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DOI: <http://ijmer.in.doi./2021/10.06.129>



## A STUDY ON THE JOB SATISFACTION LEVEL OF POLICE IN KOZHIKODE DISTRICT

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### ABSTRACT

Kerala Police has a reputation for being one of the best-managed state police forces in the country and is one of the top-ranking states in terms of maintenance of law and order. Kerala police is also one of the first police departments in South Asia to implement community policing through an enactment. It is popularly known as ‘Janamaithri’ policing, which literally translates to people-friendly policing. This study is an attempt to find out the job satisfaction level of police, working in Kozhikode district.

**KEYWORDS:** Kerala police, job satisfaction, Duty,Challenges.

### INTRODUCTION

Kerala Police has been the fountain head of several police reforms and innovative schemes in the country. A new Kerala Police Act enacted in 2011 was a guiding light for many other state police forces in the country to draft their own local Police Acts. The avant-garde provisions of the Act, which enable setting up of Police Establishment Board, Police Complaints Authority, State Security Commission, Police Welfare Bureau, Community Policing, etc., have given it a status of a modern-day treatise on Policing philosophy. Student Police Cadet Scheme piloted by the Kerala state during 2008-2010, to positively tackle adolescent deviant behavior and encourage good citizenship values among youth has been endorsed as a plan scheme by Ministry of Home Affairs and has now been adopted by many other states in India. Similarly, initiatives such as Kerala Police Cyberdome, a PPP model in cyber governance and Kerala Police CoCoN, a flagship annual conference on cyber security and digital strategies to tackle crimes, have earned a respectable place in the hearts of all stakeholders.

The high literacy levels in Kerala society are also reflected in the high levels of educational qualification among the cutting-edge level police officials of Kerala Police. Their demeanour, turn-out and skill levels in dealing with citizens, mirror their education levels. The recruitment of constabulary level officials done through a stringent competitive exam by an independent Public Service Commission echoes the ethos of Kerala society for transparency and fairness. The newly recruited Police officials are trained in the latest police subjects, both indoor and outdoor, and nurtured to live up to the motto of Kerala Police.

### OBJECTIVES

To study the job satisfaction level of police force working in Kozhikode district.

### METHODOLOGY

Both primary and secondary data is used for the study. Primary data is collected from 100 samples (76 male and 24 female) with the help of a well-structured questionnaire through google form. Data is collected from police, working in urban(63%) and rural (37%). areas. Secondary data is collected from the official website of Kerala police.

### REVIEW OF LITERATURE

Job satisfaction is a complex multifaceted concept which can mean different things to different people. Job satisfaction is usually linked with motivation, but the nature of this relationship is not clear. Satisfaction is not the same as motivation. Job satisfaction is more of an attitude an internal state. It could, for example, be associated with a personal feeling of achievement, either qualitative or quantitative. (Sharma B.R, 2005)

The term job satisfaction refers to attitude and feelings of people have about their work. Positive and favourable attitude towards the job indicate job satisfaction. Negative and unfavourable attitudes towards the job indicate job dissatisfaction (Armstrong 2006).

Job satisfaction is a worker’s sense of achievement and success on the job. It is generally perceived to be directly linked to productivity as well as to personal well-being. Job satisfaction implies doing a job one enjoys, doing it well and being rewarded for one’s efforts. Job satisfaction further implies enthusiasm and happiness with one’s work. Job satisfaction is the key ingredient that leads to recognition, income, promotion and the achievement of other goals that lead to a feeling of fulfilment(Kaliski 2007)



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Job satisfaction is the collection of feeling and beliefs that people have about their current job. People’s level of degrees of job satisfaction can range from extreme satisfaction to extreme dissatisfaction. In addition to having attitudes about their jobs as a whole. People also can have attitudes about various aspects of their jobs such as the kind of work they do, their co-workers, supervisors and their pay (George et al. 2008)

**HISTORY OF KERALA POLICE**

The present Kerala State was formed in 1956 by re-organizing and merging of former Travancore-Cochin States and the British Malabar State. Within the Princely States, Kerala had several regions, zones and semi-sovereign territories which were ruled by Chieftains, big and small. The Travancore State formally came into existence in the middle of 14th century but there is no detailed historical description available on the working of the Police system until 18th century. Historical evidence discloses that the country was divided into many small kingdoms which were ruled by Desavazhis assisted by Nattukootam. There was no central or apex authority to govern the autocratic functioning of Desavazhis. During the period of King Marthanda Varma (1729-1758), the need for an enhanced armed force to maintain the law-and-order system was found necessary. King Marthanda Varma engaged the services of 'Marava Force' to suppress local rebellions from time to time. The duties of the Police were carried out by the said Armed Forces. The written records regarding the structure, strength and various other details on the Armed Forces in the erstwhile Travancore are available from 1757 AD onwards. They revealed that the Kingdom was divided into various divisions and several new posts such as 'Sarvadi-karyakar', 'Karyakar' and 'Pravarthyakar' were created. These officers were responsible for enforcing the law and order. They were also responsible for judicial functions. All major law and order issues, cases of murder, robbery and theft were handled by the said local authorities with the active participation of the local people.

The semblance of a modern police force was created in the late 19th century under the British rule. Oliver H. Bensley became the first Superintendent of Police for the state of Travancore in 1881. William. H. Pitt was appointed the Police Commissioner of Travancore in 1921. In 1939 there was a major re-organisation of the Police System and the post of Inspector General of Police was introduced. Mr. Khan Bahadur Sayid Abdul Karim Sahib Suhrawady was appointed as the first Inspector General of Police of the Travancore State.

The linguistic re-organisation of the States in India in 1956 had resulted in the formation of Kerala State on 1st November 1956. Upon the formation of the State of Kerala, Travancore, Cochin and Malabar areas merged, though certain parts in those areas were separated. The entire Police Establishment underwent major changes. The total strength of the Kerala Police except M S P and Fire Force in 1956 was 11,312. Certain special powers and functions were given to the Kerala Police by enacting the Kerala Police Act of 1960. The First Women Police Station in India was inaugurated by the then Prime Minister Smt. Indira Gandhi at Kozhikode in 1973. The designation of the Head of Police department was changed to Director General of Police (D.G.P) in 1981. Kerala State Police is the law enforcement agency for the state of Kerala with its headquarters at Thiruvananthapuram, the state capital.

**DEMOGRAPHIC PROFILE OF RESPONDENTS**

**TABLE 1AGE OF RESPONDENTS**

AGE(YEARS)	PERCENTAGE
20-30	10.7
30-40	29.1
40-50	52.4
50-56	7.8

52.4% of the respondents are belonging to the age group of 40-50 years. 29% belonging to 30-40 years of age group, 10.7% belonging to 20-30 years and 7.8% belonging to 50-56 years of age group.

**TABLE 2YEARS OF SERVICE**

YEARS OF SERVICE	PERCENTAGE
Less than 5	7.8
5-10	20.4
10-15	11.7
15-20	26.2
More than 20	34



34% of the respondents have more than 20 years of service. 26.2% of the respondents have 15-20 years of service. 20.4% of them have 5-10 years of service and 11.7% have 10-15 years of service.

TABLE 3 FINANCIAL STATUS OF POLICE

Annual income

ANNUAL INCOME(lakhs)	PERCENTAGE
2.5-5	52
5-7	32.4
7-10	15.7

Annual Saving

ANNUAL SAVING(in lakhs)	PERCENTAGE
1-2	84.1
2-4	13.6

Annual Spending

ANNUAL SPENDING(in lakhs)	PERCENTAGE
1-2	29.9
2-3	29.9
3-4	22.7
4 and above	17.5

Main method of saving

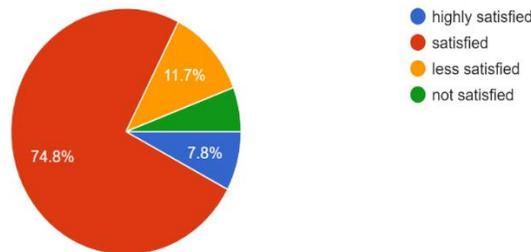
METHODS OF SAVING	PERCENTAGE
Chitty	82.6
Bank savings	15.1

52% of the respondents are earning an annual income ranging from 2.5 to 5 lakhs, and 32.4% are earning an annual income between 5 to 7 lakhs. 84% of the respondents have an annual saving of 1-2 lakhs and 13.6% have a saving of 2-4 lakhs of rupees.60% of the respondents are spending 1-3 lakhs, and 22.7% of them are earning 3-4 lakhs of rupees annually. Majority of the respondents (82%) are using chitty as the main method of saving.

JOB SATISFACTION LEVEL OF POLICE

Figure 1 Job satisfaction level

Your job satisfaction level  
103 responses

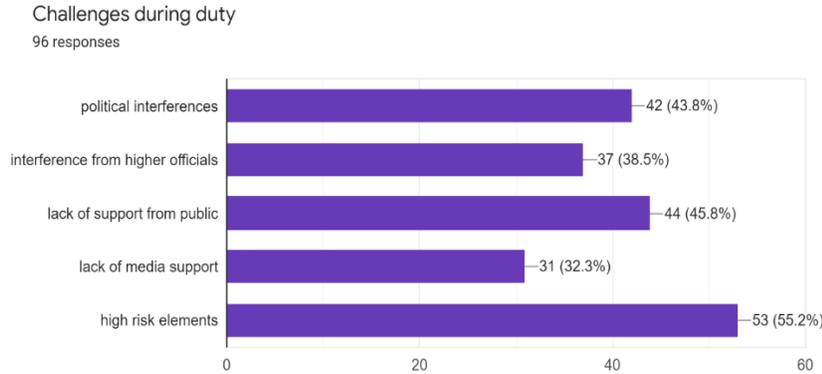


11.7% of the sample are highly satisfied in their job, and 74.8% are satisfied. It shows majority of the respondents are satisfied in their job. But 85% of the respondents opined that their working extent more than 8 hours daily. 60% of the respondents are saying that they are not getting enough rest. 90% of the respondents are taking night duties. Out of them 40% are taking 2-night duties in a week, and 17% are taking 3-night duties in week.



### CHALLENGES DURING DUTY

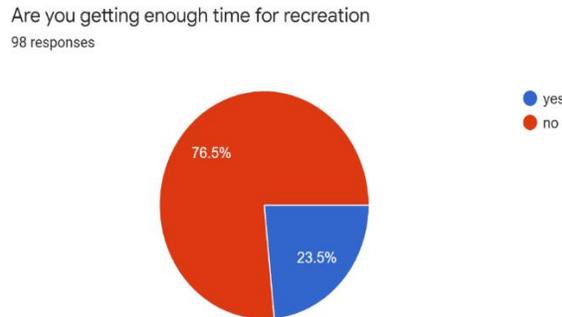
Figure 2 Challenges during duty



The main challenges faced by the police force are political interference, interference from high officials, lack of support from public, lack of media support and high-risk elements associated with the job. Majority (55%) opined that the main challenge faced by them are the high risk associated with their jobs. Lack of support from the public, and political interference are other major challenges faced by police force.

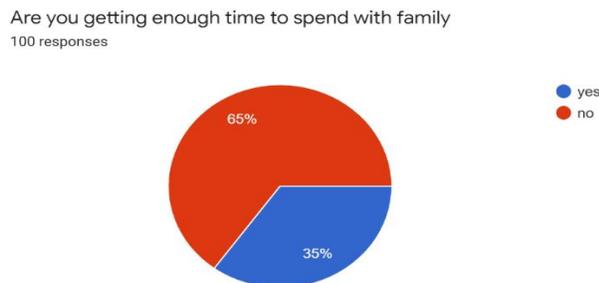
### TIME FOR RECREATION

FIGURE 3



76% of the respondents opined that they are not getting enough time for recreation.

FIGURE 4

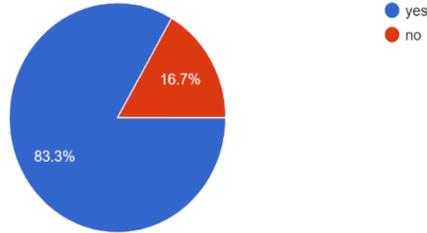


65% of the respondents opined that they are not getting enough time to spend with their families.



FIGURE 5

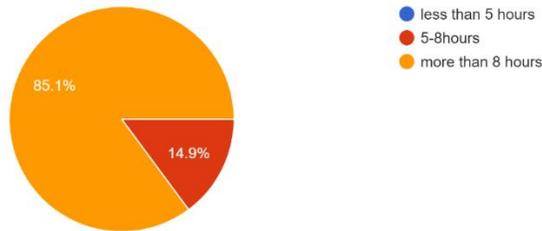
Do you have any over time duty after COVID 19 spread  
102 responses



83.3% of the respondents opined that they are doing over time duty during COVID period

FIGURE 6

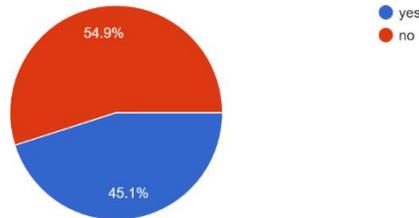
Working hours in a day  
101 responses



85% of the respondents opined that they are working more than 8 hours a day.

FIGURE 7

Are you getting enough rest  
102 responses



54.9% of the respondents opined that they are not getting enough rest.



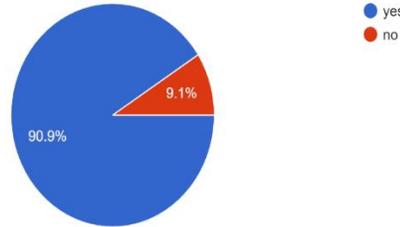
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DOI: <http://ijmer.in.doi./2021/10.06.129>



FIGURE 8

Are you taking night duties  
99 responses



90% of the respondents are taking night duties.

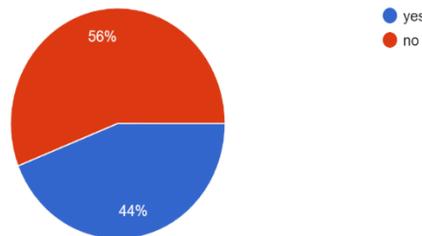
TABLE 4

Number of night duties in a week	Frequency
1	40%
2	38.9
3	16.7

40% respondents are doing 1 night duty per week. 38.9% of the are taking 2 night duties per week, and remaining 16.7% of the respondents are taking 3 night duties per week.

FIGURE 9

Do you like to shift from present job if you are getting psc  
100 responses



56% of the respondents are not willing to change from the present job, if they are getting an alternative job, and 44% of the respondents are willing to change from the present job.

SUGGESTIONS

The duty time should be restricted to 8 hours daily. The strength of police in stations should increase. Crime duties and Law and Order duties should be separated. One day weekly off should be given. The number of police stations should increase, and the jurisdiction of police stations should be rearranged. Give rotation transfer to each police men to relaxed units in police force. Government insurance policy should be introduced to cover the entire police force. Ensure safety at work and reduce political interference. Measures should be taken to ensure public and media support to perform the duty impartially. The risk level of the police job to be identified and ensure the police men are getting sufficient time to spend with their families. Proper medical and counselling facilities should be ensured to increase the productivity of force.



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