

Emotional intelligence of police of Dharwad Taluk, Karnataka

DANESHWARI ONKARI and SUNANDA ITAGI

**Department of Human Development, College of Rural Home Science
University of Agricultural Sciences, Dharwad 580005 Karnataka, India**
Email for correspondence: daneshwarimonkari@gmail.com

© *Society for Advancement of Human and Nature* 2017

Received: 28.5.2016 /Accepted: 7.11.2016

ABSTRACT

A study on emotional intelligence (EI) of men and women police was carried out in the year 2014-15 in Dharwad Taluk and to know the relation between selected demographic variables with their EI. A total of 120 police belonging to 21-60 year age group were randomly selected from 22 police stations of Dharwad Taluk. The results revealed that 50 per cent police had average level of EI followed by low and high level (45.8 and 4.2% respectively). Majority (56.67%) of women had average level of EI while 41.67 per cent had low and only 1.67 had high level whereas majority (50%) of men had low while 43.3 per cent had average and 6.67 per cent high level. EI had significant and positive relationship with work experience and distance between residence and work place highlighting that higher the work experience and larger the distance from residence to work place higher is the EI.

Keywords: Emotional intelligence; consciousness; intuitiveness; self-awareness

INTRODUCTION

Emotional intelligence (EI) refers to an ability to recognize the meanings of emotions and their relationships to reason and problem solving on the basis of them. Goleman (1995) introduced the importance of emotional quotient in workplace noting that intelligence quotient (IQ) is a less powerful predictor of outstanding leadership than emotional quotient. Mayer and Salovey (1997) defined emotional intelligence as the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge and to reflectively regulate emotions so as to promote emotional and intellectual growth. Researchers have found that our emotional awareness and ability to handle feelings rather than our IQ will determine our success and happiness in all walks of life. An employee with high emotional intelligence is able to respond appropriately to workplace's stress and to emotional behaviour of his coworkers. These abilities greatly lead to job satisfaction, high job performance, long term mental health, better outcomes in work groups, leadership qualities, organizational success, protection from stress and better adaptation; moderates depression, hopelessness and suicidal ideation (Aremu

and Tejumola 2008). Hence the present study was an attempt to focus on EI of men and women police in Dharwad Taluk of Karnataka.

METHODOLOGY

The study was conducted in Dharwad Taluk, Karnataka during 2014-15. Correlation and differential designs with randomized technique were followed for the study. In Hubli, Dharwad there were about 22 police stations covering rural and urban areas of Dharwad Taluk. There were 115-120 women police and 3000-3500 men police working at the police stations. Among them 50 per cent of women and 2-5 per cent of men police working at rural and urban police stations were considered. Hence the study comprised 120 police from 12 police stations having 60 men and 60 women.

A structured-questionnaire was used to collect the personal information. The socio-economic status scale developed by Aggarwal et al (2005) was used. It consisted of 23 statements. The scores were given for different dimensions and added to obtain total score. Emotional intelligence questionnaire developed by Dulewicz and Higgs (2001) was used to assess the EI. It consisted of 84 statements with 7 sub-scales

and each sub-scale had 12 items. The score of each sub-scale ranged from 12 to 84.

RESULTS and DISCUSSION

The data on general profile of men and women police are given in Table 1. The age range of the police was between 21 and 60 years. Majority of the police (45.8%) were in the age group between 21 and 30 years followed by 25 per cent in 31-40 years. About half (52.5) of the police belonged to small size families followed by medium (42.5%); 50.8 per cent had completed PUC followed by degree and above (43.3%); 68.3 per cent were married and 31.7 per cent were unmarried; 48.3 per cent were from other backward castes followed by upper caste. The results are supported by the work of Sundaram and Kumaran (2012). Socio-economic status (SES) of police indicated that 64.2 per cent were in the upper middle followed by lower middle (31.7%) category.

Table 2 reveals that the work experience of police ranged between 2-30 years; majority (62.5%) having 2-10 years of experience; 43.3 per cent worked for more than 17 hours per day followed by 29.2 per cent for 9-16 hours; 66.7 per cent of men worked longer as compared to women (20.0%). All men police worked for more than 9 hours per day which might be one of the reasons for stress among them. Fifty five per cent of the police had to travel up to 5 km to reach work place from residence and 22.5 per cent from 6 to 10 km and even more than 11 km. Longer distance of travelling from one place to another might have caused stress among police due to traffic jams, wastage of time in journey, pollution, lack of facilities to travel etc. More than half of the police (52.5%) were satisfied with their work, 25.8 per cent were not satisfied and about 21.7 per cent were in confusion state. The police having satisfaction opined that they had respect for their job and society; they loved to help people in difficult times. They were always for controlling anti-social

Table 1. General characteristics of men and women police (n= 120)

Variable	Men (60)	Women (60)	Total (120)
Age (years)			
21-30	33 (55.0)	22 (36.7)	55 (45.8)
31-40	14 (23.3)	16 (26.7)	30 (25.0)
41-50	07 (11.7)	16 (26.7)	23 (19.2)
51-60	06 (10.0)	06 (10.0)	12 (10.0)
Family size			
Small	30 (50.0)	33 (55.0)	63 (52.5)
Medium	27 (45.0)	24 (40.0)	51 (42.5)
Large	03 (5.0)	03 (5.0)	06 (5.0)
Educational level			
SSLC	03 (5.0)	04 (6.7)	07 (5.8)
PUC	28 (46.7)	33 (55.6)	61 (50.8)
Degree and above	29 (48.3)	23 (38.3)	52 (43.3)
Marital status			
Married	38 (63.3)	44 (73.3)	82 (68.3)
Unmarried	22 (36.7)	16 (26.7)	38 (31.7)
Caste			
Upper cast	19 (31.7)	26 (43.3)	45 (37.5)
OBC	33 (55.0)	25 (41.7)	58 (48.3)
Scheduled cast	07 (11.7)	07 (11.7)	14 (11.7)
Scheduled tribe	01 (1.7)	02 (3.3)	03 (2.5)
Total	60 (100)	60 (100)	120 (100)
Socio-economic status			
Upper high	-	-	-
High	02 (6.7)	03 (5.0)	05 (4.2)
Upper middle	40 (66.7)	37 (61.7)	77 (64.2)
Lower middle	18 (30.0)	20 (33.3)	38 (31.7)
Poor middle	-	-	-
Very poor	-	-	-

Table 2. Work profile of men and women police (n= 120)

Variable	Men (60)	Women (60)	Total (120)
Work experience (number of years)			
2-5	16 (26.7)	22 (36.7)	38 (31.7)
6-10	19 (31.7)	18 (30.0)	37 (30.8)
11-15	02 (3.3)	04 (6.7)	06 (5.0)
16-20	13 (21.7)	05 (8.3)	18 (15.0)
>21	10 (16.7)	11 (18.3)	21 (17.5)
Duty period (hours/day)			
8	-	33 (55.0)	33 (27.5)
9-16	20 (33.3)	15 (25.0)	35 (29.2)
>17	40 (66.7)	12 (20.0)	52 (43.3)
Distance between residence and work place (km)			
0-5	37 (61.7)	29 (48.3)	66 (55.0)
6-10	14 (23.3)	13 (21.7)	27 (22.5)
>11	09 (15.0)	18 (30.0)	27 (22.5)
Work satisfaction			
Not satisfied	28 (46.7)	03 (5.0)	31 (25.8)
Neither satisfied nor dissatisfied	15 (25.0)	11 (18.3)	26 (21.7)
Satisfied	17 (28.3)	46 (76.7)	63 (52.5)

elements; had respect for patriotism, uniform, power and challenging nature of job. Those who were not satisfied with the work enumerated work load, problems with superiors, peers and juniors, inadequate resources and facilities, political pressure, allocation of leave, salary etc as their major problems. Similar factors have been reported in the study conducted by Nagar (2009).

The distribution of respondents by level of EI is depicted in Table 3 which indicates that 38.3 per cent of men and 36.7 per cent of women police had developed high conscientiousness followed by average. This shows that they had great consistency in their words and actions and demonstrated a high degree of personal commitment to their goals. The development of such potentiality depends on not resorting to pragmatic behavior and inculcating ethical standards in everyday life. They think about the impact of their behavior on others and try and identify the critical factors that enable them to demonstrate consistently. There was no significant association as well as no significant difference between gender and conscientiousness and results confirmed that men and women were similar in their conscientiousness. Majority (70.0%) of men had developed high and 61.7 per cent of women had developed average intuitiveness. This indicates that men police were able to make decisions in difficult situations. Women police could balance fact and intuition in decision. There were some

situations in which they were uncomfortable in making decisions unless they had full and unambiguous data available. Perhaps there were situations in which these police either lacked the confidence to use their own experience and intuition where facts were missing or believed that such intuitive behavior of them would lead to incorrect or bad decisions. There was significant association between gender and intuitiveness of police.

Majority (>61.7%) of police had developed low status of influence of EI. These results indicate that they might find it difficult to influence others over their view point and be frustrated on the occasions by their lack of success in persuading to change their view point or an opinion on an issue. This type of experience would occur if the police who are not trying to see a situation from the perspective of those they seek to influence could be successful in giving individuals an insight into how to represent their case. There was no significant association between gender and influence. More than 38.3 per cent of police had high level of inter-personal sensitivity followed by average and low which indicates that they were likely to be highly sensitive to other people and were thus likely to engage others in problem solving and decision making and take account of their point of view in finding a way forward. They could think about their skills they used to engage and involve others in all social relationships and situations. There was no significant association between gender and interpersonal sensitivity.

Table 3. Distribution of men and women police by level of emotional intelligence (n= 120)

EI component	Men (60)			Women (60)			χ^2
	Low	Average	High	Low	Average	High	
Conscientiousness	16 (26.7)	21 (35.0)	23 (38.3)	20 (33.3)	18 (30.0)	22 (36.7)	0.69
Intuitiveness	03 (5.0)	15 (25.0)	42 (70.0)	11 (18.3)	37 (61.7)	12 (20.0)	30.54**
Influence	40 (66.7)	15 (25.0)	05 (8.3)	37 (61.7)	14 (23.3)	09 (15.0)	1.29
Interpersonal sensitivity	23 (38.3)	14 (23.3)	23 (38.3)	17 (28.3)	18 (30.0)	25 (41.7)	1.48
Motivation	21 (35.0)	10 (16.7)	29 (48.3)	12 (20.0)	27 (45.0)	21 (35.0)	11.54**
Emotional resilience	38 (63.3)	08 (13.3)	14 (23.3)	38 (63.3)	11 (18.3)	11 (18.3)	0.83
Self-awareness	19 (31.7)	30 (50.0)	11 (18.3)	27 (45.0)	22 (36.7)	11 (18.3)	2.62
Emotional intelligence	30 (50.0)	26 (43.3)	04 (6.67)	25 (41.67)	34 (56.67)	01 (1.67)	16.43**

EI= Emotional intelligence, Figures in parentheses indicate percentages, *Significant at 0.05 level of significance,

**Significance at 0.01 level of significance

Majority (41-48%) of men police and overall police had developed high and majority of women had developed average level of motivation. Men police had high level of motivation focused on results or outcomes. They had high level of commitment too and focused on long term goals and results even in the phase of rejection or challenge. Women police expressed that the police ability to maintain focus on achieving a significant goal or result might vary from one situation to another. It means that in some situations such police might tend to focus on short term goals and actions at the expense of clear long term goals or aspirations. There was significant association between gender and motivation. It was noticed that 63.3 per cent of police had developed low level of emotional resilience which indicates that these police found it hard to perform consistently in situations when they were under pressure. They might have become frustrated by challenge or criticism and found it difficult to perform effectively in real life situations. There was no significant association between gender and emotional resilience.

Majority (50%) of men had developed average and majority of women police had low self-awareness. It means that men police were generally aware of their feelings and emotions in interpersonal and work situations though there were some situations in which this might not be the case. They might find that even though they were aware of their feelings and emotions, they were unable to control their impact in the way in which they behaved as much as they would like. Women police were not always aware of their emotions in interpersonal relationships and work situations. Alternatively they might find that in some situations they were aware of their feelings and relationships at

work which made them less effective. Results confirmed that men and women respondents were similar in their self-awareness. In overall EI majority of men police had low EI followed by average and low. Majority of women police had average EI followed by low and high. Fifty per cent had average, 45.8 per cent had low and 4.2 per cent had high category of EI. There was highly significant association. The results are supported by the study conducted by Brunetto et al (2012) who revealed that police's EI affects their job satisfaction, wellbeing, engagement and their turnover intentions. Kalaiarasi et al (2014) found that understanding the emotional intelligence level of employees helps to achieve the desired outcome and provides suitable training to the managers and employees to regulate their emotions in order to help them to achieve the organization's objectives efficiently and effectively.

Comparison of mean scores of components of EI between men and women police is indicated in Table 4. There was significant difference between them in the component of intuitiveness (5.77). Also there was no significant difference between men and women in other components of EI such as conscientiousness, influence, interpersonal sensitivity, motivation, emotional resilience and self-awareness (0.55, 0.91, 0.85, 0.11, 0.33 and 1.00 respectively). However the mean scores of men police were higher in influence, inter-personal sensitivity and motivation. The mean scores of women police were high in conscientiousness, intuitiveness, emotional resilience and self-awareness. In case of overall emotional intelligence (2.60) there was significant difference between men and women which indicates that women police had higher EI than men.

Table 4. Comparison of mean scores of components of emotional intelligence between men and women police (n= 120)

EI Component	Men (60) Mean score $\pm$ SD	Women (60) Mean score $\pm$ SD	t-value (120)
Conscientiousness	2.03 $\pm$ 0.84	2.11 $\pm$ 0.80	0.55
Intuitiveness	2.01 $\pm$ 0.62	2.65 $\pm$ 0.57	5.77*
Influence	1.53 $\pm$ 0.74	1.41 $\pm$ 0.64	0.91
Interpersonal sensitivity	2.13 $\pm$ 0.83	2.00 $\pm$ 0.88	0.85
Motivation	2.15 $\pm$ 0.73	2.13 $\pm$ 0.91	0.11
Emotional resilience	1.55 $\pm$ 0.79	1.60 $\pm$ 0.84	0.33
Self-awareness	1.733 $\pm$ 0.75	1.86 $\pm$ 0.70	1.00
Emotional intelligence	1.45 $\pm$ 0.62	1.72 $\pm$ 0.49	2.60*

EI= Emotional intelligence, *Significant at 0.05 level of significance

Table 5. Relationship between demographic characteristics of men and women police with their emotional intelligence (n= 120)

Demographic variable	Emotional intelligence (r)
Age	0.11
Education	0.14
Marital status	-0.05
Family size	0.08
Work experience	0.20*
Duty period	-0.07
Opinion about work	0.09
Distance from residence to work place	0.21*
Socio-economic status	-0.12

*Significant at 0.05 level of significance

The relationship between demographic variables and emotional intelligence (Table 5) reveals that there was significant and positive relation between work experience, distance between residence and workplace and EI which indicates that higher the work experience more is the EI. It might be due to experience, age, exposure to the outside world etc. It also indicates that distance between residence and work place increases emotional intelligence of police which might be due to the increased social network, exposure to the outside world, media and meeting a variety of people. There was no significant relationship between age, education, marital status, family size, duty period, work satisfaction and socio-economic status. It means that EI is independent of age, education, marital status, family size, duty period, work satisfaction and socio-economic status. These results are supported by the study conducted by Aremu and Tejumola (2008) who observed that EI among police could not be determined by age, marital status and length of service.

CONCLUSION

It can be concluded that 50 per cent police had average level of EI followed by low and high (45.8 and 4.2% respectively). Majority (56.67%) of women had average level of EI while 41.67 per cent had low high level. EI had significant and positive relationship with work experience and distance between residence and work place highlighting that higher the work experience and larger the distance from residence to work place more is the EI.

REFERENCES

- Aggarwal OP, Bhasin SK, Sharma AK, Chhabra P, Aggarwal K and Rajoura OP 2005. A new instrument (scale) for measuring the socio-economic status of a family: preliminary study. *Indian Journal of Community Medicine* **34**(4): 111-114.

- Aremu AO and Tejumola TO 2008. Assessment of emotional intelligence among Nigerian police. *Journal of Social Sciences* **16(3)**: 221-226.
- Brunetto Y, Teo STT, Shacklock K and Farr-Wharton R 2012. Emotional intelligence, job satisfaction, well-being and engagement: explaining organizational commitment and turnover intentions in policing. *Human Resource Management Journal* **22(4)**: 428-441.
- Dulewicz V and Higgs MJ 2001. Emotional intelligence questionnaire. NFER-NELSON Publishing Co Ltd, Windsor, Berkshire, United Kingdom.
- Goleman D 1995. Emotional intelligence. Batman Books, New York.
- Kalaiarasi V, Amaravathi M and Soniya T 2014. Emotional intelligence and organizational performance. *Journal of Exclusive Management Science* **3(12)**: 2277-5684.
- Mayer JD and Salovey P 1997. What is emotional intelligence? In: Emotional development and emotional intelligence: implications for educators (P Salovey and D Sluyster eds), Basic Books, New York, pp 3-31.
- Nagar D 2009. A study of occupational stress and health in police personnel. *The Indian Police Journal* **56(4)**: 47-54.
- Sundaram MS and Kumaran MJ 2012. A study on occupational stress and coping strategies among police head constables (Grade III). *Research Journal of Management Sciences* **1(1)**: 44-47.