem to expect a better performance from women police.

Job satisfaction of employed individuals attracts significant attention from researchers and practitioners alike across the disciplines (Blegen, 1993). Job satisfaction to many workers means being self-content with their work. It is defined as the extent to which individuals are satisfied with their jobs: the happier the workers, the more satisfied they are with their jobs. Job satisfaction is measured in different ways by different researchers and surveys.

### OBJECTIVES OF THE STUDY

The objectives of the study are given below:

- (1) To study the Socio economic factors of women police and facilities provided to them by the government
- (2) To identify the Job satisfaction of women police in Thoothukudi District.
- (3) To suggest measures of improving Performance of women police in Thoothukudi District.

### SIGNIFICENCE OF THE STUDY

In Women understanding the word job satisfaction among the women Police in Thoothukudi District. The researcher selected this topic to know the Socio-demographic, duty condition and the performance of among the women Police.

### REVIEW OF LITERATURE

Dantzker's (1994) job satisfaction survey of twelve police departments in six states (N = 552) indicated that police officer participants had low overall job satisfaction levels. They reported the greatest dissatisfaction with the pay and the least dissatisfaction with supervisory support. Police officers between the ages of 20 and 25 were more satisfied than other age groups. The male police officers had higher job satisfaction levels than female police officers. The men were more likely to change police departments, while the women were more likely to accept a job offer different from policing. Police officers with the rank of sergeant had the lowest satisfaction level compared to other police officers.

Prior research regarding the major determinants (demographic and organizational variables) on police job satisfaction is inconsistent. Consensus has not been reached about which demographic variables significantly predict job satisfaction. Zhao et al. (1999) pointed out that there has been very limited research on the relationship the work environment has on police and their job satisfaction levels. Similarly, researchers reported inconsistent findings with gender (Aremu & Adeyoju, 2003; Bennett, 1997; Burke & Mikkelsen, 2004; Buzawa et al., 1994; Dantzker, 1994; Grant, Garrison & McCormick, 1990).

Morash, Haarr, and Kwak, (2006) found gender related work place problems, although women

and men experience many of the same work-related problems, the gendered nature of police organizations causes unique stressors for women.

Hwang (2008) states that, place of work among police personnel has no influence on their job satisfaction but length of service and designation negatively affects police officer's job satisfaction.

Miller, Mire and Kim (2009) were analysed the predictors of job satisfaction among police officers and found experience, job characteristics, autonomy and appraisal system are the important factors in predicting job satisfaction. Carlan (2007) found social contribution, pay, adventure/excitement, autonomy, peer respect, and job security has direct positive effect on the job satisfaction among the police constables.

Gyamfi (2014) was found that physical environment, role ambiguity, work overload, lack of superior support and co-worker support leads to high stress among the police officers and arises out of these factors has positive significant influence on their satisfaction towards their job. The author suggested leadership of Police administration should pay much attention to the psychological and physiological needs of their police officers to improve upon the job satisfaction among the officers.

## RESULTS AND DISCUSSION

**TABLE 1: DEMOGRAPHIC PROFILE OF THE RESPONDENTS**

Particulars	Demographic Profiles	No. of Respondents(175)	Percent
Age	Upto 20 years	18	10.2
	21 - 30	64	36.6
	31 - 40	53	30.3
	41 - 50	26	14.9
	Above 50 years	14	8.0
Education	School Level	65	37.1
	Graduate	87	49.8
	Post-Graduate	23	13.1
Designation	Constable	123	70.3
	Assistant Sub-Inspector	39	22.3
	Sub-Inspector	13	7.4
Marrital Status	Married	131	74.
	Unmarried	44	25.2
Family Income	Lessthan ₹10,000	67	38.3
	₹10,001-₹20,000	72	41.1
	₹20,001-₹30,000	13	7.4
	₹30,001-₹40,000	18	10.3
	Above ₹ 40,000	5	2.9

**Source: Primary Data**

The above table shows that out of 175 respondents, 36.6 percent of the respondents are belongs to the age group of 21 – 30 years, 30.3 percent of the respondents are belongs to the age group of 31-40 years, 14.9 percent of the respondents are belongs to the age group of 41 – 50 years and remaining 10.2 and 8 percent of the respondents are belongs to the age group of up to 20 years and above 50 years respectively. About 49.8 percent of the respondents have completed graduate, 37.1 percent of the

respondents have completed school level education and remaining 13.1 percent of the respondents have completed post-graduation. While 70.3 percent of the respondents are working in constable, 22.3

percent of the respondents are working in assistant sub-inspector and remaining 7.4 percent of the respondents are working in Sub-inspector, 74.8 percent of the respondents are married and remaining 25.2 percent of the respondents are unmarried, 41.1 percent of the respondents are earnings ₹20,001 – ₹30,000, 38.3 percent are earnings less than ₹10,000, 10.3 percent of the respondents are getting income between ₹30,001 to ₹40,000 and 2.9 percent of the respondents are earnings above ₹40,000.

**SATISFACTION ON THE FACILITIES OF THE WOMEN POLICE AT WORK PLACE**

Data relating to the satisfaction on the facilities of the women police at work place are prescribed in the following table.

**SATISFACTION ON THE FACILITIES OF THE WOMEN POLICE**

S. No	Working Condition	H.S.	S	N	D.S	H.D.S
1	Earned leave	64 (36.5)	54 (30.8)	45 (25.7)	6 (3.4)	6 (3.4)
2	Free hospitalization at ESI scheme	45 (25.7)	11 (6.2)	37 (21.4)	74 (42.2)	8 (4.5)
3	Travelling Allowance	70 (40)	55 (31.4)	34 (19.4)	11 (6.2)	5 (2.8)
4	Loan facilities	40 (22.8)	38 (21.7)	65 (37.14)	24 (13.7)	8 (4.5)
5	Retirement gift award	54 (30.85)	32 (18.2)	65 (37.14)	14 (8)	10 (5.7)
6	Casual leave	67 (38.28)	58 (33.14)	19 (10.8)	18 (10.2)	13(7.42)
7	Sick leave	99 (56.5)	26 (14.8)	13 (7.4)	23 (13.14)	14 (8)
8	Maturity leave	81 (46.2)	38 (21.7)	7 (4)	26 (14.8)	23(13.1)

Note: H.S – Highly Satisfied, S – Satisfied, N- Neutral, D.S – Dissatisfied, H.D.S. – Highly Dissatisfied

**Source: Primary Data**

The above table shows that out of 175 respondents, 36.5 percent of the respondents are highly satisfied with earned leave to women police, 42.2 percent of the respondents are dissatisfied with free hospitalization at ESI scheme of women police, 40 percent of the respondents are highly satisfied with traveling allowance to women police, 37.14 percent of the respondents are neutral in loan facilities of women police, 37.14 percent of the respondents are neutral in retirement gift award to women police, 38.28 percent of the respondents are taking casual leave to women police, 56.5 percent of the respondents are taking sick leave and 46.2 percent of the respondents are taking maternity leave to women police Hence, it can be concluded that majority of the respondents are highly satisfied in earned leave to women police.

**SATISFACTION ON THE FACILITIES OF THE WOMEN POLICE AT WORK PLACE**

Data relating to the satisfaction on the facilities of the women police at work place are prescribed in the following table.

**SATISFACTION ON THE FACILITIES OF THE WOMEN POLICE AT WORK PLACE**



S. No	Satisfaction	Mean Score	Rank
1	Earned leave	3.95	V
2	Free hospitalization at ESI scheme	7.07	I
3	Travelling Allowance	3.60	VI
4	Loan facilities	6.14	II
5	Retirement gift award	5.27	III
6	Casual leave	4.14	IV
7	Sick leave	2.89	VIII
8	Maturity leave	2.95	VII

**Source: Primary Data**

The above table shows that, out of 175 respondents, free hospitalization at ESI scheme got the first rank with the mean score of 7.07, loan facilities got the second rank with the mean score of 6.14, retirement gift award got the third rank with the mean score of 5.27, Casual leave got the fourth rank with the mean score of 4.14, earned leave got the fifth rank with the mean score of 3.95, travelling allowance got the sixth rank with the mean score of 3.60, maturity leave got the seventh rank with the mean score of 2.95 and sick leave got the eighth rank with the mean score of 2.89. Hence, it can be concluded that the majority of the respondents' free hospitalization at ESI scheme got the first rank with the mean score of 7.07.

### SUGGESTIONS

- Promotion policy may be modified in such a way that the two important variables, Education and experience are given Equal Important.
- There is General Feeling among the respondents specially Grade-II police have the opinion that scale of pay is not progress able changed accordingly to the Increase in price level. So, suitable chances may be made in wage policy.
- The may introduce more number of counselling programmes for women police to overcome the unwanted issues both family and occupation.

### CONCLUSION

The work of the Women Police may not be easily compared with women working in other walks of life. She plays a dual role as to do family commitments as well as police job. But at the same time the job security and working environment in unorganized sectors do not facilitate the proper job satisfaction among the employees and especially women police who undergo for work pressure, poor work support, lack of lucrative wages, inconvenience and so on. Due to the reason the job satisfaction

among women police turned to be inconsistent. In order to understand the issues of women police, the job satisfaction among them, the reason for job satisfaction and dissatisfaction, the present literature

review study was done.

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