



Quality of Working Life of Women Police

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ABSTRACT

Work is an integral part of person's life, as he/she spends around twelve hours daily in the workplace, which influences the overall quality of working life. Women are actively participating in various economic activities and managing their roles in the organisation promptly. Quality of working life enables them to participate at all levels of the organisation actively and effectively. It involves job security, working conditions, compensation, employment opportunity, involvement and empowerment, and other organisational factors. Police department is one of the most ubiquitous organisations of the society. Police work involves protection of public life, safeguarding property through vital patrol techniques, enforcement of laws and ordinances in the place for which the police station is responsible. The present study makes an attempt to study the quality of work life of women police, and the working policies and practices followed by the police department for women police.

KEYWORDS

Quality of working life, women police, benefits, working conditions, work environment

INTRODUCTION

Women in India enjoy only a lower status in the society and they can be considered as a needy section of the society. They were not uplifted the equal status in all walks of life, political, social, economical, educational society. Indian women have a great part to play in progress of the country, as the mental and physical contact of women with life is much more lasting and comprehensive than that of men. Presently, women are actively participating in various economic activities and managing their roles in the organisation promptly. Their traditional role of home maker has been transformed into the new role of a professional woman. In India, a number of women have successfully broken the glass ceiling and attained top positions. Quality of work life enables them to participate at all levels actively and effectively in constructing an organisational environment, methods and outcomes. It involves job security, working conditions, compensation, employment opportunity, involvement and empowerment, and other organisational factors. Police Department is one of the most ubiquitous organisations of the society. In the words of **Smt. Indira Gandhi**, "The police are guardians of the poor and their success depends on their ability to win the confidence, respect and co-operation of the public." They are not a force, but a service to the public. Police work involves protection of life, safeguarding property through vital patrol techniques, enforcement of laws and ordinances in the place for which the police station is responsible. The women police personnel most of the time work under stress due to work load, extended duty hours, political pressures, personal/family problems etc.

REVIEW OF LITERATURE

Quality of working life is determined by many factors which govern the relationship between people and their work environment. It usually related to hours and wages, compensation benefits, work environment and career development which was relevant to worker's satisfaction and motivation, work ethics, work conditions and managerial concerns about efficiency of output.

According to Nadler and Lawler (1983), quality of working life

can be seen as an 'individual's reaction to work or the personal consequences of the work experience'. It is perceived as a set of methods, approaches or technologies for enhancing the work environment making it more productive and satisfying. Beinum (1984) describes a general approach and an organisational approach to Quality of work life. The general approach includes all those factors affecting the physical, social, economic, psychological and cultural well-being of the workers, while the organisational approach refers to the design and operation of organisations in accordance with the values of democratic society.

Wyatt and Wah (2001) examined the perception of quality of working life of managerial executives. The Factor analysis results found four dimensions named as favourable work environment, personal growth and autonomy, nature of job and stimulating opportunities and co-workers. The overall findings support the conceptualizations of factors involved in perception of quality of working life.

The study by Biswas and Gupta (2006) found a significant difference between male and female police personnel in terms of the levels of expectations as well as availability of quality of work life attributes at the work. Both male and female personnel expected more about their work, greater sense of purpose, more rules and policies which allow them to use time effectively on activities that are relevant to the organization. Male and female personnel also have different construction of their self-image.

Jeyarathnam.M, Malarvizhi .V.R (2011) inferred the intensity of working conditions and the behavioral aspects of the employees in the study area. It concludes that the basic strategy for improving the quality of work life is to identify employee's important needs and to satisfy those needs. The study also indicated that dissatisfaction might happen due to lack of recognition, tedious work, unhealthy peer relations, poor working conditions, low self-esteem, occupational stress, heavy work load, monotony, fatigue, time pressures, job insecurity, instability of job.

Indumathy.R, Kamalraj.S (2012), found that the major factors that influence and decide the Quality of Work Life are attitude, environment, opportunities, nature of job, people, stress level, career prospects, challenges, growth and development and risk involved in the work and rewards.

OBJECTIVES

The study focused on:

- To know about the factors of quality of working life.
- To study the quality of working life of women police in Karnataka and to identify the policies and practices followed by the police department for women police.

SCOPE AND SIGNIFICANCE OF THE STUDY

The research study is aimed at to understand the quality of working life of women police. The present study is limited only to women police from Dakshina Kannada District. Quality of work life refers to the relationship between employees and their work environment. That includes better working conditions, equal employment opportunity, adequate and fair wage, and so on. In this context, the present study makes an attempt to study the quality of working life of women police, and the working policies and practices followed by the police department for women police.

METHODOLOGY

The research study is partly descriptive and diagnostic in nature. The information collected through both primary data and secondary data. Primary data collected through personal interview, observation and secondary data from organisations website and service rules of the police department.

WOMEN POLICE IN KARNATAKA

Mysore State was the predecessor to Karnataka State, which was created on 1st November 1965. Sri. L. Ricketts was appointed as first Inspector General of Police, prior to which the State Police had no status, structure and powers as such. Police in Karnataka were called by various names in different regions. The foundation of present police set up was laid after the appointment of State's first Inspector General of Police. Today the State Police has grown into a large organization running on modern management principles.

With the aim of social reforms, the department started recruiting Woman Police. During State re-organisation nine women police came into the fold of State Police from Mumbai Karnataka region, presently Women Police personnel are working in all Police Stations across the State. Smt. Jija Hira Singh was first Woman IPS Officer in the State of Karnataka. At present, women police form only 5.11% of the total police in Karnataka i.e., 3,919.

At present in Karnataka there are 30 districts. All these districts and four main cities are divided into 6 Ranges and 4 Commissionerates in the Karnataka Police Department. There are over 900 police stations (including 10 women police stations) in Karnataka.

The Government of Karnataka has formulated instructions regarding the functions to be assigned to women police. These are:

- Collecting information regarding women offenders.
- Guarding and escorting women prisoners while in police custody.
- Arresting and searching women offenders.
- Questioning and interrogating women offenders and witnesses.
- Maintaining order at places where women congregate in large numbers, e.g., at temples, fairs, exhibitions and functions arranged by women's associations.
- Guiding women passengers at big railway stations and important bus stands in large cities and towns.
- Rescuing girls who are used for prostitution or other criminal purposes coming within the ambit of the law.
- Preventing juvenile crime.

- Rendering assistance to their male counterparts in enforcing the suppression of Immoral Traffic in Women and Girls Act 104 of 1956.
- Rendering assistance to the men police while dealing with labour troubles where women workers are involved.
- Operating telephones at the Police Stations and units during emergencies.
- Doing social work among the families of policemen in the lines, and
- Performing such other duties as may need employment of women police.

QUALITY OF WORKING LIFE

Work is an integral part of person's life, as he/she spends around twelve hours daily in the workplace, which influences the overall quality of working life. It will yield job satisfaction and peace of mind. Attitude, work environment, opportunities in workplace, nature of job, co-workers, stress level, career prospects and challenges, growth and development, and risk involved and reward are the influencing factors of the quality of working life. In the present world, organisations adopting flexible strategies to improve the employee's quality of work life to satisfy both the organisational objectives and employee needs. Quality of working life aims to meet the enhanced effectiveness of organisation and improved quality of life at work for employees.

Quality of Working Life can be defined as the satisfaction a person develops for his/her career, allowing them to enhance their personal lives through their work and work environment.

The International Labour Organisation (ILO) lists the following areas as concerns of Quality of working life: hours of work and arrangements of working time, work organisation and job content, impact of new technologies on working conditions, working conditions of women, young workers, older workers and other special categories, work-related welfare services and facilities, shop floor participation in the improvement of working conditions.

Nanjundeswaraswamy and Swamy (2013) used 9 components to measure quality of work-life of employees in private technical institutions: work environment, organization culture and climate, relation and cooperation, training and development, compensation and rewards, facilities, job satisfaction and job security, autonomy of work and adequacy of resources.

QUALITY OF WORKING LIFE OF WOMEN POLICE

Women are entering into the organised workplace in more numbers and so far highly male dominated areas like police and defence force. Such kind of workplace has thrown up several issues such as discrimination, physical and mental harassment, equal opportunity and so on. The women police considered some of the important issues which are affecting at their workplace include physical arrangements and other facilities like drinking water, office infrastructure, toilet, canteen, rest area, ladies room, etc. Benefits like uniform allowance, medical facility, transportation facility, sufficient rest duration, etc. deals with such working conditions and facilities provided to women police at their work place and their working conditions. Police put up with long and irregular working hours without any break i.e., 24x7 duty. They have the responsibility to protect all citizens and maintain law and order in the society.

There are insufficient women police personnel to handle the duty in the stations. They constitute just 5.11% of the total police personnel in the Karnataka state. The current recruitment system in the state has only 20% reservations for women. Level of job stress is more on women police as there are a limited number of women police personnel in the workplace to manage assigned duties.

Women police are partially satisfied with their quality of working life, which includes the working conditions and work environment, working hours, wages and compensation benefits, career

development and so on. They say that, especially working hour in the department is too lengthy that is, more than ten hours per day and struggling to manage their personal/family life. There is no weekly half and rest during the working time/days. And they should be present for the duty in the night shift if any emergency duties like to investigate women prisoners and children.

Women police opined that, most of the time at workplace superiors and co-workers are supportive and they motivate to handle the crisis situations and in certain situations it will be difficult them to get along with their superiors and co-workers.

Women police have low levels of income and less compensation benefits. Working conditions such as drinking water facility, police-canteen facility, medical facility, transport facility, sports and gymnasium facility, office infrastructure, rest room and ladies room facility, uniform allowance, housing facility and other facilities are offered by the department as well as from the government. But they are not satisfied with the facilities and benefits offered.

There is a lack of opportunity and competition for advancement in the department for women police. They need to deal with crisis situations in their working area as well as outside. There is a lack of recognition for their work both of the department and the public. Poor quality equipments are supplied for the duty and responsibility of the duty is increasing.

There is no such security arrangement and redressal mechanism to address the grievances for the women police in the workplace and they are dissatisfied with this. Gender discrimination is more at workplace and men police treated better than women police. Preferential treatment is not given to women police while assigning tasks and in job placements. They opined that, police work is unsafe and insecure for women. And most of the women police are decided to leave the job in future.

POLICIES AND PRACTICES FOLLOWED BY THE POLICE DEPARTMENT FOR WOMEN POLICE

- All postings and ranks in the police department are common both to women and men police officers.
- They are eligible to be posted to Sub-divisions, Criminal Investigation Department, Intelligence, Law & Order, Traffic, and Detective.
- Women police officers are eligible for leave, medical facilities and all other amenities to which women employees of Government are entitled.
- Women police stations are established to focus on effective investigation of crimes against women and protection of women and to inspire confidence.
- The uniform rules are applicable to women police officers except for those who complete sixteen weeks of pregnancy. In such cases separate uniform as prescribed for IPS officers (women) or Khaki colour Saree and Blouse or Khaki colour Salwar - Kameez can be worn.
- The privacy and other personal inconveniences peculiar to women will be respected and necessary relief and amenities would be provided by the officers in charge.

CONCLUSION

Quality of work life is a system that promotes and maintains employee satisfaction to improve working conditions and organisational effectiveness for employees. Overall, police work is not satisfactory for both men and women police. Especially, women police face various problems and difficulties in their job which are need to be resolved. She is playing multiple roles, and cannot possibly do equal justice to her roles. At the workplace women police need better working conditions and other facilities, which help to improve her quality of work life. Therefore, by improving working conditions, job security, providing adequate and fair compensation, equal employment opportunity, and by other measures women police may get satisfaction in their work, which increases the efficiency and effectiveness of work of women police at the workplace.

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