

## CHAPTER-TWO

### *RESEARCH METHODOLOGY*

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## 1. Introduction:

A woman is a builder and a molder of the nation's destiny. The burden shared by women for the socio-economic development is two fold, one on the domestic front and the other on the economic front. The contribution they make as unregistered 'Workers' cannot be recorded as the household work is not given any quantified value. It may be mentioned at the out set that the 'socio-economic needs of women vary according to the different strata to which they belong. Though the main aim of a welfare state is to bridge the gaps between the different strata, the fact remains that such differences do exist and it cannot be denied.

This research will focus mainly on the problem or needs of women belongs to lower and middle-class sections as they constitute the bulk of our society. It is generally found that social status coincides with economic status. In most cases they are overlapping. So the sections that are economically poor are destined to low position in the social scale. Hence, it needs to be mentioned here that in a lower stratum, problems confronted are more 'economic' rather than 'social', whereas in cases of 'middle and upper strata' it remains more 'social' than 'economic'.

A role of a policewoman in a present society encompasses varied issues concerning her social status, economic value and cultural implications. More specifically, she is involved in unconventional and untraditional tasks of the police that are perceived by a dominant male segment as posing challenge rebellion or pure at to their ego status. This factor intensifies their problems and issues that receive attention or treatment tainted with unwilling cooperation, enforced liability or unwelcome presence. Such an environment would exert pressure on policewomen at work hurling them into psychosomatic problems. Currently an incident has been reported in the media of a policewoman in a rank of a lieutenant at the Udhampur Head Quarter who is reported to have committed a suicide. Prior to this drastic decision she has expressed to her mother to be working constantly under pressure.

While reviewing the related literature on policewomen it has been noted earlier that on one hand if the nature of work or structure of work or both are inconsistent with cultural definitions and interdict the performance of family roles, women are unlikely to be attracted to such occupational roles. Exceptions may be found in roles of which associated status is quite high, or considerable amount of

authority is vested in them. If some women dare to accept such roles they would have to face a stigma in the society. Particularly when a job requires a woman to work in close contacts with men and at odd hours the stigma gets intensified. It was for this reason that such roles remained unattractive to women. It is pathetic that adventurists women are looked down as too extrovert or bold to fit into a feminine role traditionally determined for a woman.

The nature of police work does not only interfere in family roles but also demand the role incumbents to play 'instrumental' roles that are incompatible with women's traditional roles. This may be the reason that such occupational roles remain unattractive to an Indian woman. On the other hand, rising cost of living, the aspiration of high standard of living, education and new training received at schools, colleges and other institution and also availability of jobs are factors to work to cause willingness among women of middle and upper classes for such employment.

Educated women of middle and upper classes occupy white collar jobs whereas the uneducated or less educated women of weaker sections of a society or in rural areas continue doing manual types of work. Due to a huge supply of workers and limited demand of employment, women have to accept those roles which they are not willing to perform. It is just with a view to being economically independent. Besides such roles women are not supposed to perform all the roles that fall into a domain of men. The police work is traditionally treated as 'masculine'. More than hundred years have passed since women entered into this field but even today they are not considered equal to their male counterparts. There are no legal barriers to their acquiring an equal status. But inherent resistance, from those occupying higher positions in the police hierarchy work so potently against policewomen's equality.

## 2. Objectives:

Two areas emerge from the researches on policewomen. They are highly relevant and have a direct bearing on women's position in policing. The areas are: the nature of policing and the occupational culture. As the cultural definitions have not undergone relevant changes, the normative order still demands that an Indian woman should play explicit sex roles. The police role is considered as not typical for women

as if have been as 'male' or 'masculine'. It demands to play an 'instrumental' role. The police role looks certain social impediments:

- (a) policing continues to be treated as a 'masculine' role;
- (b) the police roles have to do with deviants generally;
- (c) the nature of police roles does not fit in the traditional feminine roles;
- (d) the label 'police' is socially stigmatized;
- (e) the police roles are structured in such a manner that they expose women to relatively closer contacts with men and to working at odd hours.

Such stigmatized perceptions about the police role tend to prevent to opt for career in the police roles. However, some economic conditions compel women to take up employment in the police. In the beginning the women who opt for the police roles under the pressure of circumstances are likely to confront negative sanctions from the male counterparts and relevant others. They are also likely to be looked down upon in the society (Mahajan, 1982).

It is obvious that in police organization, the employees are expected to perform 'instrumental' role. The role involves maintenance of law and order by curbing and monitoring violators. It also involves providing security to people in a society. They are expected to be available on the duty round the clock. It is for such reasons that it is considered as men's role. Mahajan remarks that the formal role expectations would not only create uncongenial atmosphere for women to perform police roles properly, but would also pose difficulties coping with the family role simultaneously. As police roles have been recently thrown open for women, the chances remain ambiguous in the role that policewomen is expected to perform and it would cause difficulties of adjustment for natural incumbents as well as for policewomen (Mahajan, 1982).

It may be noted that Mahajan's research deals on issues relating women police of Punjab. It may pose questions as mentioned below. It is now an attempt to apply Mahajan's to ascertain the condition of policewomen in Gujarat. In Gujarat, no study has been done so far, on policewomen. Hence, research questions of similar kinds needs to be reviewed in order to know the basic situation of policewomen who opt for police jobs. The present research may be understood as an extension. My M. Phil. dissertation was a little effort to study policewomen some twelve years ago. Hence, I

first compare the findings of the earlier research so that drastic changes that fall in between may be taken care of. The research questions are:

1. Are women workers less likely to be attracted to police roles?
2. Initially when the police roles are offered, were women forced to opt for police roles under special circumstances?
3. Is it true that those who opt for police roles are motivated to jobs not for fascination for attributes of the police role but basically for economic incentives?
4. When a number of role aspirants is small, is it likely that informal procedure of recruitment would be resorted to?
5. Is policewoman's occupational commitment related to husband's economic status and his choice?
6. Are policewomen oriented to family roles more than to occupational roles?
7. Are those who committed to police roles confronted with problems of intra-role conflict more intensely than those with lower commitment do?
8. Is it true that more is the realization of inconsistencies between nature and structure of police roles and family roles greater are the chances of experiencing inter-role conflict?
9. Do male police evaluate policewomen's role using physical strength as the main criterion?
10. Do male police treat policewomen as their equals?
11. Do male police hold the opinion that incumbents of policewomen enjoy equal benefits but do not perform equal duties?
12. Do colleague-group relations cultivate between policewomen and their male role-partners?
13. Does society look down upon the incumbents of policewomen?
14. Do policewomen play a peripheral role in policing?
15. Is there any change noticed in policewomen's role performance when highly educated and career oriented women entered the job?

The present research will have bearing on these questions when it looks into the issues concerning policewomen in Gujarat

### 3. Hypotheses:

It is interested to determine relationships between variables. Hypotheses provide such guidance. It is a tentative explanation of the research problem or guess about the research outcome. Keeping in view the above mentioned research problems and the objectives of the study it is intended to draw some hypotheses. They are formed on the ground of review of related literature. They support the research questions. The hypotheses may be drawn as under:

1. Women police of the lower ranks come from lower-middle class.
2. The role of police is less attractive for career oriented women.
3. Specific kind of socio-economic situations may have compelled them to accept the police job.
4. After joining the police force, economic benefit is the only reason for them to continue with the job.
5. The role of a policewoman goes in direction with her husband's status and role.
6. Role of a police woman is less effective than that of male police.
7. Policewomen are more oriented towards family than the occupation.
8. Policewomen face more conflicts as compared to other occupations.
9. Male police are prejudiced towards policewomen.
10. Police women can give security and protection to criminal and victim women.
11. The quality of working condition and inter-personal relationship are not suitable for women.
12. Indian women of different backgrounds bear different personality traits.
13. Double standards adopted by organizations are the outcome of ill-defined role of women in policing.
14. Women are not emotionally and physically equipped adequately to cope with men's job of policing.

### 4. Universe and Sampling:

When the population is large and is physically not accessible, researchers survey only a sample. A sample is a portion of people drawn from a larger population. It will be representative of the population only if it has some basic characteristics of the population from which it is drawn (Ahuja R., Research Methods, p.155).

According to Police record there are more than 1561 policewomen in Gujarat police force. It is obvious that a large population cannot be studied in its entirety for reasons of size, time cost or inaccessibility. Limited time, lack of large amount of funds, and population scattered in a very wide geographical area often make sampling necessary.

With a view of analyzing and evaluating of women's new role in the police force, it was thought to conduct a study by selecting 300 policewomen as respondents from different ranks operating in all the districts of Gujarat. First a complete list of the policewomen of Gujarat was obtained. However, the list of the policewomen provided mentioned those having a position in lower three ranks. Secondly, although a complete list of women Police Inspector and women Police Sub-Inspector in the service is available, the list does not inform about the exact number of their appointment in particular district, like other ranks. Hence, a special care was taken to know the number of women employed as P.I.s and P.S.I.s in every district. It was then decided to make a random selection of policewomen from police-stations of all the districts to serve as respondents.

There are 25 districts in Gujarat. All the districts have their own Police Head Quarter under the authority of District Superintendent of Police. People belonging to various castes live in various districts. The recruitment of police personnel is held mostly at the District Head Quarter. Sometimes it is held according to their range. The employees are posted in various Talukas of the districts and transferred from time to time. If an employee is recruited through the range he/she can be posted at any place of different districts in the same range. In this regards, it was tried to obtain a total picture of policewomen in Gujarat. Visits were paid to more than 65 police stations and personal interviews of the respondents were conducted to collect the necessary data. The period of survey was from October 2004 to March 2005. In order to ascertain the universe of the research work, the list of the policewomen was obtained from Gujarat Police Bhavan, Gandhinagar. The composition of the universe of policewomen goes as showing in the table- 2.1 (page:66).

Table:2.1 Strength of policewomen (as on December,2005\*)

Sr. no.	District	Policewomen					
		P.J.	P.S.I	A.S.I.	H Const	Const	Total
1	Ahmedabad	3	4	15	33	214	269
2	Valsad			0	2	24	26
3	Baroda	1	2	17	34	107	161
4	Western Railway		1	10	14	97	122
5	Surat	1	3	25	37	97	152
6	Jamnagar	1	1	2	11	7	22
7	Rajkot	1	3	12	16	39	71
8	PMLS-Godhra			5	1	34	40
9	S K. Himatnagar			4	8	34	46
11	Kheda	0		7	6	42	55
12	Anand	1	2	7	10	38	58
13	Gandhinagar	1	1	3	7	37	49
14	Patan			5	7	16	28
15	Dahod			1	2	10	13
16	Narmada			0	3	18	21
17	Navsari			3	0	33	36
18	Dang- Ahva			0	0	3	3
19	Bharuch		2	3	8	26	39
20	Katch-Bhuj		1	4	1	38	44
21	Porbandar			2	5	21	28
22	Amreli			1	6	19	26
23	Junagadh	1	1	5	1	62	70
24	Bhavnagar		1	8	2	17	28
25	Surendranagar			0	9	49	58
26	Mehsana			5	9	25	39
27	B.K -Palanpur		1	6	2	32	41
	Total (Present) strength)	10	23	150	234	1139	1561
	Vacancy	1	22	76	110	566	770
	Sanctioned strength	11	45	226	344	1705	2331

\*Source date 30/11/05, Police Bhavan, Gujarat Police, Gandhinagar

The table shows that 1561 policewomen are working of present in the police force of Gujarat. In fact, total sanctioned posts are 2331 and thus 770 posts are still lying vacant. Only Jamnagar and Bhavnagar district have more then 50 posts that are



still vacant in each district. The table shows that notable numbers of policewomen of all the ranks are vacant.

The study covers responses of 300 respondents selected from various districts of Gujarat. It covers more than 19% population of the universe. It is obvious that all the districts in Gujarat have different features as regards to their socio-cultural, economic and demographic dimensions. Various castes and sub-castes inhabit in a district. So it was viewed that the survey should cover all the districts of Gujarat so that in the samples selected all the castes may be represented. The number of the respondents selected from various districts was as indicated in table –2.2 (page: 68).

The table shows that respondents represent all the districts of Gujarat. Policewomen belonged to three different police departments like the Gujarat state police, Gujarat Railway Police and the Railway Protection Force. The railway keeps its own police department in every state. Moreover, the Western Railway keeps its separate police force to provide security to the passengers traveling by rail. Each main railway station has two police stations in a close vicinity of its platforms. One is Railway Protection Force and the other is Gujarat Railway Police. They both have their different duties and salary scales. Thirteen of the respondents hailed from the Gujarat railway police stations at Ahmedabad, Anand, Vadodara, Godhra, Surat and Valsad. Their duties and pay scales are the same as those of the state police. Seven of the respondents were taken from the Railway Protection Force (RPF) at Ahmedabad and Vadodara. At present fewer policewomen work in the RPF, and most probably they perform duties at railway stations. In Gujarat, the RPF policewomen are deputed only at Ahmedabad and Vadodara. Earlier to their recruitments, the center of the RPF for the Western railway was only at Bombay. In the near future the RPF is going to depute more policewomen at all main railway -stations. It has come to the knowledge that a large number of unmarried educated girls appeared for the recruitment held at Vapi in 2005.

Table –2.2. Districts of the Respondents' Police Stations:

No.	Districts of the respondents	Respondents						
		PI	PSI	ASI	HC	PC	PC*	Total
1	Ahmedabad		2	5	3	3	1	14 (4.7%)
2	Amreli				3		5	8 (2.7%)
3	Anand	1	1	2	1*	5	3	13 (4.3%)
4	B. K. – Palanpur		1	1		1	12	15 (5%)
5	Bharuch		2(1*)		1	1	4	8 (2.7%)
6	Bhavnagar			3		3	3	9 (3%)
7	Dahod					1	3	4 (1.3%)
8	Dang-Ahva					1	2	3 (1%)
9	Gandhinagar			1	2		4	7 (2.3%)
10	Jamnagar		1		1	3	4	9 (3%)
11	Junagadh	1		2	1	3	13	20 (6.7%)
12	Katchh- Bhuj-				1	1	8	10 (3.3%)
13	Kheda			2	2	2	3	9 (3%)
14	Mehsana			2	8	1	23	34 (11.3%)
15	Narmada						3	3 (1%)
16	Navsari			1		4	1	6 (2%)
17	PMHLS-Godhra					1	4	5 (1.7%)
18	Patan			1	3 (1*)		8	12 (4%)
19	Porbandar			1		1	4	6 (2%)
20	Rajkot	1	3(1*)	1	2	7	12	26 (8.7%)
21	Surendranagar				1*		3	4 (1.3%)
22	S.K.-Himmatnagar			1		1	2	4 (1.3%)
23	Surat		1*	4	2	5	3	15 (5%)
24	Vadodara	1	1	6	10	16	6	40 (13.3%)
25	Valsad				1	3	5	9 (3%)
26	Mumbai (RPF)					1	6	7 (2.3%)
Total		4	12 (3*)	33	42 (3*)	64	145*	300
		91				209		(100%)

[\* The age groups of less than 30, who are recruited on or after 1996, are treated as 'young' policewomen. There are 145 policewomen Constables, three head constables and three are direct recruited Police Sub-Inspector Remaining all, who are above 30s and recruited before 1996, are treated as elder policewomen ]

## 5. Techniques:

Social science researchers use some scientific techniques to collect data for their study. Different research techniques are available for data collection. They have their own merits and limitations. Keeping in mind the nature of study, it was decided

to make use a structured interview schedule for the collection of core data. All the respondents were interviewed personally at their places of work that is, the police stations where they are employed. However, other techniques like observation, questionnaire, case-history and secondary information were also used to supplement the interview data. It was not possible to arrange for 'participant' observation, as it was done by Preiss and Ehrlich (1973) and Cain (1973). Hence, it was decided to arrange informal talks with police officials, both male and female. This part of the research was intended simply to have primarily information to help the understanding of the police working. Subsequently, it was realized that this method would also serve as channel to establish rapport with the respondents. This method made the subsequent interviewing more meaningful. It has enhanced the validity of the responses collected. Further this method served as 'follow up' of the interview data, particularly to observe closely the interactions between policewomen and their male counterparts and to witness them while performing different duties. The informal discussions were held even after the interviews were over. These talks and observation of their different activities were noted adequately so that the interpretation of data may be facilitated. In response to certain questions in case some of the respondents came out with evasive replies or when the interview data did not tally with the observational data it was considered to regard the data gathered by informal conversation and observation as valid. It was through these informal talks and observation of the policewomen's role that detailed case-histories of a few policewomen were prepared separately.

The interview schedule was prepared keeping in view the operational procedure followed in this study for the analysis of the policewomen's role. The copy of the interview schedule was submitted to Director General of Police, Gujarat, for formal permission to help the Ph.D. research. The permission was granted with six conditions concerning the privacy of police organization. The concerned officer was also eager to know the findings. He assumed that he would try to improve the situation and the working condition to uplift policewomen's status in Gujarat.

The permission was also sought to obtain the secondary data through verification of the official records in the concerned departments or offices. They might be put to use when needed. The secondary data would help the understanding

of how policewomen were utilized in the force. It would include the manner in which their services were utilized and the frequency in which they were put on duty. It was also intended to verify the impression gathered by observation, informal conversation or in response to the structured interview questions. Male police were also interviewed to know their opinion about policewomen as their role partner. A special visit was taken to Police Research and Development Bureau, Delhi to collect the latest data about total women police force in India.

The statistical data are presented in greater details and in possibly simple manner. The purpose is that since the empirical material on the policewomen force in India is scarcely available, it may be of some use to researchers for the purpose of cooperation or to refashion them to suit their purpose in research.

## 6. Meaning of the Terms Used in the Study:

The present study is based on number of concepts related to policewomen in Gujarat. Prior to the statement of argument and its explanation, it would be useful if definition of these concepts is spelt out. The part of writing follow focuses on these concepts.

### *(i) Police*

Before describing the policing in Gujarat, it would be important to give some attention to the meaning of the police and the policing. It does not go as routine with any social research to define terms. The reason is that what constitutes the policing is a contended area in the field as well as in the police studies. The debates that go on this issue have a particular resonance for the study: they rest on the histories since the foundation of the police, especially in Britain. These histories have significance to explain the role of women in the policing. The issues like who decides whether women can police or can be a police, have much to do with what constitutes policing and what characteristics a 'proper' police officer bears.

In the most comprehensive and analytical survey published to date, Bayley asserts that a word, 'police' is used in his book, to refer to people authorized by a group to regulate interpersonal relations within the group through the application of

physical force. This definition implies three essential parts of the police authority: physical force, internal usage and collective authorization.

Mawby is another scholar to stress on a broader notion of the police: “an agency which can be distinguished in terms of its legitimacy, its structure and its function”. By ‘legitimacy’ he means ‘some degree of monopoly within society’ while ‘structure’ implies ‘organization and specialization’ and finally, ‘function’ implies that ‘the role of the police is concentrated on the maintenance of the law and order and the prevention and detection of offences’ (1990:3)

### ***(ii) Organization:***

The growth of organizations from modest-sized structures often housed under one roof to bureaucratic giants has caused a proliferation of administrative units and their dispersion over wide geographical areas. The units of these bureaucracies generally form parts of the same organizational structure and are committed to achieving common objectives by means of uniformly applied operating procedures. All workers meet the same minimal requirements for the job. All perform the same types of functions. All follow the same rules and procedures as set forth in the manual of operation for the investigation of applications for assistance. Yet, at the same time, as E. J. Thomas views (1959) the role can be conceived and performed in different ways because of certain ambiguities in how it is defined apart from other reasons.

### ***(iii) Social Status:***

Sociologically, a status implies stigma. It is respect attached to one’s position in a society in relation to others’ social positions. Social status may be defined as a position accorded to functionaries or role occupants placed in the same or similar situation, vis-à-vis, other functionaries or role occupants placed in other situations in the society. Status is therefore a relative concept. This study proposes not to identify various aspects of the word ‘status’ or to categorize persons or groups of persons in terms of status. Its purpose remains to examine influence of the police role on women’s status in society and to compare a status of other working women.

The status of policewomen may be considered in terms of the respect that she commands from her superiors, peers and subordinates. This respect is ascertained in terms of facilities or obstacles that fall on her lap. It is further ascertained through

evaluation of her performance of job with efficiency, smoothness, with tension free mind and with a sense of satisfaction. The respect that a policewoman earns in a society determines her psychology and responses that generate out of it. Her psychology further determines her level of motivation and satisfaction as it is rendered from her job performance. In this respect, social status turns out to be a vital concept to purpose of the present study.

(iv) *Social Role:*

A social role implies a person's behaviour as expected in association with a social position he/she holds. A position is simply a label or a way to identify a particular social role that is assigned to a person. An eminent anthropologist Ralph Linton proposes a classic distinction between status (position) and role: "A status, as distinct from the individual who may occupy it, is simply a collection of rights and a duty....A role represents the dynamic aspect of a status. The individual is socially assigned to a status and occupies it with relation to other statuses. When he puts the rights and duties which constitute the status into effect, he is performing a role. Role and status are quite inseparable, and the distinction between them is of only academic interest. There are no roles without statuses or statuses without roles. Just as in the case of *status*, the term *role* is used with a double significance. Every individual has a series of roles deriving from the various patterns in which he participates and at the same time a role, in general, which represents the sum total of these roles and determines what he does for his society and what he can expect from it. (Linton, 1936, pp. 113-114)

Further Krech, Crutchfield and Ballachey state in their book *Individual in Society*, "A role is the pattern of wants and goals, beliefs, feelings, attitudes, values and actions which members of a community expect should characterized the typical occupation of a position. Roles prescribe the behaviour expected of people in standard situations" (1962, Pp. 338).

Both the explanations define 'status' and 'role' as inseparable impulses in a person's psyche as they evolve from sociological conditions in which a person lives and grows. These impulses exert deep influence on their role performance, motivation and responses. Hence, they need to be looked at with close attention for the purpose of the present study.

***(v) Commitment:***

Commitment is a person's determination to involve and perform the role assigned. It has a direct bearing on the outcome of performance in terms of quality and influence. In this respect, commitment is counted as the supreme attribute for a man of success. Commitment mirrors a performer's psychological health. Hence, it implies sound mind, determined efforts and result-oriented performance. Policewomen in Gujarat need to be viewed in respect of commitment they show to their role performances. Though it is a reflection of all facets of her person may be obtained. It may thus help the purpose of the present study. Commitment springs from a person's attitude and his behaviour. It is in this respect that a team of psycho-sociologists like Mowday, Porter & Steers give out two terms: "attitudinal commitment" and "behavioural commitment". They acknowledge a long standing distinction between the two as two approaches:

Attitudinal commitment focuses on the process by which people come to think about their relationship with the organization. In many ways it can be thought of as a mind set in which individuals consider the extent to which their own values and goals are congruent with those of the organization. ...Behaviour commitment, on the other hand, relates to the process by which individuals become locked into a certain organization and how they deal with this problem (1982, 26).

The study of attitudinal commitment typically involves measurement of commitment in terms of one's attitude or mind set. According to Buchanan (1974) and Steers (1977) it goes along with other variables presumed to be the antecedents to, or consequences of, commitment. The present research keeps objectives like: (a) to demonstrate that strong commitment was associated with desirable out-comes (from an organizational perspective), and (b) to determine what personal characteristics and situational conditions contributed to the development of high commitment.

***(vi) Role Performance:***

Whatever role a man is performing in a society reflects duly his behaviour in that role. It is like "telling is showing" or "doing is showing". Parsons' role behaviour in turn determines his value in that role and in turn in the society he lives. As man

does not live in isolation, he does not perform in isolation. 'Doing' involves interpersonal interaction or exchange of attitudes.

Role behaviour, like all social behaviour, is a product of interaction between situational factors and the cognition, wants, attitudes and interpersonal response traits of an individual. Sarbin (1954) has formulated a role theory which extensively treats both situational and psychological factors governing role enactment. He says, "Role behaviour is influenced by the individual's knowledge of the role, his motivation to perform the role, his attitudes towards himself and the other persons in the interpersonal behavior event. Because every individual has acquired a unique set of cognitions, wants, attitudes and interpersonal response traits, the way in which he performs his various roles will be unique (Krech, Crutchfield & Ballachey, 1962. Pp. 489).

***(vii) Personality Traits:***

An individual's position in any lasting group is coordinate with a specific role. As his role performance continues, or, as Krech and his team view, "a role, it must be repeated, which the group expects and enforces upon oneself-eventually affects one's basic personality, reinforcing certain traits, extinguishing others." These sociologists further discuss the ways in which group behaviour of an individual both reflects and shapes his personality. They, therefore, feel that it is necessary to examine the influence of individual characteristics and situational factors upon role behaviour, and then one should turn to the effect upon the individual of the role he performs as a member of various groups and organizations. (Krech, Crutchfield & Ballachey, 1962, Pp.488)

Policewomen exhibit personality traits that appear distinct from those of normal women. The job of police that they are involved in most of time evolves in them certain traits that may sound closer to male traits. Specifically delicacy of sound and gestures go off with time and what emerges is more like a rough and tough kind of style of walking and talking. Such distinct personality traits become a cause of people's apprehension or stigma about them. Sometimes they are treated as isolated persons in social gatherings. In this regards, it would be interesting to see how personality traits influence response of policewomen. Hence, the present study would treat it as a concept significant to the focus of the study.



**(viii) Role Conflict:**

Conflicts are a normal experience for persons like policewomen who lead heterogeneous living. What they are supposed to do on duty is in complete contradiction to their role back home. These two distinctly different role performances involve and evolve conflicting personality traits. In this sense, role conflict is a day-to-day experience for policewomen that cause a sudden shift in their personality. She lives the life of a loving mother, a caring wife and a loving sister at one moment, while at the following moment she suddenly changes her person bearing rough-n-tough style. Sometimes we may doubt whether she puts on a mask on either one of the role. Exposure to role conflict is an obvious source of strain and frustration. It creates a situation incompatible with a harmonious integration of personality with the interaction system. There must be external frustrations, internal conflict or both. In more severe cases it is always both. Talcott Parsons views that indeed what on the interaction level, if not on the fully developed social role level, is an exposure to the conflicting expectations of some kind may be "presumed to be generic situation underlying the development of ambivalent motivational structures with their expression in neuroses, in deviant behaviour or otherwise." He further points out that when, however, an element of conflict is present on the level of 'institutionalized role expectations', a further element is introduced which can be of great significance. The fact that both sides of the conflicting expectations are institutionalized means that there is a basis for a claim to *legitimacy* for both patterns (Parsons Talcott, 1951).

**(ix) Role evaluation:**

Every role tends to acquire an evaluation, both in terms of rank and in terms of its socially favorable or detrimental characters. The perceived utility of the role, the power resident in the role, and association of the role with other valued roles are among hypothesized determinants of role evaluation.

**(x) Job Satisfaction:**

Job satisfaction is an important factor contributing to the better performance of the worker which has repercussions on the quality of work. According to Elizabeth Herlock, "satisfaction increases the motivation of the worker to do what he is capable of doing and to learn more about the work so that he/she can perform it more

efficiently. It increases the ego involvement in the work and would also contribute to further increase in the motivation of the worker.” Then, from the point of the view of the employee the job satisfaction contributes to their happiness. By contrast, the dissatisfaction with the job plays, havoc with the employees. The seriousness of the job satisfaction would have long term implications on the area of motivation, and efficiency.

## 7. Statement of the Study:

For really understanding what kind of work or job the policewomen of India have to do, could only be judged, assessed and understood after briefly understanding what duties, obligations, responsibilities they have to follow to get a clear picture of their functioning.

The present study is designed mainly to find out the special circumstances which forced women to opt for atypical sex role that is, policing. It also seeks to ascertain consequences associated with the employment of women in this ‘male occupation’ that is stigmatized additionally. In a study of a new occupational role for women it is not feasible to make use of experimental type of research design to establish cause and affect relationship. The reason is that the role of a policewoman has yet to gain recognition in the Indian setting. Further, it still lacks clarity and precision when viewed from varied perspectives like the organizational, male role partners’, policewomen’s and their others relevant perspectives. Hence, it was viewed to make use of the descriptive research design.

The present study is an attempt to know independently how social factors regulate the decisions of women to opt for a new occupational role in policing. It also seeks to assess the problems that these women faced in a new setting. For example, these were an attempt to know which role out of that of a police, other than police or a family role, the respondents wished to prefer. Further, it was also tried to see whether they perceive consistencies or the otherwise between a family role and its obligations and the nature of police duties. Similarly, instead of wholly relying on responses of policewomen it was sought to know what their role-partners think about their role and role performance. The relevant information was secured independently from the policewomen’s role partners. The information sought included their expectations and the criteria applied for evaluating of a policewoman’s role. Thus, it was on the whole

an attempt to find out consistency between the perceived evaluation and actual evaluation

As cautioned by Rushing (1964), a special care was taken not to be swayed by policewomen's perception or policemen's contentions either in understanding interpersonal relationship between role partners. It would be possible that when formal permission was sought for interview and observation of working of police personnel, both male and female, they might choose to conceal a few subterranean features of the police organization and they might impart tutored responses in a formal interview situation. To ward off these possibilities it was thought of having informal talks with police personnel so that it might also help in establishing rapport with them.

In any occupation role commitment is an important aspect. In order to find out policewomen's commitment the data was analyzed separately. While analyzing data, it was kept in mind that it was a new role particularly for the women belonging to lower socio-cultural background. Secondly, the role of police is traditionally known as 'male occupation'. Further, it was viewed to evaluate their commitment score by posing a few questions to them.

In similar sense, the analysis of role conflict is crucial to consider when women are performing any role. If the role is obviously inconsistent with women's traditional role (and even some of the roles which are treated as 'suitable' for women's personality), there may be reflected a different type of role conflict and it would involve certain amount of stress. Therefore, an attempt has been made to view the nature and extent of role conflict among the respondents.

The subject matter of social role is social behaviour. Rushing explained that it is a behaviour that individuals display as they take into account the behaviour and expectations of others (1964). Taking this as a framework for the evaluation of policewomen's role, it was viewed to evaluate this new role from various perspectives rather than depending exclusively upon the overt responses obtained from the policewomen in a formal interviewing situation.

The focus of the present research would be on a role of a policewoman in the police organization. The attitude and treatment that a policewoman would show to offenders, convicts, women suspects and criminals, would not be of paramount importance to evaluate their role performance. Rushing points out that any study of

role analysis demands that equal consideration be paid to role-partners in view of their ego and alter and role must be analyzed within the context of others' expectations (Rushing, 1964). As it was not possible to contact all those women, it was decided to treat policemen as their role partners. Moreover, as the study pertains to the police organization it would be fruitful to know the expectations of policemen regarding policewomen's role.

Further, an attempt was made to incorporate respondents' experiences with regard to the police role. After they were interviewed they were asked to speak from their memory of their experience in the police force. Some of them related their opinions to what they experienced. It was felt worth that policewomen who are decided to reveal in their own words experienced and opinion may be narrated.

There was no exact idea to divide policewomen in two groups. But after the data was collected it came to notice that there is a significant difference among the respondents as regards to the time of their recruitment. Hence, it would be helpful to categorize them as 'elder' and 'young'. Another factor to be considered was the age group. The respondent's age and their experience about social situations contribute significantly to develop particular attitudes and aptitudes for the role performance. Therefore, it was decided to divide the incumbent policewomen in to two groups along with their ranks. The respondents who were above thirty of their age are treated as 'elder' respondents and the respondents of fewer than thirty of their age are treated as 'young' respondents. There are three policewomen who are directly recruited as P.S.I. Three other policewomen who were promoted as head constables. They were recruited in 1996 or after and fall in the age group of under thirty. The symbol (\*) indicates the number of young respondents. Most of the 'young' respondents are holding the rank of police constables. Therefore it was tried to divide the rank of police constables into two groups: one is elder police constables whose aged 31 or more than 31 and with long experience of service and have not got any promotion. The others are young police constables. The later group is marked with the symbol (\*). The three young P S I.s and three young Head Constables are included in the same rank of 'elder' respondents with the mark of (\*).

## 8. Organization of the Study:

The present study is organized in eight chapters, viz:

1. Introduction
2. Research Methodology
3. Socio-cultural Background of the Respondents
4. Role Acquisition and Training
5. Commitment and Role performance
6. Role conflicts, job satisfaction and Challenges
7. Role Evaluation of Policewomen
8. Conclusion and Summary

## 9. Limitations of the Study:

While carrying out the in-depth study of the subject the following limitations were experienced.

1. Being a descriptive study time was one of the major constraining factors.
2. The study is based on assumption that the information provided is true and valid.
3. The subject is least explored
4. There is practically no authentic information available on women police in any books or even journals.