

## Emotional Intelligence and Job Satisfaction among the Police Constables

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### ABSTRACT

Aim of the present study was to study the effect of emotional intelligence on job satisfaction among the police constables. To assess the emotional intelligence, Emotional Intelligence Scale by Hyde, Pethe and Dhar (2001) and to assess the job satisfaction, Job Satisfaction Scale by Singh and Sharma (2009) were administered on 30 police constable from Dhule district of Maharashtra. Result shown that, there is a positive association between emotional intelligence and job satisfaction among the police constables. Significant impact of emotional intelligence was found on job satisfaction among the police constables.

**Keywords:** *Emotional Intelligence, Job Satisfaction, Police Constables.*

Police employee's duty very hard and crucial in modern era. They have expressed their anger in some situation where needed and also they have control their anger in some situation. According to the recent survey people try to away from police employees in any crucial situation. Police department faces too many criminal cases. Some criminal changes their behavior and some not. Hence the duty affect their emotion and their job satisfaction.

### *Emotional Intelligence*

Emotional intelligence (EI) refers to the ability to perceive, control, and evaluate emotions. Emotional intelligence is generally said to include a few skills: namely emotional awareness, or the ability to recognize and name one's own emotions; the ability to harness those emotions and apply them to tasks corresponding thinking and problem solving; and the ability to manage emotions, which includes both regulating one's own emotions when necessary and helping others to do the same.

### *Job Satisfaction*

Job satisfaction, employee satisfaction or work satisfaction is a measure of workers' contentedness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in cognitive, affective, and behavioral components.

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### *Rationale and Significance of the study*

Police employees have to work in different shifts. Police employees are also on duty at many small and large political, religious or other events or festivals. They get a limited of leave or vacation. Such duty effected on their emotion and their job satisfaction. This research is very important to see the same results. Result will be useful for the police department, organization, psychologist and counsellor.

### *Statement of the problem:*

To study the effect of emotional intelligence on job satisfaction among the police constables.

### *Objectives*

- To study the association between emotional intelligence and job satisfaction among the police constables.
- To study the impact of emotional intelligence and job satisfaction among the police constables.

## **REVIEW OF LITERATURE**

Employees with high emotional intelligence have positive effects on their satisfaction and vice versa which could reveal itself in familiar symptomatic ways comprising stress, burnout, poor performance, turnover, poor approaches and stressed association (Wong & Law, 2002). Emotional intelligence plays a crucial role in the current day to day life and also affects the groups and one's self (George, 2000; Goleman, Boyatzis & McKee, 2002; Law, Wong & Song, 2004).

Ahmad, Bangash and Khan (2009) studied emotional intelligence among males and females police employees and shown that males had higher emotional intelligence as compare to females and also found significant gender differences in emotional intelligence.

A study explored by the Rahman, Ferdausy and Uddin (2012) to study the differences in male and female in relation to emotional intelligence and found no significant differences between male and female in emotional intelligence. Also, emotional intelligence had a significant impact on job satisfaction (Agbor et.al, 2014). Job satisfaction represents a combination of positive or negative feelings that personnel have towards their work (Locke, 1976). It has been found that personnel having high emotional intelligence are more satisfied with their work than the employees having less emotional intelligence (Wong, Wong & Law, 2007). While examining the effects of emotional intelligence and gender on job performance and job satisfaction among the Nigerian police officers, Afolabi, Awosola and Omole (2010) found that the police officers who are having high emotional intelligence and fully satisfied may perform better than a police officer having low emotional intelligence. Policing is a social occupation which is considered stressful because speedy decision of a police can have a serious effect on the public such as health, physical and social aspects (Kyriacou, 2001).

Agbor, Ebeh, Nwankwo, and Agu (2014) examined the influence of emotional intelligence on job satisfaction among Local Government employees and they found that emotional intelligence had a significant influence on job satisfaction. A research on 522 constables in mid career stage reported the most negative work setting, stress, least level of job satisfaction, psychological burnout and work family conflict (Burke, 1989). Police was one of the six professions where the high stress leads to interms of poor health and low job satisfaction (Johnson et.al, 2005).

## **METHODOLOGY**

### *Hypotheses*

- There would be positive association between emotional intelligence and job satisfaction among the police constable.
- There would be significant contribution of emotional intelligence on job satisfaction among the police constable.

### *Variables*

- Independent variable: Emotional Intelligence
- Dependent Variable: Job Satisfaction

### *Research Design*

It is purely correlational design in which researcher try to find out strength and direction between emotional intelligence and job satisfaction and also try to find out contributing the emotional intelligence on job satisfaction.

### *Sampling*

From Dhule district total 30 police constables were selected by using purposive sampling method for the present study. Their age range was 30 to 40 years. Average age was 34.36 years.

### *Operational Definitions*

- **Emotional Intelligence:** Total score on sum of all factors of emotional intelligence and it measured by Emotional Intelligence Scale of Hyde, Pethe and Dhar (2001).
- **Job Satisfaction:** Total score on sum of job satisfaction factor and it measured by Job Satisfaction Scale of Singh and Sharma (2009)

### *Tools*

- **Emotional Intelligence Scale:** The emotional intelligence scale was developed by Hyde, Pethe and Dhar (2001). The 34 items constituting the emotional intelligence questionnaire were classified into 10 factors- self-awareness, empathy, self-motivation, emotional stability, managing relations, integrity, self-development, value orientation, commitment, and altruistic behavior. Each item has five alternatives- “Strongly agree”, “Agree”, “Uncertain”, “Disagree”, and “Strongly disagree”. The respondent has to select an alternative by putting a across in the respective column. Scoring key is used the item high scores corresponds to high emotional intelligence.
- **Job Satisfaction Scale (JSS):** Job Satisfaction Scale developed by Singh and Sharma (2009). Job Satisfaction Scale (JSS) consists of 30 statements. Each item has five alternatives from which a respondent has to choose any one which candidly expresses his response. The total score gives a quick measure of satisfaction/dissatisfaction of a worker towards his job. The test-retest reliability found 0.98 and scale compares favorably with Muthayya’s job satisfaction questionnaire giving a validity coefficient of 0.74.

### **Statistical Treatment:**

In the present study, to see the association between variable Pearson Product Moment Correlation was used and to see the effect of independent variable on dependent variable linear regression was used.

### RESULT AND DISCUSSION

In the present study, researcher used very much care about the data in tabulated form. Result calculated through SPSS.

Obtained result shown that association between emotional intelligence and job satisfaction found significantly positively correlated ( $r=.59$ ,  $p<0.01$ ) among the police constables. First hypothesis stating that “There would be positive association between emotional intelligence and job satisfaction among the police constables” is accepted.

Correlation between emotional intelligence and job satisfaction .59 which is significant at .001 level among the police constables. Hence, the regression analysis has been done. A simple liner regression was calculated to predict job satisfaction based on emotional intelligence. For emotional intelligence as the predictor variable, the obtained value of adjusted  $R^2 = .40$ , and the  $F=14.85$ ,  $p<.001$ ,  $\beta= .126$ ,  $p<.001$ . The obtained results indicate that emotional intelligence explained 40% variance in job satisfaction among the job satisfaction. Second hypothesis stating that “There would be significant contribution of emotional intelligence on job satisfaction among the police constable” is accepted. Result support previously quoted study by Wong and Law, 2002; Agbor et.al, 2014; Locke, 1976; Agbor, Ebeh, Nwankwo, and Agu (2014) and et al.

### CONCLUSION

- Emotional intelligence and job satisfaction found significantly positively associated among the police constable.
- Emotional intelligence significantly contributed for the job satisfaction among the police constables. Emotional intelligence 40% variance explained on job satisfaction among the police constables.

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## Emotional Intelligence and Job Satisfaction among the Police Constables

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### ***Conflict of Interest***

The author(s) declared no conflict of interest.

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