EXAMINING PSYCHOSOCIAL BEHAVIOUR OF MARRIED WOMEN POLICE CONSTABLES IN MUMBAI: IMPLICATION FOR WOMEN DEVELOPMENT

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ABSTRACT

This study attempt to understand the psychosocial behaviour of married working women constables from Mumbai city. It is challenging for married women constables to maintain quality of life, work-life balance and marital adjustment with irregular work hours and with limited salaries. It is also difficult for them to manage their own emotions with their domestic caring responsibilities and exhausting nature of job. The present study focuses on the relationship between different psychosocial variables. It also focuses on how these psychosocial variables play a major role in married working women constable's daily life. The main objectives of this study are to measure the association between emotional intelligence, work-life balance and marital satisfaction among married women police constables. The study also focused on how emotional intelligence predicts marital satisfaction and work-life balance and vice versa. For the present study, a correlational research design using a survey method was employed. Married women police constables were approached for data collection purposes who work in Mumbai police stations using the purposive sampling technique. Data were analysed using appropriate descriptive and inferential statistics on r statistical software. The results showed a significant relationship between Emotional Intelligence & Work-life balance and Emotional Intelligence & Marital satisfaction. Results also showed a strong association between work-life balance and marital satisfaction. This psychosocial data will help to make new policies and effective intervention strategies to improve the quality of life of married women police constables in government and public settings.

Keywords: *Psychosocial behaviour, Emotional Intelligence, Work Life Balance, Marital Satisfaction and Women Police Constables.*

INTRODUCTION

"We visualize that in the years to come women police would form an important integral part of the police force especially in the cities, towns and other sticky populated areas" (Fifth report of the National Police Commission, Government of India, November 1980).

Women in police are a recent phenomenon in a century's old organization with a colonial history and a strongly masculine work culture. It continues to be known as the police force. And being a force, it places a premium on machismo and valor more than on service. Women in policing have had an important political, social, economic and psychological impact. (Sherman, 1975) Women police officers' correlates positively with reporting of sexual assault, a rise in the number of policewomen has been correlated with a decline in rates of domestic abuse and intimate partner crime. Policewomen are less likely to have allegations of excessive force against them, and their presence can reduce the use of force by other police officers which confirms that recruiting women is an important component of a gender-responsive justice system. (Indian justice report, 2019).

Total police strength of India is 19.41 lakhs, Total women police strength is 1.67 lakhs. This is 8.37% of total strength. Of these women, 90% are constables while less than 1% holds Supervisory positions (status of police in India report 2019). The numbers are low despite 20 states having 33% reservations for women in the police. In Maharashtra, total police strength is 1.71 lakhs, total women police strength is 18 thousand. This is 9.5% of total strength.

Psychosocial behaviours influence and affect mental health and behaviours of married women constables. These influences include social situations, relationships, work deadlines, work and personal responsibilities, and changes in social roles and status

Emotional intelligence is the person's ability to perceive, control and evaluate emotions. According to some researchers, one can be learned and strengthened, the ability of emotional intelligence while others suggest it is an inborn characteristic. Salovey and Mayer (1990) divided the abilities associated with emotional intelligence into four interdependent domains or branches: (1) The ability to accurately perceive emotion; (2) the ability to use emotion to simplify thought; (3) the ability to comprehend emotion and emotional information; and (4) the ability to manage emotion (Mayer et al., 2004; Salovey & Mayer, 1990). It plays a major role in the quality of work an employee is able to achieve and the relationship they enjoy in the organization

Emotional Intelligence is a set of capabilities and qualities that encompasses a wide range of individual skills and characters, like general intelligence, soft skills, and technical or professional skills.

work-life Balance is broadly defined as an equally satisfying level of participation or 'fitness of the person among the multiple roles in a person's life (Konard and Mnagel, 2000:) Work life and personal life are the opposite sides of the same coin. They are often interrelated and interconnected. Ideally, the domains of work and home should coexist in equilibrium. The concept of work-life balance differs from individual to individual in the sense that it's not necessary to have an equal balance between work and other activities outside work. It is the level of satisfaction and fulfilment derived from both areas. it also implies achievement and enjoyment in the other three dominions of one's life that is family, friend, and self The spill over theory offers the most popular view of the relationship between family and work. The term "spill over" refers to the process in which experiences in one role influence experiences

of the other role. Many researchers have proposed that workers carry with them the feelings, emotions, attitudes, skills, and behaviours' that they experience at work-life into their family life and vice versa.

Family is considered the root of every society, state, and nation. The bond of a family or a married couple is founded on love which guarantees protection, self-actualization, and development of human beings, although one important aspect in a married relationship is that two individuals with different experiences come to live together. According to various researches conducted on partner's relationships, the element of emotional intelligence can be critical and can have a crucial impact on marital satisfaction. A strong and affectionate relationship demands effective communication skills such as empathetic listening, respect towards each other and patience understanding and acceptance of other person's point of view, understanding of what the partner is going through, and awareness of partner's needs and requirements (Gottman & Levenson, 2002). Marital satisfaction is lies between the present or prevailing situation and the anticipated or ideal condition (Winch & Spanier, 1974)

The professional duty of women police constables requires various skills such as empathy, kind-heartedness, care, tolerance, and presence of mind. Shifting in time of duties, work pressure, inadequate salaries are most of the time part of their professional duties. Due to that many times, they were not able to give the required attention or spend more time with their family or spouse, which can lead to marital conflicts. Individuals with high emotional intelligence can able to balance their professional life as well with personal life.

Problem of the study:

To study the relationship between emotional intelligence, work-life balance and marital satisfaction among married women police constables,

Objectives of the study:

1) To understand the relationship between emotional intelligence and work-life balance among married women police constables

2) To measure the strength of association of emotional intelligence on marital satisfaction among married women police constables

3) To understand the relation between the work-life balance on marital satisfaction among married women police constables

Hypothesis of the study

1) There is a positive correlation between emotional intelligence and work-life balance among married women police constables

2) There is a positive correlation between emotional intelligence and marital satisfaction among married women police constables

3) There is a positive correlation between work-life balance and marital satisfaction among married women police constables

4) Emotional intelligence and work-life balance are the significant predictor of marital satisfaction

5) Emotional intelligence and marital satisfaction are the significant predictor of work-life balance

Research Design

A correlational research design was employed to conduct this research. The purpose of the present research is to understand the relationship between emotional intelligence, work-life balance, and marital satisfaction among married women police constables

Sample

The sample consists of 92 married women police constables, primarily located in Mumbai, India. It is collected through the purposive sampling technique. The age range was from 24 years to 36 years with less than one year to more than ten years of marriage duration**.**

Instruments

Three measures were used in this study,

1) Schutte self-report Emotional Intelligence Scale (SSEIT)--Scale was developed by Dr. Nicola Schutte, in1998. The SSEIT is a 33-item self-report inventory is based on the model of Salovey and Mayer (1990) generated four-factor which include the four classifications of adaptive capabilities. Scores can range from 33 to 165, with higher scores indicating higher emotional intelligence. The four sub-scale of the SSEIT scale is:

Perception of emotions (PE-10 items), Managing emotions in the self (M_own-9 items), Social skills or managing others' emotions (M_other-8 items), Utilizing emotions (Uem-6 items). Schutte et al. (1998) reported a two-week test-retest reliability of (α = .78) for total scale scores and internal consistency around (α = 0.90).Concurrent validity was found to be (.77)

2) Work-Life Balance Scale (Hayman, 2005)--Hayman (2005) adapted the work-life balance scale originally developed by Fisher (2001). The scale consisted of 15 items, designed to assess three dimensions of work-life balance, Work interference with personal life (WIPL-7 items), Personal life interference with work (PLIW-4 items), Work/personal life enhancement (WPLE-4 items). Hayman reported adequate internal consistency of the entire scale was (α = .89). The test-retest reliability was the consistency value for the scale is 0.84 & 0.90 in the normative sample.

3) Marital Satisfaction Scale

The marriage satisfaction scale used in this study uses the ENRICH scale (Evaluation and Nurturing Relationship Issues, Communication, and Happiness) developed by David. H. Olson This scale consists of 10 items and is been used as a valid tool in countless research to test marital satisfaction The instrument has Cronbach's alpha reliability of 0.862. Test-retest reliability 0.85, validity was (0.72)

Procedure:

Data collection was conducted by using the paper and pencil method and personally approaching the police stations. Prior informed consent was taken from all the participants. They were assured about the confidentiality of their responses. Debriefing was also carried out for many participants

Results

Descriptive Statistics

Table No. 1 Descriptive Statistics of the three variables in the study (Emotional Intelligence, Work-life balance and Marital satisfaction).

Construct	Mean	Median	Standard Deviation	Range	Max	Min
Emotional Intelligence	116.25	116	3.71	22	126	104
Work-life balance	52.62	52	2.35	13	61	48
Marital satisfaction	37.99	38	2.82	16	44	28

Table No. 2 Distribution of respondents based on their demographic related information

Particulars		NO.	%
Age of the Participants (Years)	24---27	31	33.7
	28---31	51	55.4
	32---36	10	10.9
Education Qualification	S.S.C	---	---
	H.S.C	70	76
	Bachelor Degree	22	24
	Master Degree	---	---
Years of Marriage	Less than 1 year	7	7.4
	1 year—5 years	48	52.3
	5 years---10 years	26	28.3
	Above 10 years	11	12

Table No. 3 Correlation matrix of Emotional Intelligence, work-life balance and marital satisfaction

Correlation

Variables	Emotional Intelligence	Work-life balance	Marital satisfaction
Emotional Intelligence	---	.62***	.60***
Work-life balance	.62***	---	67***
Marital satisfaction	.60***	.67***	---

$* P < 0.05$ $** P < 0.01$ $*** P < 0.001$

Table 3 indicates correlation value between Emotional Intelligence and   Work-life balance is (.614, $p < 0.001$), correlation value between Work-life balance and marital satisfaction is (.672, $p < 0.001$), and correlation value between Emotional Intelligence and Marital satisfaction is (.60, $p < 0.001$) which shows that there is a positive relationship between the variables. Value is moderately high, which indicate that there is strong positive relationship between Emotional Intelligence and Work-life balance, between Work-life balance and marital satisfaction and between Emotional Intelligence and Marital satisfaction

Table No 4: Correlation matrix between the four aspect of Emotional Intelligence, three aspects of Work-life balance and marital satisfaction

Variable	Emotional Intelligence	Perception	M_own	M_other	Uem	Work-life balance	WIPL	PLIW	WPLE	Marital satisfaction
1)Emotional Intelligence	---									
1.1)Perception	.39***	---								
1.2) M_own	.49***	**-.04**	--							
1.3) M_other	.35***	**-.18**	**-.015**	--						
1.4) Uem	.26*	**-.25**	**-.04**	**-06**	--					

2)Work-life balance	.62***	.25*	.25*	.27**	.14*	--				
2.1) WIPL	.32**	.20*	.14	.07	.04*	.61***	--			
2.2)PLIW	.19*	**-.02**	**-.14**	.22*	.15*	.40***	**-.15**	--		
2.3)WPLE	.32**	.23*	.24*	.09	**-.05**	.27**	**-.16**	**-.27**	--	
Marital satisfaction	.60***	.22*	.37**	.29*	.02	.67***	.40**	.13*	.37**	--

* P < 0.05   ** P < 0.01   *** P < 0.001

Note. Perception= perception of emotions, M_own= managing own emotions, M_other= managing others' emotions, Uem= utilizing emotions, WIPL= Work Inference Personal Life, PLIW= Personal Life Interference Work, WPLE= Work/Personal Life Enhancement, WLB=. Work-life balance, EI= Emotional Intelligence, MS= Marital satisfaction

Table 4 indicates all subscale of Emotional Intelligence has a moderate positive relationship with Work-life balance and marital satisfaction. Correlation value between M_other and Work-life balance is (.27, p < 0.01) Correlation value between M_own and Marital satisfaction is (.37, p < 0.01) All subscale of Work-life balance has moderate positive relationship with Emotional Intelligence and Marital satisfaction. Correlation value between WIPL and Emotional Intelligence is (.32, p < 0.01) Correlation value between WIPL and Marital satisfaction is (.40, p < 0.01) Utilizing emotions have moderate negative relationship with perception of emotions (-.25) and weaker negative correlation with managing own emotions (-.04) and managing others' emotions (-.06). This can be seen in the scatter matrix. . Correlation value between managing own emotions and perception of emotions is (0) there is no relation between them.

Every sub variable of the Work-life balance scale significantly correlated with another sub variable with weak to moderate correlation, Except Personal Life Interference Work has a negative correlation Work/Personal Life Enhancement (-.27)

Table No 5 Regression Table of Emotional Intelligence (ei) and Work-Life Balance (wlb) as Predictor of Marital Satisfaction (mss) Coefficients

	β	Std. Error	Beta	t value	P value
(constant)	15.0459	6.86256		2.192	0.03095 *
ei	0.22016	0.07237	0.30	3.042	0.00309 **
wlb	0.52131	0.11905	0.43	4.379	3.24e-05 ***

'***' 0.001 '**' 0.01 '*' 0.05

 Predictor variable--1) Emotional Intelligence (ei), 2) Work-Life Balance (wlb)

Critical Variable: -- Marital satisfaction (mss)

Model summary

	Multiple R-squared	Adjusted R-squared	Std.Error of the Estimate	F-statistic	P value
	0.4368	0.4241	2.142	34.51	8.05e-12

The adjusted R2 indicates that 42% of the variation Marital Satisfaction can be explained by the model containing Emotional Intelligence (ei) and Work-Life Balance as independent variables, which is moderately high. So, predictions from the regression equation are fairly reliable as F-statistic value is (34.51, P value < 0.001), it can be concluded as model has considerable predictive capabilities in predicting Marital Satisfaction

Table No 6 Regression Table of Emotional Intelligence (ei) and Marital Satisfaction (mss) as Predictor of Work-Life Balance (wlb)

Coefficients

	β	Std.Error	Beta	t value	P value
(constant)	13.643	5.50322		2.479	0.015054 *
ei	0.22408	0.05663	0.37	3.957	0.000152 ***
mss	0.34003	0.07765	0.41	4.379	3.24e-05 ***

'***' 0.001 '**' 0.01 '*' 0.05

 Predictor variable--1) Emotional Intelligence (ei), 2) Marital Satisfaction (mss

Critical Variable:- Work-life balance

Model summary

	Multiple R-squared	Adjusted R-squared	Std.Error of the Estimate	F-statistic	P value
	0.4712	0.4593	1.73	39.65	4.854e-13

F test values for determining the effect of emotional intelligence and marital satisfaction on work-life balance was equal to 39.65 that was significant in 0.05 level. By considering the R2, about 46% of the variance in work-life balance can be explained by emotional intelligence and

marital satisfaction. According to Pallant (2005) a value around the 0.45 for R-squared is a respected result. So, predictions from the regression equation are fairly reliable

Discussion

The aim of the current study was to understand the relationship between Emotional Intelligence, Work-life balance, and marital satisfaction in married women police constables. Hypothesis 1 states that - Emotional intelligence is positively correlated with Work-life balance. To test for a relationship between these two variables, a Spearman correlation coefficient was computed. Results of the Spearman correlation indicated that there was a positive association between Emotional intelligence and Work-life balance, (rs (90) = .61, p < .001), so it could be concluded that there is an above-average positive relation between Emotional Intelligence and Work-life balance, thus increasing the emotional intelligence Work-life balance, increases, and vice versa

The results are consistent with (Law et al. 2004; Lev 2005; Carmeli and Josman 2006). Employees with high EI levels are more adept at regulating emotions that make them feel more confident and in control over the task requirements of their job. Emotionally intelligent employees have various different skills (such as adaptive performance, conflict management strategies, organizational commitment, and achievement motivation) that are necessary for succeeding in the present-day workplace, and that differentiate them from less emotionally intelligent workers with similar levels of education and experience (Armstrong 2007). Further possible reasons for the positive links between Work-life balance and Emotional intelligence may be that individuals with high levels of EI are more successful than those with lower EI levels at creatively solving problems, completing their cognitive tasks, and interacting with others at work and other aspects of life. (Carmeli and Josman 2006; Rode et al. 2007).

In the second hypothesis of the study, it was anticipated that emotional intelligence is positively correlated with marital satisfaction. To test for a relationship between these two variables, a Spearman correlation coefficient was computed. Results of the Spearman correlation indicated that there was a positive association between Emotional intelligence and marital satisfaction. (rs (90) = .60, p < .001), so it could be concluded that there is a above average positive relation between Emotional Intelligence and Work-life balance, thus increasing the emotional intelligence Work-life balance, increases, and vice versa.
The results are supported by Fitness (2001) signalized that emotion perception, consideration and reasoning about emotions, and regulating or managing emotions are essential in marriage. The capability to recognize someone's emotions and to regulate one's own emotions transmits to satisfying lasting associations (Schutte et al., 2001).

In the third hypothesis of the study, it was assumed that Work-life balance is positively correlated with marital satisfaction to test for a relationship between these two variables, a Spearman correlation coefficient was computed. Results of the Spearman correlation indicated that there was a positive association between Work-life balance and marital satisfaction. (rs (90) = .67, p < .001), so it could be concluded that there is an above-average positive relation between Emotional Intelligence and Work-life balance, thus increasing emotional intelligence Work-life balance, increases, and vice versa Family and office domains are interrelated, problems in one domain can create problems in other domains. marital satisfaction will be less if an individual is not able to manage and balance his professional life and his domestic life. It

is difficult to have synchronization at various aspects of personal life especially at home if the professional pressure is reflected on the family members and on self and at the same time, it is difficult to concentrate on work when there is no peace and harmony at home. (X.R. Zhao et al., 2011) As police departments have high pressures from various aspects of their professional duties, in which many times female police personal is stuck in dilemma and have to struggle hard to maintain a balance between professional life and personal life. They cannot find time to look after their family life and it has an impact on individual performance.(Padma & Reddy, 2013)

In the fourth hypothesis of the study, it was anticipated that Emotional intelligence and work-life balance are significant predictors of marital satisfaction.to test this multiple regression was computed. Results revealed that F test values for determining the effect of emotional intelligence and work-life balance on marital satisfaction was equal to 34.51 which was significant at 0.05 level. By considering the R2, about 43% of the variance in marital satisfaction can be explained by emotional intelligence and. work-life balance

In the fifth hypothesis of the study, it was assumed that work-life balance can be predicted by Emotional intelligence and marital satisfaction to test this multiple regression was computed. Results revealed that the adjusted R2 indicates that 46% of the variation of Work-Life Balance can be explained by the model containing Emotional Intelligence and Marital Satisfaction as independent variables, which is moderately high. so, predictions from the regression equation are fairly reliable as the F-statistic value is (39.65, P-value < 0.001), it can be concluded as the model has considerable predictive capabilities in predicting Marital Satisfaction

Conclusions

To conclude, the findings of the study reveal that when married women police constables are good at perceiving their emotions and can manage and regulate their own emotions, they end up being more satisfied with their jobs and can have more effective work-life balance and marital satisfaction, compared to individuals who are low on emotional intelligence. Overall, having a high level of emotional intelligence can benefit us not only in organizational settings but also in other walks of life. This is a construct that can be learned and improved and we must keep in mind to be aware of the emotions and moods we experience, the way we handle ourselves in different states of emotions, and how we utilize such feelings and emotions. Adopting adaptive rather than maladaptive ways to deal with emotions is always healthy.

Limitations of study

1) The study was conducted on a limited population (sample size of 92) and hence results could be different if the sample size were was more
2) Study measures the work life balance emotional intelligence and marital satisfaction on a very specific population, i.e., Married women police constable
3) Age group selected for the study was vast and could have been narrowed down for better result
4) All the tools that were used in the study were self-reporting questionnaire which could have led to socially desirable responses. Also, variation in moods, participants' self-awareness

regarding the purpose of the test may have resulted in participants not answering the questions truthfully

5) The generalizability of the result of the study is limited by the sample size and demographic of participants.

6) There was no inclusion of Male police constable in the study

Practical Implication

1) The study could be used to better design Psychoeducation programs for women police constables.

2) This paper provides valuable insights for Organizations to come up with effective and efficient work life balance policies and programs and foster an organizational culture that supports the use of available policies for women police constables.

3) The result of the study can be used to design appropriate welfare scheme for improvement of working place for women constables.

4) Study can be used to focus on well-developed workshop on work life balance and providing awareness on how to become emotionally intelligent in the workplace and consequently in other areas of life.

5) This research could be useful in making customized policies for married women who have to work for long hours and take care of everyone at home.

Implication for Future Research

Research on women police constables is itself a unique area which requires continuous improvement in its literate. due to the change among the role of police, expectation by police and of police, the advancement in the technology used, cultural exchange and the general development of nation demands rigorous outgoing research so that change would be identify and updated from the time to time for the betterment of the police personnel, police organizations, service to the citizen and Nation. Apart from this future research can be extended to following manner

1) The future studies can be done with other variables like job performance job satisfaction wellbeing to see if there is a relationship with emotional intelligence and work life balance

2) Research on the police constable is an area of need for more vital exploration further studies could address by administrating to collecting data from Male police constables and combine them with existing data

3) Surveys in different parts of the country will improve the credibility findings. This is possible through web-based survey throughout the country.

4) Further study could also be carried out with the use of some other models or to develop some new models which could throw more light to understand Work-life balance and marital satisfaction in the Indian context

5) By considering a different culture prevailing in India, a cross cultural study and its

Impact on married women police Work-life balance and marital satisfaction, would lead to newer areas of research.

6) This model can be used to study the Work-life balance and marital satisfaction in Indian Armed Force and/or other public and private sectors.

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