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## IMPACT OF DEMOGRAPHIC VARIABLES ON QUALITY OF WORK LIFE: AN ANALYSIS ON POLICE PERSONNEL'S OF TAMIL NADU POLICE DEPARTMENT IN TIRUNELVELI CITY

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### ABSTRACT

*A good quality of work life is essential for an organization to continue to attract and retain efficient and skilled human resources as the success of any organization is highly dependent on how it attracts, recruits, motivates and retain its human resources. This study was intended to understand the concept of quality of work life and their impact on demographic variables of police personnel in police force. Several prominent factors that persuade quality of work life are skill discretion, task control, work and time pressure, hazardous exposure, work life balance, job stress and health and wellbeing with selected demographic variables. Census sampling method was used and sample size is 300. Data were analysed using simple percentage analysis, independent sample t test and regression analysis to test the formulated hypotheses. Finally, suggestions and conclusion are given from the perspective of police personnel to improve their quality of work life*

### KEYWORDS

quality of work life, police stress, job satisfaction, health & wellbeing, demographic factors.

### INTRODUCTION

There is a growing recognition that work-environment factors affect health system performance (Graham S Lowe, 2006). Basically, the work environment factors affect the quality of work life, individual quality of work life outcomes, and organizational outcomes. The study mainly focuses on various factors such as work hours, schedules, time off, professional development and training, job quality, workload, job satisfaction, work team or unit, quality of supervision and management, organizational change, work-life balance, health and well-being, career plans and basic demographic and employment characteristics affect the work environment and work life of healthcare providers particularly nursing staff (Teresa M et al, 1996, Linda Flynn, 2007, L Dugdill and J Springett, 1994).

In the context of quality of work life, organizations have policies and benefits for proper employee valuation. Quality of work life is often considered in two directions, one is to removal of negative aspects of work and working conditions and other direction is the modification of work and working conditions to enhance the capability of employees and to promote behavior which important for individual and society (Kotze, 2005). According to Dessler (1981), quality of work life was seen as the level to which employees are able to satisfy their personal needs not only in terms of material matters but also of self-respect, contentment and an opportunity to use their talents make contribution and for personal growth. So it is very important for an organization to provide employees proper valuation which will satisfy them and will ensure the productivity.

Quality of work life is such a concept that indicates a balance both in personal and professional life of an individual. Therefore; it can be hampered if someone is not satisfied with his or her work life or family life. However; positive quality of work life experience is very important and it is directly interrelated with job satisfaction and productivity. It is a fact which also controls the mental health. Khani A, Jaafarpour M, and Dyrekvandmogadam. A explain QWL is essentially a multidimensional concept, and is a way of reasoning about people, work and the organization. It seems that the relationship between QWL and the degree of the nurse's involvement in their work is a critical factor in achieving higher levels of quality of care delivery. In health care organizations, QWL factors have recently been recognized to significantly influence the performance of staff members, and QWL also refers to strengths and weaknesses in the total work environment. Quality of Work Life (QWL) focuses on the degree to which registered nurses are able to satisfy important personal needs through their experiences in the work organization, while achieving the organization's goals, to make meaningful contributions to their organization.

### RELATED STUDIES

Based on researcher's analysis numerical articles have been written on quality of work life. In case of Tirunelveli the research article on quality of work life on police department is very few. S.Khodadadi et al (2014) investigated the QWL dimensions effect on the employees' job satisfaction. In this study independent variables were permanent security providing, salary and benefits payment policies, development and promotion opportunity, and job independence, job satisfaction as the dependent variables. 114 employees selected randomly for this study and two questionnaires of "quality of work life" and "job satisfaction" were used for data collection and Data analysis was done by using SPSS and LISREL software. The results of the study showed that the salary and benefits' policies have a significant and positive effect on Shuhstar's Shohola Hospital employees' job satisfaction.

Gershon (2000) highlighting that Police job stress is believed to be one of the most stressful jobs and the officers are under the risk of psychosocial work stress. As stated, "This police work stress can adversely impact the delivery of effective law enforcement, as well as pose a threat to the safety of police officers, their co workers, their family and friends, and the general public".

Sever and Cinoglu (2010) found in their study that highly stressful officers are 4 times more likely to commit domestic violence. Further, they found that gender matters in domestic violence, as the male officers are more inclined to commit domestic violence compared to female officers. Finally, when officers are involved in negative and critical situations at work, they are more likely to act violently at home.

Gul (2008) studied law enforcement officers' depression on their profession and examined the stressors in policing. He found that officers that make violent arrests were more likely to feel negative or depressed about their work. In addition, he found that officers who attended a police funeral were more likely to feel negative or depressed about their profession and African American officers were less likely to feel negative or depressed about their jobs than whites. Finally, patrol officers were more likely to feel negative or depressed about their work compared to other ranks.

Buker and Wiecko (2007) conducted a survey research on civilian officers, police officers, and mid-level supervisors (a total number of 811 respondents) working for the Turkish National Police Organization. They found that the organizational factors are the most stressful ones among other causes of stress. Moreover, there are differences in some stressors depending on the size and structure of the department.

Kroes (1985) found that bad administration policies, job conflict, under load-overload work, shift work and line-of-duty situations, courts, and negative public image are some important factors and stressors which affect police family life negatively.

Patterson (2002) originate that officers with more education are more likely to report more organizational work events and greater stress. The paramilitary model of the organization is also the source of stress for highly educated officers that may feel that they are not given the opportunity to take part in decision making and contribute in the development. In addition, the higher ranking officers have reported more stress and working condition events. This might be because "Higher ranking officers have more administrative duties and supervise low ranking officers, while at the same time experiencing their own share of organizational events and situations, and consequently they experience more events and greater perceptions of stress".

Brown (1998) found in his study that women police and civilian personnel were asked about their exposure to various forms of sexual harassment 1802 women officers were included in this study. In all instances policewomen were more likely than civilian women to experience sexual harassment from male police officers. More police women than civilian women reported hearing generalized sexual comments about women's physical appearance, hearing unambiguous jokes, being posted for unwanted dates, being touched, stroked or pinched or been subjected to serious sexual assault.

Rajratnam (2007) initiate that post traumatic stress disorder (PTSD), depression and suicidal tendency were reported to be higher in police than in other municipal workers. Sleep disorders were highly prevalent in police officers. Sleep disorders affects physical health, emotional well being, mental abilities and performance. He also states that lack of sleep create serious health problems such as an increased risk of depression, obesity, cardiovascular disease and diabetes.

Kurtz (2009) accent that if the person is sexually harassed it decrease job satisfaction, organizational commitment, physical and mental health and lowers productivity and performance of the employees. Security of female police employees, negative attitude of male officers, rumours is a very prominent source of stress among female police officers. Therefore, both the internal organizational culture and external work environment are much less favourable to female officers. Less peer group support, PTSD, depression, suicidal tendency, sleep disorder are highly prevalent among police officers. Obesity, cardiovascular disease is also found in police employees. The death of a partner, having to take a life, making violent arrest in the line of duty is also considered to be the leading source of stress which affects the mental health of the police officer.

### STATEMENT OF THE PROBLEM

Organization keep on concentrating quality of work life to communicate more skills and knowledge, motivating techniques, training methods, evaluate stress level and work environment towards their employees. Work is an integral part of everyday life, as it is our livelihood or career or business. Approximately employees working in organization spend around twelve hours daily in the work place that is one third of their entire life but here the police officers dedicate their entire life for the society and their safety. It does influence the overall quality of our life. This study has been undertaken in order to find out the opinion of police officers about their quality of work life in the organization. Also it helps to understand the impact of demographic factors on QWL.

### NEED OF THE STUDY

Quality of work life of employees is more important in any organization. It helps to increase the productivity, efficiency and sense of belongingness towards the department. It aims to gain an insight into current working life policies and practices as well as work-life balance issues of employees.

1. This study helps the officers to convey their feelings and various factors to enrich their work life.
2. Secondly, this study helps the department to evaluate their employee's quality of work life.
3. It also helps to evaluate the Job satisfaction and Job stress level of police officers regarding their job.
4. It will also help to understand how good quality of work life helps the employees to work more effectively in their job.
5. This study helps to understand the importance of demographic variables also the relationship between demographic variables and qwl

### RESEARCH OBJECTIVES

#### BROAD OBJECTIVES

- Impact of Demographic variables on Quality of Work Life: An Analysis on police personnel's of Tamilnadu police department in Tirunelveli city

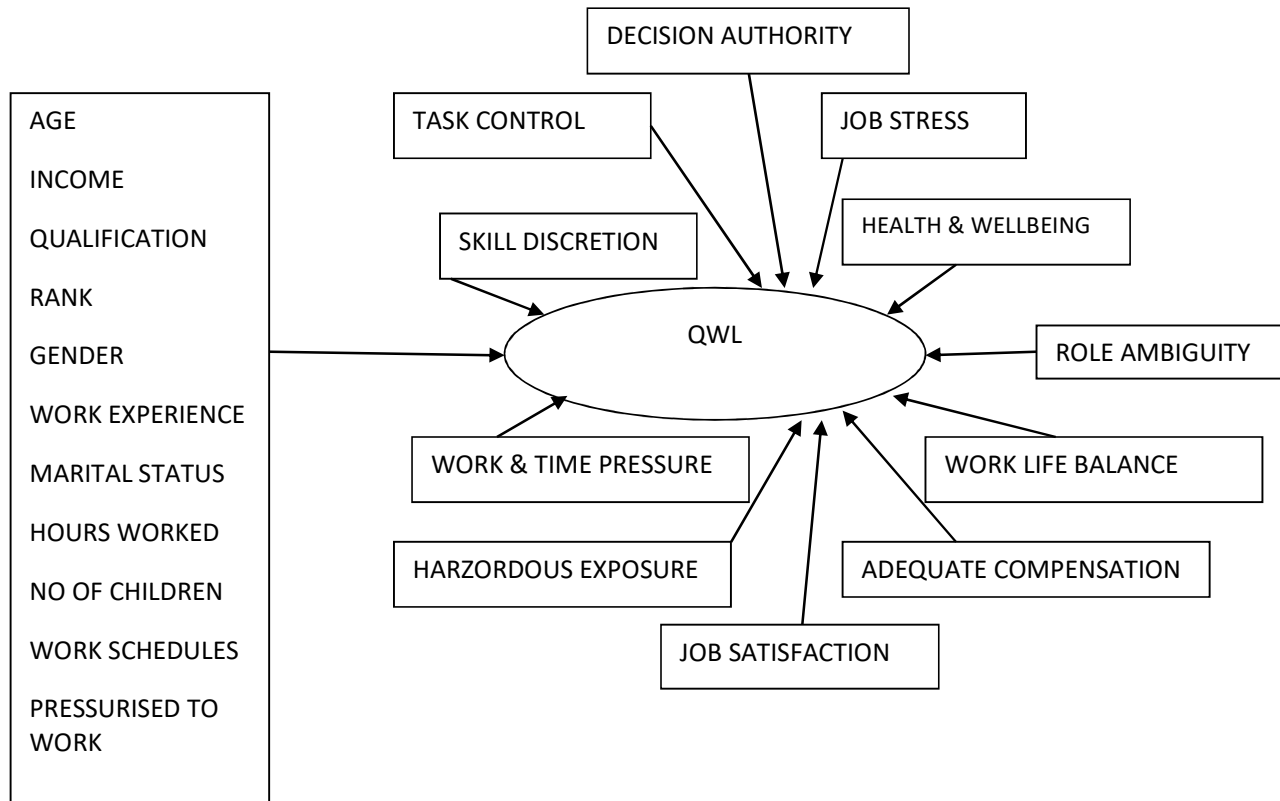
#### SPECIFIC OBJECTIVES

- Determining the variables that affect the quality of work life of employees.
- Determining which factors plays the most significant role on quality of work life.
- Establishing hypothesis on the basis of the research work.
- Drawing a qualitative and quantitative conclusion on the basis of the survey.

**CONCEPTUAL FRAMEWORK**

A conceptual framework has been developed that is one of the relative construct of this study.

FIG. 1



**FACTORS CONSIDERED FOR THE STUDY**

The factors such as skill discretion, task control, decision authority, role ambiguity, health & wellbeing, hazardous exposure, job stress, job satisfaction, work life balance, work and time pressure and adequate compensation determine the quality of work life.

**HYPOTHESIS DEVELOPMENT**

Based on research question following hypotheses has been developed for the study.

- H 1= there is no significant difference in the degree of influence of demographic variables, viz., gender, age, marital status, education, experience, income, hrs worked, no of children, work scheduled, pressurised to work and rank

**RESEARCH GAP**

From the literatures reviewed, the researcher identified the following gaps;

- ❖ Even though there are enormous studies conducted in QWL, still it is new to the police sector. Studies are fewer in India.
- ❖ Especially no studies conducted among police in Tirunelveli City.
- ❖ Most of the researchers analysed only female police officer’s stress. But the present study aims to identify both (male & female) police personnel’s QWL & Job Satisfaction.

**RESEARCH METHODOLOGY**

The type of research used in this article is of descriptive nature. Through this descriptive research, the article sought to determine the answers why, what, where and how questions of the existing employees in police sector and expectations. It also involves collecting information that explains people’s beliefs, knowledge, attitude and behaviour (Fink 1995, Sommer & sommer 1996). Primary data was collected through structured questionnaire and personnel interview with the employees.

A total of 310 sample size considered to be the adequate for my study. Each and every response is checked thoroughly for incomplete and missing response. The questionnaire has two parts in were the first part contains demographic information. Table 1 gives a proper summary of this sort of information. In the second part, the questionnaire contains 65 items to construct the eleven dependent variables along with a independent variables in the study. The selected dependent variables are skill discretion, task control, decision authority, role ambiguity, health & wellbeing, hazardous exposure, job stress, job satisfaction, work life balance, work and time pressure and adequate compensation. A four point Likert scale (1=strongly disagree to 4=strongly agree) was used to collect data from the respondents. The questionnaire was outlined in English and Tamil and also understandable. Reliability analysis was done to identify the reliability of my study. Beside this, regression analysis, hypothesis testing was done for a proper justification and to draw an appropriate recommendation in the study.

**DATA ANALYSIS AND FINDINGS**

**A) DEMOGRAPHIC DATA ANALYSIS**

From the below table it is inferred that most of the respondents in the survey were male (75%) were (22%) were female. It is found that most of the respondents (37 %) falls under the age of 31- 40 and a few of the respondents are 41-50 years old. It is established that most of the respondents (78%) are married. It is found that maximum numbers of the respondents are earning above Rs 40,000 (30%) as their monthly income and minimum numbers of respondents are earning less than 20,000-30,000 (9%) as their income. It is stated that most of the respondents have 15+ yrs (30.6%) work experience and minimum of 7-15 yrs. This table

shows that they don't have any define working hours (77%) and (50%) respondents stated that they are working in rotating shifts. It is found that most of the respondents are Graduate (32%). It is stated that most of the respondents are accepted that they are pressurised to do extra work (67%). From the rank categories, there were (53%) who were working as constables. It is also assured that most of the respondents have two children (38%).

TABLE 1: DEMOGRAPHIC PROFILE OF RESPONDENT

S.NO	DEMOGRAPHIC VARIABLES	FREQUENCY	PERCENTAGE
1.	GENDER		
	Male	232	74.8
	Female	78	25.2
	Total	310	100
2.	RANK		
	Constables	163	52.6
	Head Constables	106	34.2
	Sub-Inspector	34	11.0
	Additional Superintend	7	2.3
	Total	310	100
3.	WORK EXPERIENCE		
	Below 4 yrs	56	18.1
	4-7 yrs	70	22.6
	7-15 yrs	89	28.7
	15+ yrs	95	30.6
	Total	310	100
4.	MONTHLY INCOME		
	Below 10,000	56	18.1
	10,000-20,000	83	26.8
	20,000-30,000	27	8.7
	30,000-40,000	52	16.8
	Above 40,000	92	29.7
	Total	310	100
5.	ACADEMIC QUALIFICATION		
	Post Graduate	21	6.8
	Graduate	99	31.9
	Diploma	35	11.3
	HSC	85	27.4
	SSLC & Below	70	22.6
	Total	310	100
6.	AGE		
	20-25	51	16.5
	26-30	70	22.6
	31-40	115	37.1
	41-50	31	10.0
	50+	43	13.9
	Total	310	100
7.	MARTIAL STATUS		
	Married	241	77.7
	Single	58	18.7
	Divorced/widowed	11	3.5
	Total	310	100
8.	NO OF CHILDREN		
	No children	76	24.5
	One	115	37.1
	Two	119	38.4
	Total	310	100
9.	HOURS OF WORK		
	8hrs	16	5.2
	9hrs	31	10.0
	10hrs	14	4.5
	10+hrs	10	3.2
	NO definite time	239	77.1
	Total	310	100
10.	WORK SCHEDULE		
	Day shift	46	14.8
	Split shift	13	4.2
	Irregular shift	98	31.6
	Rotating shift	153	49.4
	Total	310	100
10.	PRESSURED TO WORK		
	Yes	206	66.5
	No	104	33.5
	Total	310	100

Source: Field Study (2015)

**B) SECONDARY DATA ANALYSIS**

A reliability analysis is commonly used to identify the internal consistency of the variables. However, cronbach’s alpha is commonly used to test the reliability and the range of alpha coefficient value is in between 0 to 1. The higher value indicates the higher reliability (Hair, et al., 1992). A value more than .70 is significantly good measure for sufficient scale of reliability (Cronbach 1951, Nunnally 1987). According to the cronbach’s alpha test the value of alpha in this study is 0.911 (table 2 & table 3) which is higher than the minimum acceptable value. Therefore 91.10% of data are reliable in this study. The reliable analysis has been done for dependent variables.

**TABLE 2: SCALE STATISTICS**

Mean	Variance	Std. Deviation	N of Items
174.5286	903.709	30.06176	65

**TABLE 3: RELIABILITY STATISTICS**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.911	.925	65

**TABLE 4: RELIABILITY TESTS**

Factors Name	Items	Values
Skill Discretion	6	.776
Decision Authority	4	.618
Task Control	4	.776
Work and time pressure	5	.790
Role Ambiguity	5	.879
Adequate compensation	5	.836
Work life balance	5	.694
Job Satisfaction	7	.794
Hazardous Exposure	6	.825
Job Stress	10	.869
Health & Wellbeing	8	.851

**i) HYPOTHESIS TESTING**

To conduct the hypothesis test a regression analysis has been done and eleven factors which have effect in demographic factors are considered. However, details of the influence of independent variable over dependent variable have been shown in table 7.

According to the analysis, the significant value for the hypothesis is 0.007, which is less than level of significance 0.05. So null hypothesis is rejected and it is concluded like there is an impact on age and qwl. Rank affects the quality of work life of the employees. According to the analysis, the significant value for the hypothesis is .000, which is less than level of significant value 0.05. So null hypothesis is rejected and it is concluded like there is an impact of rank on qwl. Work experience affects the quality of work life of the employees. According to the analysis, the significant value for the hypothesis is .022, which is less than level of significant value 0.05. So null hypothesis is rejected and it is concluded like there is an impact of work experience on qwl. Monthly income affects the quality of work life of the employees. According to the analysis, the significant value for the hypothesis is .000, which is less than level of significant value 0.05. So null hypothesis is rejected and it is concluded like there is an impact of monthly income on qwl. Educational qualification affects the quality of work life of the employees. According to the analysis, the significant value for the hypothesis is .005, which is equal to level of significant value 0.05. So null hypothesis is rejected and it is concluded like there is an impact of educational qualification on qwl. Age affects the quality of work life of the employees. According to the analysis, the significant value for the hypothesis is .016, which is less than level of significant value 0.05. So null hypothesis is rejected and it is concluded like there is an impact of age on qwl. Marital status affects the quality of work life of the employees. According to the analysis, the significant value for the hypothesis is .000, which is less than level of significant value 0.05. So null hypothesis is rejected and it is concluded like there is an impact of marital status on qwl. No of children affects the quality of work life of the employees. According to the analysis, the significant value for the hypothesis is .023, which is less than level of significant value 0.05. So null hypothesis is rejected and it is concluded like there is an impact of no of children on qwl. Hours of work affects the quality of work life of the employees. According to the analysis, the significant value for the hypothesis is .025, which is less than level of significant value 0.05. So null hypothesis is rejected and it is concluded like there is an impact of hours of work on qwl. Work scheduled affects the quality of work life of the employees. According to the analysis, the significant value for the hypothesis is .000, which is less than level of significant value 0.05. So null hypothesis is rejected and it is concluded like there is an impact of work scheduled on qwl. Pressurized to work affects the quality of work life of the employees. According to the analysis, the significant value for the hypothesis is .000, which is less than level of significant value 0.05. So null hypothesis is rejected and it is concluded like there is an impact of pressurized to work on qwl. Exercise regular affects the quality of work life of the employees. According to the analysis, the significant value for the hypothesis is .890, which is higher than level of significant value 0.05. So null hypothesis is accepted and hence it is concluded like there is no impact on qwl.

**ii) REGRESSION ANALYSIS**

From the regression analysis (table 5), the R square tells the goodness of fit and the degree of association between the dependent and independent variables. In this case, R square value is .447 and it shows a good fitness. The value of F (20.528) depicts the significance of R square, which further means that regression as a whole is significant expects exercise regularly. Hence the hypothesis is rejected, which means that there is significant difference in the degree of influence of demographic variables on QWL of police.

Considering the Beta value (table 7), it is clear that the age explains the maximum proportion of variation for quality of work life, followed by monthly income and work experience. The ‘t’ value and the significance level indicate that age, gender, rank, experience, qualification, income, hours works, pressurized to work significantly contribute to the quality of work life. Only single factor named exercise regular has no significance impact on quality of work life. Probably, respondents have given less notice on it.

**TABLE 5: REGRESSION ANALYSIS**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.669 <sup>a</sup>	.447	.430	.34230

a. Predictors: (Constant), pressurised to work extra, marital status, academic qualification, gender, monthly income, rank, usual work schedule, age, work experience

**TABLE 6: ANOVA**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	28.842	12	2.403	20.528	.000 <sup>b</sup>
	Residual	34.656	296	.117		
	Total	63.498	308			

a. Dependent Variable: QWL

b. Predictors: (Constant), exercise regularly, gender, no of children, academic qualification, exercise regular, pressurised to work extra, rank, monthly income, hours of work, marital status, usual work schedule, age, work experience

TABLE 7: VARIABLES INFLUENCING QWL OF POLICE

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.234	.269		4.586	.000
Gender	.095	.050	.091	1.907	.007
Rank	.271	.029	.565	9.381	.000
Work experience	.064	.037	.161	1.746	.022
Monthly income	-.062	.018	-.210	-3.548	.000
Academic qualification	.027	.021	.073	1.270	.005
Age	-.080	.033	-.216	-2.414	.016
Marital status	-.109	.041	-.153	-2.652	.008
No of children	.026	.021	.067	1.220	.023
Hours of work	.020	.020	.055	.987	.025
Usual work schedule	.115	.015	.433	7.816	.000
Pressurised to work extra	.294	.052	.307	5.642	.000
Exercise regularly	.007	.052	.007	.138	.890

a. Dependent Variable: QWL

### LIMITATIONS OF THE STUDY

This research study has some limitation and the major limitation factor for this report is complexity of the topic. Since the survey will be conducted on questionnaire therefore it is a great challenge to ensure the actual validity of the response. In some cases, the topics were not understood by the employees who have minimal idea about the quality of work life. Respondents are selected only from Tirunelveli city; therefore, this research does not reflect the perception of employees of each corner of Tirunelveli. However, unwillingness of respondents was another limitation of my study.

### CONCLUSION AND RECOMMENDATION

This research study is tried to examine the factors that have an impact on quality of work life of employees of police sector in Tirunelveli city. The eleven factors are. skill discretion, task control, decision authority, role ambiguity, health & wellbeing, hazardous exposure, job stress, job satisfaction, work life balance, work and time pressure and adequate compensation. The outcome of the research indicates that eleven out of twelve demographic factors (gender, age, income, education, experience, rank, marital status, no of children, hours of worked, work scheduled and pressurized to work) have significant influence on quality of work life and the remaining factor (exercise regularly) has no significant influence on quality of work life. From the finding, it can be recommended that quality of work life is such a critical concept that might be disturbed due to dissatisfaction of mind set. However, the organization can focus on their employee's welfare by providing them a better and attractive compensation policy, optimum work load and by providing a superior work environment. The police department should create a career growth opportunity within their environment that may lead to a better performance and therefore a better productivity. Moreover, participation management will increase the enthusiasm of employees as they will have an opportunity to participate with their ideas. It may be concluded that quality of work life of employees is related to an individual's expectation of different characteristics of the job and perception of how much is attained.

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