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Review Of Research



PERCEPTION OF POLICE PERSONNEL'S TOWARDS THE DETERMINANTS OF JOB SATISFACTION



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ABSTRACT

The character of the people and the form of society and the state may undergo changes from time to time, but nature of police work basically does not change, since the fundamental needs of the people are served by the police. In every age, however, the police have to face new challenges. Crime motivations are various and have assumed complex form. Methods of crime are based on modern technology and lawlessness is getting organized into small and large groups of lawbreakers, terrorism, crime against women and children, communal and political violence, cheating, corruption etc are increasing day by day. The police work has thus become more intense and heavier. Thus, the researcher made an attempt to

analyse the satisfaction of police personnel by collecting data from 60 respondents on the basis of convenient sampling method, using a structured questionnaire developed by Abdul Jassim Mohammed (2009). Hence, the information in the study will enable to understand the behaviour of police better and to have an access to reality rather than going after misconceptions and prejudice. The aim of this study was to analyse perception towards the determinants of job satisfaction.

KEYWORDS :Police Personnel, determinants of Job Satisfaction, Job stress.

INTRODUCTION

In a society, a collective life is possible only if human sticks to certain norms to protect his interest and the interest of others by giving power to society to control over his behaviour through laws by creating a body of officials to enforce control. Police is one such organisation developed for the preservation of state authority with duties such as enforcement of laws, preservation of order and prevention and detection of crime for the well-being of all the members of the society.

The character of the people and the form of society and the state may undergo changes from

time to time, but nature of police work basically does not change, since the fundamental needs of the people are served by the police. Police work is not an easy job, it is arduous, often dirty and unpleasant and sometimes dangerous. Constant stress and strain of hazardous duties, frequent duties, low social status, unsatisfactory working conditions, long hours of work, absence of grievance redress machinery are some of the major cause of dissatisfaction and unrest among police officers. Police officers have to perform his/her job even in scorching heat of summer, pouring rain and freezing winter and sometimes he/her duties round the clock and not meeting his family members for a day. At the same time they had to accept fear, suspicion and sometimes open hostility from a large segment of the society.

No society can exist without some kind of policing. Police force is an integral part or necessity of the state. They are protectors of human rights. But unfortunately the police are always seen separated from the rest of the society. The general public had a misconception that they need police and the police don't need them. This has to change. People should realise that they should co-operate with the police whether it be preventive work or the detection of crime or the maintenance of order. The lack of communication between the police and public attract uninformed criticism which affects the morale of the force adversely. There are problems and difficulties a police man or women had to overcome in the job itself. For example police personnel who come to a crime scene had to take a quick and appropriate decision immediately and have no advantage of time.

In every age, however, the police have to face new challenges. Crime motivations are various and have assumed complex form. Methods of crime are based on modern technology and lawlessness is getting organized into small and large groups of lawbreakers, terrorism, crime against women and children, communal and political violence, cheating, corruption etc are increasing day by day. The police work has thus become more intense and heavier. Necessity persuaded women also to enter this field and certain areas like juvenile, delinquency, family deviancy are successfully handled by them. Moreover, in the same way less emotional support from the family can worsen the problems. If it is in the case of women police officers, family support is very essential since she has to carry on multiple roles because of the nature of the work. The society has to arrive at an accurate assessment of what the police to carry out their responsibilities more effectively and efficiently. The socio-economic and psychological factors that lead to complex phenomenon of criminality cannot be eradicated by the policeman singlehandedly. These can be handled by the whole of society of which the police are but one segment.

Job satisfaction is the result of employee's insight of how well their jobs provide those things, which are important. Moreover, the employees are highly satisfied with their jobs where there is higher motivation and they will contribute best efforts to be best of their efficiency and capability towards the achievements of predetermined objectives of the enterprise. Hence, the information in the study will enable to understand the behaviour of police better and to have an access to reality rather than going after misconceptions and prejudice. The aim of this study was to analyse the perception towards the determinants of job satisfaction.

EMPIRICAL AND THEORETICAL FRAMEWORK

Researchers have examined several factors that correlate with job satisfaction, whether in a positive or negative way. However, the importance of the various factors appears to change from one situation to another. That is, individuals who perform the same job in the same environment and at the same time do not derive the same degree of satisfaction.

Grogan (2008) conducted a comparative study on job satisfaction done by David Beam and Lieutenant Todd Vandezande at the Marietta police department. This study showed an improvement in

mean scores of overall job satisfaction and the inference is that, the officers are satisfied with their mean scores or result. The comparison closely examined the pay and promotional process and take necessary steps to make some improvements. Boke and Nalla (2009) made an attempt to examine the relationship between organizational culture, police enforcement strategies, and job satisfaction among police officers working in various cities in two Midwestern states in the United States. They suggest that organizational characteristics are better predictors of job satisfaction than individual factors. Ercikti et.al. (2011) finds that police managers have higher level of job satisfaction than the research on their level counter parts indicates. the present study investigate the major determinants of job satisfaction among 136 police officers collected through convenience sampling who were attending the administrative office course at the university of Louisville. Year of service, feedback on the job and involvement in cop were significant predictions of job satisfaction among the sample of police managers. Jo and shim (2015) examines the relative effects of demographic, work related and community characteristic factors on police officers job satisfaction and exploring invariance of relationships among these variables. This study found out that the work related variables such as support from co-workers and supervision significantly affect the job satisfaction of police officers.

Abdul Jassim Mohammed (2009) had conducted a study based on the Dubai police officers regarding job satisfaction focusing on the factors such as nature of work, supervision, salary and incentives, relationship with co-workers, communication, promotional opportunities, professional development, organizational policy, job stress as the determinants of job satisfaction. Factors related to job satisfaction are mainly divided into two, Personal factors and environmental factors. He concluded that the work environment is a better predictor of job satisfaction than individual demographic variables and that personal factor are of little value to understanding job satisfaction.

Hence, in the present study the researcher adopted the model developed by Abdul Jassim Mohammed (2009) to analyse the perception of police personnel's towards the determinants of job satisfaction with special reference to Ramavarmapuram Police academy, Thrissur, Kerala.

STATEMENT OF THE PROBLEM

The present day laws as means of social control involved as an outcome to eliminate or minimize the unethical, non-humanistic behaviour of mankind. Subsequently police force comes into being as an instrument for maintaining law and order and prevention and detection of crime in societies where a definite political system exists. Police organization and the organization system in which a police personnel work is not free from problems. The boredom of monotonous duties, too much workload, exposure to adverse and extreme environmental conditions, poor pay and allowance, lack of communication, lack of participation, conflicting expectations and complex role acted as stressors for them. Police officers have serious stress because of inadequate training hostile working environment and long hours of work and all contributing adverse effect on their health and personality. Their job frequently leads to mental stagnation, psychological fatigue, growth of personality in one direction, dehumanizing working conditions, task pressures, lack of proper training and professional as well as personal obligations which produce anxiety and mild to severe stress. Thus it can be said that the physical and mental health of police personnel assume significant importance in the present scenario. Hence, it becomes necessary to analyse the job satisfaction of police officers.

Present study aims to understand the perception of police officers towards the determinants of job satisfaction of police and to provide suggestions regarding how to manage these officers by providing them a satisfied work place with reference of Ramavarmapuram.

OBJECTIVES OF THE STUDY

- To analyze the perception of police personnel's towards the determinants of job satisfaction

HYPOTHESIS

- **H01:** The opinion towards the determinants of job satisfaction is equal to average.

SCOPE OF THE STUDY

Job Satisfaction is defined as the pleasurable emotional state resulting from the appraisal of one's job as achieving or facilitating the achievement of one's job values. For the purpose of the present study researcher selected the Police Academy in Kerala state which is situated in Thrissur district with a sample size of 60 police officers. The study gives the perception of police officers towards the factors of Job Satisfaction. It helps to make suggestions on the basis of the study conducted among police officers.

METHODOLOGY

The study is descriptive in nature as it describes the characteristics of a particular group with narration of facts concerning them. Considering the location advantages and the time constraint, the study has been confined to the Thrissur district in Kerala. Hence Thrissur, Ramavarmapuram police academy forms the universe of the present study. Out of 999 police officers working in police academy, the data was collected from 60 on the basis of convenient sampling method due to the nature of the job, using a structured questionnaire developed by Abdul Jassim Mohammed (2009). The sample respondents selected consist of general category police officers who deal with public. The study was carried out for 3 weeks during the period from 28.12.2015 to 18.1.2016. For analyzing the collected data statistical tool, One sample T-Test was used in the study.

ANALYSIS AND INTERPRETATION

The researcher adopted the model developed by Abdul Jassim Mohammed (2009) to analyse the perception of police officers towards the determinants of job satisfaction such as nature of work, supervision, salary and incentives, relationship with co-workers, communication, promotional opportunities, professional development, organizational policy and job stress. In this section the researcher used one sample t-test to examine the agreeability of the respondents towards job satisfaction.

Table 1.1. One-Sample Test

Factors	Test value	Mean	S.D	T Value	P Value
Nature of work	15	18.46	3.09	8.876	<0.001**
Supervision	15	20.30	3.43	12.253	<0.001**
Salary and incentives	15	18.44	3.32	8.222	<0.001**
Relationship with co-worker	12	14.66	3.26	6.487	<0.001**
Communication	9	12.04	2.26	10.700	<0.001**
Promotion opportunity	12	14.98	3.69	6.416	<0.001**
Professional development	12	16.63	3.03	12.127	<0.001**
Organizational policy and strategy	9	12.00	2.70	8.819	<0.001**
Job stress	9	9.79	3.46	1.816	0.074

** significant at 1% level.

Table No. 1.1 shows the opinion regarding the determinants of job satisfaction. Since P-value is less than 0.01, the null hypothesis is rejected at 1% level significance. Hence, the in all cases opinions towards the determinants of job satisfaction are not equal to average except in case of Job stress. Based on the mean score it can be also concluded that the opinion regarding the determinants of job satisfaction are above average except Job stress.

Thus, all the determinants of job satisfaction such as Nature of Work, Supervision, salary and Incentives, Relationship with co-workers, Communication, Promotion Opportunity and Professional Development are equal to average, has been rejected at 1% and 5% level of significance except in the case of Job Stress. Thus mean score shows that except in the case of Job Stress, the respondents have an above average level of agreeability towards the determinants of police job satisfaction.

RECOMMENDATIONS AND CONCLUSION

Though the mean score are above average except in case of job stress, score is not enough to say that police personnel's are highly satisfied in their job; the government should take necessary steps in order to improve basic facilities such as fringe benefits etc. Moreover, the government should provide recreational facilities in order to reduce the job stress by standardising the working hours. The study shows that some officers are displeased with some of the factors, which prevail in any organisation and it is common in everywhere. The authority in Police Academy is highly enthusiastic, in keeping police officers satisfied. The police Officers are also committed and devoted because of their personal Interest and Interest in criminal investigation.

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