

QUALITY OF WORK LIFE AMONG CIVIL POLICE OFFICERS WITH SPECIAL REFERENCE TO THIRUVANANTHAPURAM DISTRICT

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Abstract

This study investigates the quality of work life (QWL) among civil police officers in Thiruvananthapuram district, with emphasis on the occupational stressors they encounter. As frontline representatives of law enforcement, police officers often experience extended working hours, insufficient rest, and limited welfare facilities. The research explores the influence of economic and social factors such as interpersonal relations, remuneration, medical care, public perception, training, and personal time on their quality of work life. Primary data were collected from 43 respondents using structured questionnaires, supplemented with secondary sources. The analysis, using descriptive statistics, ANOVA, and t-tests, identified significant differences across age and gender groups. Officers above 40 years expressed greater satisfaction than younger officers, while male officers reported higher satisfaction compared to females in areas such as family time and public perception. The findings point to shortcomings in healthcare, welfare, training, and public support. Recommendations include stress management programs, gender-sensitive policies, and updated training modules to strengthen institutional support and enhance overall effectiveness of the police force.

Keywords:- Quality of Work Life, Stress, Job Satisfaction, Police Officers, Welfare.

Quality of Work Life (QWL) refers to how an individual perceives and experiences their work, including aspects such as pay, job security, working environment, workplace relations, and the intrinsic satisfaction gained from the job. Beinum (1974)

defined QWL as the connection between a worker and their task.

Police officers, who act as the most visible representatives of the government, are expected to be reliable in times of crisis. Civil police officers, who operate at the entry level after head constables, are

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constantly in contact with the public. Their duties are diverse and demanding, often involving long hours, irregular shifts, and direct engagement with crime and conflict. Limited resources, exposure to stressful situations, and a sometimes negative public image add to the challenges. These factors, combined with minimal personal or leisure time, contribute to stress and affect their quality of work life. This study aims to assess QWL among civil police officers in Thiruvananthapuram, considering both economic and social dimensions of their work environment.

Review of Literature

Studies on policing and Quality of Work Life (QWL) highlight the occupational stress and evolving challenges faced by police personnel. Srinivasan (2024) reported on Kerala's high police suicide rates and the launch of a pioneering support group in Ernakulam to provide counselling, address service-related issues, and support officers with family, financial, and addiction problems. Manju Sing and Praveen Sing (2023), in their study on the "Role of Police in Changing Society," emphasized how urbanization, technological advancements, and shifting social norms reshape policing functions, stressing the need for community-oriented approaches, transparency, and adaptive strategies. Gunjan and Tarannum (2022) compared work-life balance in government and private sectors in Chhattisgarh, finding QWL significantly higher in the government sector, with sector-specific improvement areas identified. Earlier, Deepthi (2012) focused on the wellness of civil police officers in

Pune, revealing inadequate facilities, lack of counselling, health and family-related issues, and limited medical support, recommending better welfare measures, training, and awareness on emerging crimes. Collectively, these studies underline the necessity for stress management, institutional support, welfare initiatives, and adaptive policing strategies to improve QWL and effectiveness of police forces.

Statement of the Problem

The growing incidence of crimes such as cyber fraud, drug trafficking, money laundering, terrorism, and domestic violence has heightened global concerns over safety and security. Police officers serve as the first line of defense, and constables, in particular, are often the first to interact with the public during emergencies. Despite the critical role they play, constables experience high levels of occupational stress. Their pay and welfare provisions remain relatively inadequate compared to higher ranks, making their working conditions more challenging. These concerns necessitate an in-depth study of the quality of work life of civil police officers in Thiruvananthapuram district, with a focus on the challenges they face and the areas requiring improvement.

Significance of the Study

This study is important because it highlights the experiences of police constables who work directly with the public and therefore face more stress than higher-ranking officers. Night duties, irregular schedules, and demanding tasks often disturb their family lives and create difficulties in balancing professional and personal roles. By examining these issues,

the study provides insights that can help police authorities design better welfare measures and implement strategies to reduce occupational stress. It also aims to raise public awareness about the challenges faced by constables, encouraging cooperation between citizens and the police in maintaining social order and safety.

Scope of the Study

The scope of this study is limited to civil police constables in Thiruvananthapuram district. It focuses on the social and economic factors influencing their quality of work life, such as welfare provisions, working conditions, training opportunities, job satisfaction, and family-work balance. Since constables are often the first to engage with the public, the outcomes of this research can guide policymakers in developing initiatives to improve welfare support, strengthen institutional systems, and create a more positive and effective policing environment.

Objectives of the Study

1. To identify the social and economic factors influencing the Quality of Work Life among police constables in Thiruvananthapuram district.
2. To evaluate the level of satisfaction of police constables in Thiruvananthapuram district.

Hypotheses

- H01 - There is no significant difference in the factors influencing Quality of Work Life such as sufficiency of time for doing task, superior friendliness, consideration

of age and experience by superior, medical and health care facility, remuneration, training and promotion, sufficiency of time for family, public response and knowledge about law among Police constables of different age groups.

- H02 - There is no significant difference in job satisfaction among male and female police constables.

Methodology

Data Sources

The study used **both primary and secondary data**.

- **Secondary data** were collected from study reports, research articles, expert committee reports, and publications of various institutions.
- **Primary data** were obtained through a structured questionnaire administered to police constables.

Sampling Technique and Respondents

The study employed **convenience sampling** to select respondents. A total of **43 civil police constables** in Thiruvananthapuram district participated in the survey. To maintain confidentiality, respondents were not required to provide personal identifiers such as name or police station details.

Tools for Data Collection

A **structured questionnaire** was used to gather information on various aspects of QWL, including interpersonal relationships, welfare measures, and work-related challenges.

Tools for Data Analysis

The collected data were coded and analyzed using descriptive and inferential statistics. The main tools employed were: Mean, Standard deviation, Independent sample **t-test** and **ANOVA**.

Data Analysis and Interpretation

Quality of work life among civil police officers of different age groups

One-way ANOVA was used to examine differences in the Quality of Work Life (QWL) of civil police officers with respect to age. QWL was assessed through economic and social factors rated on a 5-point scale. Social factors included sufficiency of time, family balance, facilities, training and promotion, legal knowledge, public response, superior friendliness, and opportunities for creative work, while economic factors covered remuneration and healthcare benefits.

From the descriptive statistics, the highest mean score was for awareness of law ($M = 4.53$, $SD = 0.827$), followed by teamwork ($M = 3.56$, $SD = 1.201$), responsibility ($M = 3.42$, $SD = 1.332$), motivation ($M = 3.40$, $SD = 0.979$), adoption of technology ($M = 3.14$, $SD = 1.338$), relations with colleagues ($M = 3.12$, $SD = 1.238$), and facilities at the centre ($M = 3.09$, $SD = 1.411$). Lower scores were observed for consideration of age/experience ($M = 2.88$, $SD = 1.258$), remuneration and healthcare ($M = 2.88$, $SD = 0.981$), superior friendliness ($M = 2.79$, $SD = 1.245$), decision-making ($M = 2.70$, $SD = 1.301$), public support ($M = 2.28$, $SD = 0.854$), and sufficiency of personal time ($M = 1.58$, $SD = 0.852$). Overall, higher scores were seen in legal awareness, teamwork, responsibility, motivation, technology use, colleague

relations, and facilities. The particularly high score for legal awareness reflects the impact of basic training programs provided to newly joined officers.

One way ANOVA result: Association of age with quality of work life

Table 1.2 shows that the p -value of all the factors that determine quality of work life such as team work, superior friendliness, peer team, superior consideration, facility at the station, decision making freedom, motivation, department facility with latest instrument, clarity on the responsibility given, response from public, knowledge about law, sufficiency of time for personal matters and fairness of remuneration.

Testing of hypothesis

H01: There is no significant difference in the Quality of Work Life among Civil Police Officers of different age groups.

One-way ANOVA revealed a statistically significant difference ($p < .05$) in the Quality of Work Life (QWL) across age groups of civil police officers, leading to rejection of the null hypothesis. Officers aged 40–50 and 50–60 reported higher scores on both economic and social factors compared to those aged 20–30 and 30–40. Senior officers were more positive regarding teamwork, superior friendliness, legal knowledge, public response, training, promotion, remuneration, and healthcare benefits.

Difference in Job Satisfaction among Male and Female Civil Police Officers

An independent samples t -test was conducted to examine gender differences in job satisfaction among civil police officers, measured on a 5-point scale.

Table 1.1
Difference in the opinion of Civil Police officers on their Quality of Work Life

One-Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
Feel being the part of the team while working	43	3.56	1.201	.183
Positive relationship with the colleagues	43	3.12	1.238	.189
Superior is friendly	43	2.79	1.245	.190
Superiors consider age and experience while working	43	2.88	1.258	.192
Facility at the centre	43	3.09	1.411	.215
Supervisors welcome any idea or concept suggested by civil police officers	43	2.70	1.301	.198
Get motivation to do new things	43	3.40	.979	.149
Department is well equipped with latest instruments	43	3.14	1.338	.204
Have complete information about the responsibility given to you	43	3.42	1.332	.203
Public treats police equally well just like any other person	43	2.28	.854	.130
Have sufficient knowledge about law	43	4.53	.827	.126
Get time to do many things and many arts while working	43	1.58	.852	.130
Satisfied towards remuneration and other healthcare facilities	43	2.88	.981	.150

Source: Primary Data

Results showed that female officers reported higher mean scores than males in most factors, including sufficiency of time, superior friendliness (3.32 vs. 2.33), consideration of age by superiors (3.32 vs. 2.54), appreciation (3.0 vs. 2.25), public response (2.53 vs. 1.79), public support (2.42 vs. 2.04), training (4.37 vs. 3.79), and promotion (4.53 vs. 3.29). Male officers scored slightly higher only in colleague support (3.21 vs. 3.0). Overall, female officers showed relatively higher satisfaction across most factors, while male officers reported stronger peer support.

It can be seen that civil police officers of male category and women category experienced same level of job satisfaction when we consider the factors such as support from colleagues, superior friendliness, consideration of age by superiors, appreciation and sufficiency of training. But the level of job satisfaction differs for male and female civil police officers when we consider factors such as sufficiency of time for doing task, response from public, help from public, time for family and promotion as the level of significance is less than .05.

Table 1.2
ANOVA

	Description	Sum of Squares	df	Mean Square	F
Superior	Between Groups	45.626	3	15.209	30.432
	Within Groups	19.490	39	.500	
	Total	65.116	42		
Colleague	Between Groups	40.713	3	13.571	22.327
	Within Groups	23.705	39	.608	
	Total	64.419	42		
Consideration	Between Groups	44.595	3	14.865	26.564
	Within Groups	21.824	39	.560	
	Total	66.419	42		
Facility	Between Groups	53.782	3	17.927	23.426
	Within Groups	29.846	39	.765	
	Total	83.628	42		
Decision	Between Groups	49.185	3	16.395	29.217
	Within Groups	21.885	39	.561	
	Total	71.070	42		
Motivation	Between Groups	25.779	3	8.593	23.112
	Within Groups	14.500	39	.372	
	Total	40.279	42		
Technology	Between Groups	45.983	3	15.328	20.486
	Within Groups	29.179	39	.748	
	Total	75.163	42		
Responsibility	Between Groups	52.004	3	17.335	30.098
	Within Groups	22.462	39	.576	
	Total	74.465	42		
Public	Between Groups	24.327	3	8.109	50.011
	Within Groups	6.324	39	.162	
	Total	30.651	42		
Law	Between Groups	16.582	3	5.527	17.793
	Within Groups	12.115	39	.311	
	Total	28.698	42		
Time	Between Groups	23.850	3	7.950	46.867
	Within Groups	6.615	39	.170	
	Total	30.465	42		
Healthcare	Between Groups	24.213	3	8.071	19.424
	Within Groups	16.205	39	.416	
	Total	40.419	42		

Source: Primary Data

Table 1.3
Group Statistics of male and female civil police constables on their Job satisfaction

	Gender	N	Mean	Std. Deviation	Std. Error Mean
Time	Male	24	1.96	.955	.195
	Female	19	2.84	1.425	.327
Colleague	Male	24	3.21	1.250	.255
	Female	19	3.00	1.247	.286
Superior friendliness	Male	24	2.33	1.204	.246
	Female	19	3.32	1.003	.230
Consideration of age by superior	Male	24	2.54	1.103	.225
	Female	19	3.32	1.336	.306
Appreciation	Male	24	2.25	1.260	.257
	Female	19	3.00	1.633	.375
Public response	Male	24	1.79	.658	.134
	Female	19	2.53	1.219	.280
Help from public	Male	24	2.04	.624	.127
	Female	19	2.42	.838	.192
Time for family	Male	24	1.50	.590	.120
	Female	19	1.84	.501	.115
Training	Male	24	3.79	1.103	.225
	Female	19	4.37	.761	.175
Promotion	Male	24	3.29	1.160	.237
	Female	19	4.53	.964	.221

Source: Primary Data

Testing of Hypotheses

H02: There is no significant difference in job satisfaction among male and female police constables.

Independence sample T- test (Table 1.4) shows significant gender differences in job satisfaction for sufficiency of time ($p = .001$), public response ($p = .004$), public help ($p = .035$), family time ($p = .032$), and promotion opportunities ($p = .048$), leading to rejection of the null hypothesis. No significant differences were found for colleague support, superior friendliness, consideration of age, appreciation, and training ($p > .05$). Overall, male officers reported higher satisfaction than female officers in the significant factors.

The t-test shows significant gender differences in job satisfaction regarding time for tasks ($p = .001$), public response ($p = .004$), help from public ($p = .035$), family time ($p = .032$), and promotion opportunities ($p = .048$), with males reporting higher satisfaction. No significant differences were found in colleague support, superior friendliness, consideration of age, appreciation, or training ($p > .05$), indicating similar perceptions across genders in these areas.

Findings

- Both genders reported low satisfaction with time for family, though females scored slightly higher (1.84 vs. 1.50).

Table 1.4

Independent sample t-test result for male and female police officers on job satisfaction

Factors influencing job satisfaction	Gender	Independent Samples Test	
		F	Sig.
Time	Male	12.708	.001
	Female		
Colleague	Male	.200	.657
	Female		
Superior friendliness	Male	.376	.543
	Female		
Consideration of age by superior	Male	1.657	.205
	Female		
Appreciation	Male	2.368	.132
	Female		
Public response	Male	9.126	.004
	Female		
Help from public	Male	4.755	.035
	Female		
Time for family	Male	4.916	.032
	Female		
Training	Male	2.613	.114
	Female		
Promotion	Male	4.141	.048
	Female		

Source: Primary Data

- Male constables showed slightly higher satisfaction with support from colleagues (3.21 vs. 3.00).
- Female constables reported greater satisfaction with superior friendliness (3.32 vs. 2.33) and consideration of age by superiors (3.32 vs. 2.54).
- Female constables felt more appreciated than male constables (3.00 vs. 2.25).
- Female constables scored higher in public response (2.53 vs. 1.79) and help from the public (2.42 vs. 2.04).
- Female constables were more satisfied with training opportunities (4.37 vs. 3.79) and promotion prospects (4.53 vs. 3.29).
- Significant gender differences were found in time for tasks ($p = .001$), public response ($p = .004$), public help ($p = .035$), family time ($p = .032$), and promotion opportunities ($p = .048$).

- No significant gender differences were observed in colleague support, superior friendliness, consideration of age, appreciation, or training.
- Overall, female constables showed higher satisfaction across most factors, while male constables reported stronger peer support.

Suggestion

- **Strengthen Peer Support:** Encourage team-building activities and peer mentoring to enhance support networks for both male and female constables.
- **Enhance Superior–Subordinate Relations:** Provide leadership training for senior officers on empathy, communication, and fairness.
- **Support Work–Family Balance:** Implement family-friendly policies such as flexible hours, counselling, and leave rotations.
- **Equalize Training and Promotion:** Ensure all constables have fair access to training programs and

transparent, merit-based promotion opportunities.

- **Promote Public Cooperation:** Conduct awareness campaigns and community initiatives to foster equal respect and support for both genders.

Conclusion

The quality of work life of civil police officers is shaped by multiple factors, including relationships with superiors and colleagues, remuneration, healthcare benefits, access to facilities, and opportunities for personal time. The study shows that younger officers often report lower satisfaction compared to their senior counterparts, while female officers face more challenges balancing professional duties with family responsibilities. These findings underline the need for better welfare programs, modernized training, and a supportive organizational environment. Improving these areas can help reduce stress, increase job satisfaction, and enhance the overall efficiency and well-being of civil police officers in Thiruvananthapuram district.

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