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## **Perception of police personnel towards job satisfaction with special reference to Kerala armed police 1st battalion, Ramavarmapuram, Thrissur**

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### **Abstract**

In the light of increasing no of crimes, the present study aims to analyse the perception of police officers towards the determinants of job satisfaction. The study is descriptive in nature as it describes the characteristics of a particular group with narration of facts concerning them. The study has been carried out in Ramavarmapuram policy academy form as the universe, with 63 general category police officers who deal with public are selected on the basis of convenience sampling method in 2016. In this study mean score shows that except in the case of salary and incentives and job stress, the respondent have an above average level of perception towards the determinants of Police job satisfaction. Thus, it is concluded that police officer are committed and devoted towards their job and also they are highly satisfied with their job except in some cases which is common in everywhere.

**Keywords:** Perception, job satisfaction, determinants of job satisfaction, policing

### **1. Introduction**

The police are an organ of society developed for the preservation of state authority. The primary duties assigned to the police are enforcement of laws, preservation of order and prevention and detection of crime for the well-being of all the members of the society. In every age, however, the police have to face new challenges. Crime motivations are various and have assumed Complex forms. 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. Women also have entered in this field and certain areas like juvenile delinquency, family deviancy are successfully handled by them. Job satisfaction refers to the attitudes and feelings people have about their work. Positive and favourable attitude towards the job indicates job satisfaction (Armstrong, 2006). Job satisfaction represents an employee's attitudes towards five specific dimensions of the job: pay, work itself, promotion opportunities, supervision and Co-workers. Many factors affect job satisfaction like salaries, designation, working conditions and environment, family problems, efficiency of the employees to do his work, his interest in the work and human relations in the industries etc. so it is can be analysed that job satisfaction of an employee is the result of many attitudes and factors. Reiner & Zhavo (1996) conducted a study based on job satisfaction among US Air Force security police. Job satisfaction among employees depends upon the demographic characteristics of individuals and the characteristics of work environment. The finding of the study conducted US Air Force security suggests that the work environment variables have more influence on job satisfaction than demographic variables. And Kohen & Corner (2000) examined that job satisfaction, job stress, and thoughts of quitting in relation to positive and negative effect, life satisfaction, self-esteem and alcohol consumption among Police officers. Exploratory and confirmatory factor analyses revealed that two dimensions, positive effect and negative effect, provide a clear association between job and well-being variables. Job satisfaction was primarily associated with negative effect and alcohol consumption. Although the above studies on the job satisfaction among Police officer have been investigated, clearly shows that no recent researches have been conducted to investigate the perception of job satisfaction Police officers in Kerala.

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The present study is to analyse the perception of job satisfaction among Police officers in Thrissur District. So the present study is an attempt to explore the job satisfaction and problems faced by the police personal in their job with the view of developing a better understanding of the police force especially the general who protects the rights of everyone and helps in preventing crimes.

## 2. Objectives

1. To analyze the perception of police officers towards the determinants of job satisfaction.
2. To examine the relationship between the determinants of job satisfaction.

## 3. Hypothesis

H<sub>01</sub>: There is no significant relationship between determinants of job satisfaction with salary & incentives and job stress.

## 4. Methodology

The study is descriptive in nature as it describes the characteristics of a particular group with narration of facts concerning them. The relationship between variables are tested and studied to make the study Diagnostics also. 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. KAP 1 battalion is situated at Ramavarmapuram about 6 km away in NE direction from the Thrissur Town. This Battalion lies in between Kerala Police Academy and Armed Reserve Camp in Thrissur.

Out of 999 Police officers working in Police Academy, 63 are selected on the basis of Convenience sampling method due to work nature of police personal. The sample respondents selected consists of general category Police officers who deal with public. Data was collected from those who are available, have enough time and interesting in filling the questionnaire so that the reliability is not affected. The study was carried out for 3 weeks the period from 28 12 2015 to 18 01 2016

The study has been carried out with the help of primary data. Primary data were collected with the help of structured questionnaire developed by Abdul Jassim Mohammed (2009) <sup>[1]</sup> including two parts where Part A relating the demographic data of the respondents which include age, gender, annual income, number of family members etc. and Part B includes the perception relating to determinants of job satisfaction like nature of the work, supervision, salary and incentives, communication, promotion etc. For analyzing the collected data statistical tools like Percentage analysis, descriptive analysis, and correlation analysis were used in the present study.

## 5. Review of literature

Job satisfaction is simple the level of contentment a person feels regarding his or her job. Individual's feels like that because of their perception towards job satisfaction. Literature review involves a secondary analysis of available information already published in some form or unpublished. It helps the researcher to get familiarized with the research object and to establish the credibility of the project. Thus, studies relating to various aspects of job satisfaction of police officers are reviewed in this chapter.

Forsyth and Copes (1994) <sup>[9]</sup> conducted a study to determine the variance in the levels of job satisfaction among a sample

of 102 police officers were investigated using multiple regression on the data which is collected using a survey instrument. The study revealed that the number of variables was found to have significant effect on the level of job satisfaction experienced by this sample of police officers. Bennett (1994) <sup>[5]</sup> conducted a comparative study based on job satisfaction among police constables. Organizational behavior is extensively explored in this study. The study suggests that the external and internal political factors affect the explanatory power of model and job satisfaction. Dantzker and Kubin (1998) <sup>[7]</sup> made an attempt to examine job satisfaction among 2309 male and 309 female officers based on purposive sampling. The study revealed that due to negative perception towards job satisfaction women are not entering law enforcement job and there is a little difference in job satisfaction solely by gender. The survey conducted by Halsted, Bromley and Cochran (2000) <sup>[11]</sup> using questionnaire among Deputy Sheriffs in Hillsborough county, Florida, to measure job satisfaction on the basis of work orientation, attitudes and perception of community policing. The survey finds that service oriented deputy sheriffs were more satisfied with their jobs than counter parts that had a crime control orientation. Ali and Eminem (2009) <sup>[3]</sup> focused on the relationship between the level of education and job satisfaction of police officers in Turkey. The result of the study shows that the level of education does not affect the job satisfaction of police officers. Abdul (2009) <sup>[1]</sup> conducted a study on determinants of job satisfaction among employees to identify the determinants of job satisfaction and then to develop a model of job satisfaction linking antecedents and consequences to job satisfaction. He concluded that 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. Buker and Dolu (2010) <sup>[6]</sup> conducted a study on "Police job satisfaction in Turkey: effects of demographic, organizational and jurisdictional factors" to brings a comparative view to the factors affecting the level of job satisfaction among police personnel. Demographic backgrounds of officers have been widely assessed as potential source of job satisfaction and work environment has also been recognized to widely as another strong predictor of job satisfaction in general. Ercikti *et al.*, (2011) <sup>[8]</sup> investigate the major determinants of job satisfaction among 136 police officers collected through convince sampling who were attending the administrative office at the university of Louisville and result show that year of service, feedback on the job and involvement in cop were significant predictions of job satisfaction among sample of police managers. Gachter, Savage, and Torgler (2011) <sup>[10]</sup> analyses the gender effect on reported perceived levels of stress through examination of physical and psychological indicators. Researchers try to find out both gender differences in perceived stress levels as well as the underlying gender-specific sensitivity to environmental factors such as trust in the work partner, unit co-operation, home stability and interactional fairness. Kanchana and Sudha (2012) <sup>[13]</sup> explain job satisfaction and work stress of traffic police by analyzing the demographic characteristics, job profile, and problem faced by them. The result shows that unhealthy work atmosphere and unable to give time to family are the major causes of stress. Ashwini (2013) <sup>[4]</sup> made an attempt to explore the occupational self-efficacy determine whether there is any difference by gender based on a purposive sample of 100 male and female police officers and the study revealed that there is no significant

difference in satisfaction and very little difference in self-efficacy. Jo and Shim (2015) <sup>[12]</sup> 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.

## 6. Results and discussion

In this study job satisfaction is analyzed by collecting data from a sample of 63 general category Police officers in Ramavarmapuram police academy Thrissur on convenience

base, the data is collected from them using a structured questionnaire including two parts where Part A relating demographic data, Part B including the perception relating to determinants of job satisfaction. To find out the job satisfaction among police officers descriptive analysis and correlation have been used. The study used Statistical Package for Social Science (SPSS) to analyze the variables.

### 6.1 Demographic profile of respondents

Table 1 shows the demographic profile of police officers in Ramavarmapuram police academy Thrissur

**Table 1:** Demographic profiles of respondents

Demographic factors	Frequency	Valid percent
<b>Age</b>		
Below 25 Years	5	7.9
25-30 Years	44	69.8
30-35 Years	13	20.6
Above 35 Years	1	1.6
Total	63	100
<b>Gender</b>		
Male	40	63.5
Female	23	36.5
Total	63	100
<b>Marital status</b>		
Married	37	58.7
Unmarried	26	41.3
Total	63	100
<b>Experience</b>		
Below 10	57	90.5
Above 20	6	9.5
Total	63	100
<b>Educational qualification</b>		
Matriculation	4	6.3
Plus Two	20	31.7
Under Graduation	24	38.1
Post-Graduation	13	20.6
Others	2	3.2
Total	63	100
<b>Income distribution</b>		
Below 100000 Rupees	32	50.8
100000-200000 Rupees	9	14.3
200000-300000 Rupees	19	30.2
Above 300000 Rupees	3	4.8
Total	63	100

(Source: primary survey)

The above table show that 69.8% respondents are belongs to 25-30 years of age category. That means, most of the police officers are youngsters. 63.5 of the sample customers are male and more than half respondents are married. Most of the respondents are under graduates (38.1%) having an experience of below 10 years.

### 6.2 Descriptive analysis

To analyze the perception of police officers towards the determinants job satisfaction, mean score is used. For collecting data a 5 point scale ranges from weaker to stronger is used. Mean score is calculated and compared with average mean score of 3 (15/5).

$$\text{Mean score} = \text{Actual score} / \text{Total score}$$

To analyze the perception of police officers towards the determinants job satisfaction

Factors of job satisfaction	Ques. No.	Question
Nature of work	Q1	My job requires the use of a number of skills.
Supervision	Q2	I receive regular feedback about my performance from my supervisor
Salary and incentives	Q3	My salary adequate for my living expenses.
Relationship with Co-workers	Q4	There is no bickering and fighting at work.
Communication	Q5	Communication between me and other workers is good.
Promotion opportunity	Q6	Promotion opportunities are not limited and are fairly adequate organization.

Professional development	Q7	The organization provides me with enough work related training
Organizational Policy and strategy	Q8	The general policy for my organization is congruent with moral values
Job stress	Q9	My job does not require working extra hours

**Table 2:** Descriptive analysis of determinants of job satisfaction

Question No	Mean	SD
Q1	3.86	0.82
Q2	4.05	0.728
Q3	3	1.283
Q4	4.1	0.995
Q5	4.13	0.793
Q6	3.49	1.203
Q7	4.25	0.74
Q8	4.19	0.877
Q9	3	1.539

The mean score shows that except in case of salary and incentives and job stress, the respondent have an above average level of perception towards the determinants of Police job satisfaction.

**6.3 Correlation analysis**

Correlation is the tendency of two or more groups or series of items to vary together directly or indirectly. Here, the

present study examines the relationship between the determinants of job satisfaction. Because of two factors, salary & incentives and job stress shows a below average level the correlation between these two factors with other determinants are examined.

H0: There is no significant relationship between variables of job satisfaction with salary and job stress.

**Table 3:** Correlations between determinants of job satisfaction with salary and job stress

	Salary and incentives	Job stress
Nature of work	-0.001	-0.071
Supervision	.588**	.516**
Salary and incentives	1	.685**
Relationship with Co-workers	.720**	.722**
Communication	.671**	.567**
Promotion opportunity	.839**	.641**
Professional development	.737**	.684**
Organizational policy and strategy	.728**	.782**
Job stress	.685**	1

This table shows that all the determinants of job satisfaction are significantly correlated with salary and incentives and job stress except in the case of Nature of work which is negatively correlated with salary and job stress.

**7. Findings of the study**

The main objective of this study is to find out the perception of job satisfaction among police officers.

**7.1 Percentage analysis**

- Majority of the respondents are belongs to the age category of 25 to 30 years.
- Most of the respondents belong to male category.
- Most of the respondents are qualified at graduate level and also married.
- Majority of the police officers come under income level of below Rs.100000 and also they belongs to the category of below 3 years of experience.

**7.2 Descriptive analysis**

Police officers are having a high level of perception towards the determinants of job satisfaction like nature of work, supervision, communication, promotion opportunities etc. that is there are highly satisfied with police job.

**7.3 Correlation analysis**

All the determinants of job satisfaction are significantly correlated with salary and incentives and job stress except in

the Cases are Nature of work which is negatively correlated with salary and job stress. That means there is a relationship with determinates of job satisfaction with salary and stress. If the salary is low and stress is high, police officers are not much satisfied with their work and vice versa.

**8. Conclusion**

Law enforcement is an honorable occupation that serves the vital need of the society. Without affecting the policing, a society is doomed to anarchy. The study about perception regarding job satisfaction in Kerala Armed Police 1st Battalion Ramavarmapuram, Thrissur was very interesting and informative. It shows that the police officer are committed and devoted towards their job also they are highly satisfied with their work concerning the factors of supervision, communication between co-workers, professional development etc. but some officers are displeased with some of the factors like salary and incentives and job stress. The authority in Police Academy is highly enthusiastic, in keeping Police officers satisfied.

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