

Emotional intelligence of police

■ DANESHWARI ONKARI AND SUNANDA ITAGI

Received: 18.01.2017; Revised: 19.03.2017; Accepted: 05.04.2017

■ **ABSTRACT** :A study on emotional intelligence of police was carried out in the year 2014-15 in Dharwad taluk with the objectives to assess the emotional intelligence of police and to know the relation between selected demographic variables with emotional intelligence of police. A total of 120 police were randomly selected from 22 police stations of Dharwad taluk. Emotional intelligence was assessed using emotional intelligence questionnaire (EQi) developed by Dulewicz and Higgs (2001), socio-economic status was assessed using socio-economic status scale developed by Aggarwal *et al.* (2005) and self structured questionnaire was used to elicit information regarding personal and work background. The data was collected through questionnaire method along with personal interview of the respondents. The results revealed that 50 per cent police had average level of emotional intelligence followed by low and high level (45.8% and 4.2%, respectively). Majority (56.67%) of women had average level of emotional intelligence while 41.67 per cent had low and only 1.67 were in high level whereas majority (50%) of men had low level of emotional intelligence while 43.3 per cent were in average and 6.67 per cent had high level. Majority (56.67%) of rural police had average level of emotional intelligence while 43.33 per cent had low and none were in high level whereas majority (48.33%) of urban police had average level of emotional intelligence while 43.3 per cent were in low level and 8.33 per cent had high level Emotional intelligence had significant and positive relationship with work experience, distance between residence and work place highlighting that higher the work experience and larger the distance from residence to work place increases emotional intelligence.

■ **KEY WORDS**: Emotional intelligence, Consciousness, Influence, Self awareness

■ **HOW TO CITE THIS PAPER** : Onkari, Daneshwari and Itagi, Sunanda (2017). Emotional intelligence of police. *Asian J. Home Sci.*, 12 (1) : 25-33, DOI: 10.15740/HAS/AJHS/12.1/25-33.

See end of the paper for authors' affiliations

SUNANDA ITAGI

Department of Human Development and Family Studies, College of Rural Home Science, University of Agricultural Sciences, DHARWAD (KARNATAKA)

INDIA

Email : itagi.sk@ gmail.com

Police are the first's line of protection between the criminals and the civilians. During their duty, unexpectedly they may encounter situations involving major crisis without any warning. They need emotional intelligence to manage stress. Emotional intelligence refers to an ability to recognize the meanings of emotions and their relationships to reason and problem solving on the basis of them. Goleman's introduced the importance of emotional quotient in workplace, noting

that intelligence quotient is a less powerful predictor of outstanding leadership than emotional quotient (1995). Mayer and Salovey defined emotional intelligence as the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth. Researchers have found that our emotional awareness and ability to handle feelings rather than our

I.Q will determine our success and happiness in all walks of life. An employee with high emotional intelligence is able to respond appropriately to workplace stress and to emotional behaviour of his co-workers. These abilities greatly enhance job satisfaction, lead to high job performance, long term mental health, better outcomes in work groups, leadership qualities and organizational success, protect people from stress and lead to better adaptation, moderates depression, hopelessness and suicidal ideation (Aremu and Tejumola, 2008). Hence, the present study is an attempt to focus on “Emotional intelligence of police”.

■ RESEARCH METHODS

The study was conducted in Dharwad taluk of Karnataka state during the year 2014-15. The research design followed was correlation design and differential design with randomized technique. In Hubli-Dharwad there were about 22 police stations covering rural and urban areas of Dharwad taluk. There were 115-120 women police and 3000-3500 men police working in various police stations. Among total, 50 per cent of women police and 2-5 per cent of men police who were working at rural and urban police stations were considered for study. Hence, the study comprised of 120 police from 12 police stations, among which 60 were men and 60 were women police selected from rural and urban areas of Dharwad taluk.

The structured questionnaire was used to collect the personal information like name, age, education, number of family members, years of experience, location of police station, distance between residence and work place, duty period and opinion about the work. The socio-economic status scale developed by Aggarwal *et al.* (2005) was used. It consisted of 23 statements which assess caste, education, occupation and monthly per capita income from all sources, type of house and location, family possessions and possessions of earning members in the family, number of children and possessions of agriculture and non-agricultural land along with animals and social status of the family. The scores were given for different dimensions and added to obtain total score. The socio-economic status has been classified as Upper high, high, upper middle, lower middle, poor middle and very poor. Emotional intelligence questionnaire developed by Dulewicz and Higgs (2001) was used to assess the emotional intelligence of police. It consisted of 84

statements with 7 subscales, *viz.*, conscientiousness, intuitiveness, influence, interpersonal sensitivity, motivation, emotional resilience and self awareness. Each subscale has 12 items. The score of each sub scale ranges from 12 to 84. Based on sten scores emotional intelligence has been categorized as low, average and high levels.

■ RESEARCH FINDINGS AND DISCUSSION

The demographic characteristics of police included general characteristics, work related profile and socio economic status of police, such as age, educational level, family size, marital status, caste, work experience, duty period, opinion about work and distance to work place. The general profile of police is indicated in Table 1.

The demographic characteristics of police indicated that, the age range of the police was between 21 and 60 years. Majority of the police (45.8%) were in between 21 and 30 years followed by 25 per cent, 19.2 per cent and 10 per cent of them belonged to 31-40 years, 41-50 years and 51-60 years, respectively (Table 1). Around 52.5 per cent of the police belonged to small sized family followed by medium and large sized families (42.5 and 5%, respectively). Regarding educational level of the police, about half of the police (50.8%) had completed PUC followed by degree and above (43.3%) and SSLC (5.8%). Most of the police were married (68.3%) and 31.7 per cent were unmarried. In case of caste, 48.3 per cent of the police were from other backward caste followed by upper caste, scheduled caste and scheduled tribe. The study conducted by Sundaram and Kumaran (2012) revealed that 56.6 per cent of the participants were from 20-29 years of age followed by 30-39 years, 40-49 years and 50-59 years of age. 54 per cent of them from other backward caste, 20.8 per cent were from scheduled caste and 5.5 per cent were from most backward caste. Socio-economic status (SES) of police indicated that about 64.2 per cent of the police were in upper middle SES followed by lower middle (31.7 %) and very few in high category of SES (4.2 %). The variation in the SES of police constables was observed because SES is measured as economic status from all the sources of income including their salary and contributions of family members. In case of rural and urban police, majority of the police (45.8%) were in between 21 and 30 years followed 31-40 years, 41-50 years and 51-60 years, respectively. Around 52.5 per

cent of the police belonged to small sized family followed by medium and large sized families (42.5% and 5%, respectively). Regarding educational level of the police, about half of the police (50.8%) had completed PUC followed by degree and above (43.3%) and SSLC (5.8%). Most of the police were married (68.3%) and 31.7 per cent were unmarried. In case of caste, 48.3 per cent of the police were from other backward caste followed by upper caste, scheduled caste and scheduled tribe. Socio economic status (SES) of police indicated that about 64.2 per cent of the police were in upper middle SES followed by lower middle (31.7 %) and very few in high category of SES (4.2 %).

The work related profile of police (Table 2) revealed that, the work experience of police ranges between 2-30 years. Majority of the police personnel (62.5%) had

2-10 years of experience followed by more than 21 years of experience. With respect to duty period, about 43.3 per cent of the police indicated that they worked more than 17 hours per day followed by 29.2 per cent worked for 9-16 hours and 27.5 per cent worked for 8 hours per day. It is highlighted that 66.7 per cent of men work more number of hours when compared with women. As per the government rules it is compulsory to work for 8 hours per day, but in case of police it is observed that about 43 per cent of them worked and 29.2 per cent indicated that they worked about 9-16 hours which is higher than minimum work hours per day. All men police worked for more than 9 hours per day which might be one of the reason for stress among police. About 55.0 per cent of the police had to travel upto 5 km distance to reach work place from residence and 22.5 per cent of

Table 1 : General characteristics of police					(n=120)
Variables	Men (60)	Women (60)	Rural police (60)	Urban police (60)	Total police (120)
Age (years)					
21-30	33 (55.0)	22 (36.7)	35(58.33)	20(33.33)	55 (45.8)
31-40	14 (23.3)	16 (26.7)	10(16.67)	20(33.33)	30 (25.0)
41-50	07 (11.7)	16 (26.7)	10(16.67)	13(21.67)	23 (19.2)
51-60	06 (10.0)	06 (10.0)	05(8.33)	07(11.67)	12 (10.0)
Family size					
Small	30 (50.0)	33 (55.0)	26(43.33)	27(45.00)	63 (52.5)
Medium	27 (45.0)	24 (40.0)	23(38.33)	28(46.67)	51 (42.5)
Large	03 (5.0)	03 (5.0)	1(1.67)	05(8.33)	06 (5.0)
Educational level					
SSLC	03 (5.0)	04 (6.7)	03(5.00)	04(6.67)	07 (5.8)
PUC	28 (46.7)	33 (55.6)	33(55.00)	28(46.67)	61 (50.8)
Degree and above	29 (48.3)	23 (38.3)	24(40.00)	28(46.67)	52 (43.3)
Marital status					
Married	38 (63.3)	44 (73.3)	35(58.33)	47(78.33)	82 (68.3)
Unmarried	22 (36.7)	16 (26.7)	25(41.67)	13(21.67)	38 (31.7)
Caste					
Upper cast	19 (31.7)	26 (43.3)	27(45.00)	18(30.00)	45 (37.5)
OBC	33 (55.0)	25 (41.7)	28(46.67)	30(50.00)	58 (48.3)
Scheduled cast	07 (11.7)	07 (11.7)	04(6.67)	10(16.67)	14 (11.7)
Scheduled tribe	01 (1.7)	02 (3.3)	01 (1.67)	02(3.33)	03 (2.5)
Total	60 (100)	60 (100)	27(45.00)	18(30.00)	120 (100)
Socio-economic status					
Upper high	-	-	-	-	-
High	02 (6.7)	03 (5.0)	03(5.00)	02(3.33)	05 (4.2)
Upper middle	40 (66.7)	37 (61.7)	40(66.67)	37(61.67)	77 (64.2)
Lower middle	18 (30.0)	20 (33.3)	17(28.33)	21(35.00)	38 (31.7)
Poor middle	-	-	-	-	-
Very poor	-	-	-	-	-

the police had to travel 6-10 km as well as more than 11 km of distance. Travelling from one place to another place might cause stress among police due to traffic, waste of time in journey, pollution, no facility to travel etc. With respect to opinion about the work, more than half of the police (52.5%) were satisfied with police work, 25.8 per cent were not satisfied with work and about 21.7 per cent of the police were in confusion state whether satisfied or not satisfied with police work. In case of rural and urban police, majority of the police personnel (62.5%) had 2-10 years of experience followed by more than 21 years of experience. It is highlighted that 70.00 per cent of rural police and 75.00 per cent of urban police work more than 9 hours per day. As per the

government rules it is compulsory to work for 8 hours per day, but in case of police it is observed that about 72.5 per cent of police worked more than 9 hours per day which is higher than minimum work hours per day. About 55.0 per cent of the police had to travel upto 5 km distance to reach work place from residence and remaining 45 per cent of the police had to travel more than 6 km of distance to reach the destination of work. 52.00 per cent of police in rural area travel more than 6 km to reach the destination of work where as only 38 per cent of urban police travel more than 6 km to reach the work place. With respect to work satisfaction, more than half of the police (52.5%) were satisfied with police work, 25.8 per cent were not satisfied with work and

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

Variables	Men (60)	Women (60)	Rural police (60)	Urban police (60)	Total police (120)
Work experience (no of years)					
2-5	16 (26.7)	22 (36.7)	24(40.0)	14(23.33)	38 (31.7)
6-10	19 (31.7)	18 (30.0)	17(28.33)	20(33.33)	37 (30.8)
11-15	02 (3.3)	04 (6.7)	4(6.67)	2(3.33)	06 (5.0)
16-20	13 (21.7)	05 (8.3)	7(11.67)	11(18.33)	18 (15.0)
>21	10 (16.7)	11 (18.3)	8(13.33)	13(21.67)	21 (17.5)
Duty period (hours per day)					
8	-	33 (55.0)	18(30.00)	15(25.00)	33 (27.5)
9-16	20 (33.3)	15 (25.0)	20(33.33)	15(25.00)	35 (29.2)
>17	40 (66.7)	12 (20.0)	22(36.67)	30(50.00)	52 (43.3)
Distance between residence and work place (km)					
0-5	37 (61.7)	29 (48.3)	29(48.33)	37(61.67)	66 (55.0)
6-10	14 (23.3)	13 (21.7)	11(18.33)	16(26.67)	27 (22.5)
>11	09 (15.0)	18 (30.0)	20(33.33)	07(11.67)	27 (22.5)
Work satisfaction					
Not satisfied	28 (46.7)	03 (5.0)	09(15.00)	22(36.67)	31 (25.8)
Neither satisfied or not satisfied	15 (25.0)	11 (18.3)	16(26.67)	10(16.67)	26 (21.7)
Satisfied	17 (28.3)	46 (76.7)	35(58.33)	28(46.67)	63 (52.5)

Table 3 : Percentage distribution of men and women police by level of emotional intelligence (n=120)

Sr. No.	EI Components	Men			Women			χ^2
		Low	Average	High	Low	Average	High	
1.	Conscientiousness	16 (26.7)	21 (35.0)	23 (38.3)	20 (33.3)	18 (30.0)	22 (36.7)	0.69
2.	Intuitiveness	03 (5.0)	15 (25.0)	42 (70.0)	11 (18.3)	37 (61.7)	12 (20.0)	30.54**
3.	Influence	40 (66.7)	15 (25.0)	05 (8.3)	37 (61.7)	14 (23.3)	09 (15.0)	1.29
4.	Interpersonal sensitivity	23 (38.3)	14 (23.3)	23 (38.3)	17 (28.3)	18 (30.0)	25 (41.7)	1.48
5.	Motivation	21 (35.0)	10 (16.7)	29 (48.3)	12 (20.0)	27 (45.0)	21 (35.0)	11.54**
6.	Emotional resilience	38 (63.3)	08 (13.3)	14 (23.3)	38 (63.3)	11 (18.3)	11 (18.3)	0.83
7.	Self awareness	19 (31.7)	30 (50.0)	11 (18.3)	27 (45.0)	22 (36.7)	11 (18.3)	2.62
	Emotional intelligence	30 (50.0)	26 (43.3)	04 (6.67)	25 (41.67)	34 (56.67)	01 (1.67)	16.43**

Figures in parenthesis indicate percentages

* and ** indicate significance of value at P=0.05 and 0.01, respectively

about 21.7 per cent of the police were in confusion state whether satisfied or not satisfied with police work. The satisfaction towards the police work was expressed more in rural police (58.33%) than urban police (46.67%). The police personnel who expressed work satisfaction opined that they have respect towards their job, respect in society, helping people in difficult times or controlling anti social elements, patriotism, uniform, power and challenging nature of job. Those who have indicated as not satisfied with work were listed problems as, work load, problems with superiors, peers and juniors, inadequate resources and facilities, political pressure, allocation of leave, salary etc. Similar factors which deals with satisfaction of job has been observed in the study conducted by Nagar (2012) and Onkari and Itagi (2015).

Percentage distribution of men and women police by level of emotional intelligence is interpreted in Table 3 which indicated that 38.3 per cent of men and 36.7 per cent of women police had developed high conscientiousness followed by average. There was no significant association as well as no significant difference between gender and conscientiousness and results confirmed that men and women respondents were similar in their conscientiousness. In case of intuitiveness, majority (70.0 %) of men had developed high intuitiveness and 61.7 per cent of women had developed average intuitiveness. Which indicated men police were able to make decisions in difficult situations and when faced with incomplete or ambiguous information. There was significant association between gender and intuitiveness of police. With respect to influence, majority (> 61.7 %) of men and women police had developed low status of influence of emotional intelligence. These results indicated that these police might find it difficult to influence others over their view point and be frustrated on the occasions by their lack of success in persuading to change their view point or an opinion on an issue. There was no significant association between gender and influence. Regarding interpersonal sensitivity, more than 38.3 per cent of men and women police had developed high levels of inter personal sensitivity followed by average and low. There was no significant association between gender and interpersonal sensitivity. Majority (41-48 %) of men police and overall police had developed high levels of motivation and majority of women had developed average levels of motivation. Men police had high level of motivation found focused on results or

outcomes. They also had shown high levels of commitment too and focused on long term goals and results- even in the phase of rejection or challenge. There was significant association between gender and motivation. It was interesting to note that 63.3 per cent of men and women had developed low levels of emotional resilience which indicated that these police found it hard to perform consistently in situations when they were under pressure. They might have become frustrated by challenge or criticism and found it difficult to perform effectively in real life situations. There was no significant association between gender and emotional resilience. In case of self awareness majority (50%) of men had developed average self awareness. Majority of women police had developed low self awareness. It means men police were generally aware of their feelings and emotions in interpersonal and work situations, though there were some situations in which this might not be the case. Results confirmed that men and women respondents were similar in their self awareness. In case of overall emotional intelligence, majority of men police had developed low emotional intelligence followed by average and low. Majority of women police had developed average emotional intelligence followed by low and high. In case of police 50 per cent of had average emotional intelligence followed by 45.8 per cent had low and 4.2 per cent had high category of emotional intelligence. There was highly significant association. The results are supported by the study, conducted by Brunetto *et al.* (2012) revealed that police' emotional intelligence affects their job satisfaction, wellbeing and engagement and their turnover intentions and Kalaiarasi *et al.* (2014) found that, understanding the emotional intelligence level of employees helps to achieve the desired outcome and provide suitable training to the managers and employees to regulate their emotions in order to help them to achieve the organization objectives efficiently and effectively.

The results of percentage distribution of rural and urban police by level of emotional intelligence as well as overall emotional intelligence are presented in Table 4. About 21.67 per cent of rural police and 38.3 per cent of urban police found under low conscientiousness where as 31.67 per cent and 33.3 per cent of rural and urban police, respectively found under average conscientiousness. The high conscientiousness found in 46.67 per cent of rural police and 28.3 per cent of urban police. The chi-square value (0.26) was not significant

and no association between locality and conscientiousness of the police. In case of intuitiveness, 13.33 per cent of rural police and 10.3 per cent of urban police indicated low intuitiveness. These results conveyed that police might be uncomfortable in making decisions unless they had full and unambiguous data available. Whereas 48.33 per cent of rural and 38.3 per cent of urban police found under average category which means that they could balance between fact and intuition in decision. There were some situations in which they were uncomfortable in making decisions unless they had full and unambiguous data available, remaining 38.33 per cent and 51.7 per cent of both rural and urban police had indicated high intuitiveness. These police were able to make decisions in difficult situations even when faced with incomplete or ambiguous information. The chi-square value (3.32) indicated not significant association between locality and intuitiveness of the police. Around 73.33 per cent and 55.0 per cent of both rural and urban police indicated low capacity to influence others over their viewpoint whereas 16.67 per cent of rural police and 31.67 per cent of urban police indicated average capacity to influence others. It means that these police would be

successful in gaining support for their viewpoint and only 10.0 per cent of rural and 13.33 per cent of urban police found under high capacity to influence others. The chi-square value (0.98) found positive but not significant association between locality and influence level of the police. In case of inter personal sensitivity, the results affirmed that those under low dimension (28.3% and 38.3%) had a tendency to impose their own solutions on those with whom they were living and working without taking account of others views and reactions. Those under average score (26.7% in both rural and urban police) indicated that sometimes they had taken account of views and feelings of others. Those under high score (45% and 35%) dimension of interpersonal sensitivity indicated that they are likely to be highly sensitive to other people and are thus likely to engage others in problem-solving and decision making and finding a way forward. The chi-square value (7.22) expressed significant association between locality and inter personal sensitivity of the police. significant association between locality and inter personal sensitivity of the police. About 30.0 per cent of rural police and 25 per cent of urban police shown low motivation. Police (28.33% and 33.3%)

Table 4 : Percentage distribution of rural and urban police by level of emotional intelligence (n=120)

Sr. No.	EI Components	Rural			Urban			χ ²
		Low	Average	High	Low	Average	High	
1.	Conscientiousness	13 (21.7)	19 (31.7)	28 (46.7)	23 (38.3)	20 (33.3)	17 (28.3)	0.26
2.	Intuitiveness	08 (13.3)	29 (48.3)	23 (38.3)	06 (10.3)	23 (38.3)	31 (51.7)	3.32
3.	Influence	44 (73.3)	10 (16.7)	06 (10.0)	33 (55.0)	19 (31.67)	08 (13.3)	0.98
4.	Interpersonal sensitivity	17 (28.3)	16 (26.7)	27 (45.0)	23 (38.3)	16 (26.7)	21 (35.0)	7.22*
5.	Motivation	18 (30.0)	17 (28.3)	25 (41.7)	15 (25.0)	20 (33.3)	25 (41.7)	3.41
6.	Emotional resilience	38 (63.33)	08 (13.3)	14 (23.3)	38 (63.3)	11 (18.3)	11 (18.3)	4.82
7.	Self awareness	25 (41.7)	24 (40.0)	11 (18.3)	21 (35.0)	28 (46.7)	11 (18.3)	5.42
	Emotional intelligence	29(48.3)	31(51.7)	-	26(43.3)	29 (51.7)	05(8.33)	1.61

Figures in parenthesis indicate percentages
*indicates significance of value at P=0.05

Table 5 : Comparison of mean scores of components of emotional intelligence between men and women police (n = 120)

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

*indicates significance of value at P=0.05

shown average motivation revealed the ability to maintain a focus on achieving a significant goal or result might vary from one situation to another. About 41.67 per cent of police in both rural and urban area found under high motivation. These results revealed that they had high level of motivation and be focused on results or outcomes. The chi-square value (3.41) found positive but not significant association between locality and motivation of the police. With respect to emotional resilience, 63.33 per cent of rural and urban police found under low dimension of emotional resilience indicated that these police find it hard to perform consistently in situations when they are under pressure. Police (13.35% and 18.3%) represented average dimension indicated that some situations difficult to handle than others. 23.33 per cent of rural police and 18.3 per cent of urban police indicated high emotional resilience, indicated that they are able to adapt to a wide range of situations and to tolerate both criticism and challenge. The chi-square value (4.82) indicated not significant association between locality and emotional resilience of the police. Around 18.33 per cent of both rural and urban police indicated high awareness about themselves. It means that they were highly likely to be aware of their own feelings in a range of interpersonal and work related situations and can remain in control of their emotions and feelings. 40.0 per cent and 46.7 per cent of both rural and urban police found under average category indicated that the police were generally aware of their feelings and emotions in interpersonal and work situations, though there were some situations in which this might not be the case. They might find that even though they were aware of their feelings and emotions, they were unable to control their impact on the way in which they behaved as much as they would like and 41.7 per cent of rural police and 35.0 per cent of urban police fell under low dimension of self awareness. It means that these police were not always aware of their emotions in interpersonal relationships and work situations. The chi-square value (5.42) was not significant between locality and self awareness of the police. In case of overall emotional intelligence, 48.33 per cent and 43.3 per cent of both rural and urban police found under low status of emotional intelligence and 51.67 per cent of both rural and urban police found under average status of emotional intelligence. Only 8.33 per cent of urban police found under high category of emotional intelligence and none

of the rural police were in high category of emotional intelligence. The chi-square value (1.61) was positive but not significant and no association between locality and emotional intelligence of the police.

Comparison of mean scores of components of emotional intelligence between men and women police indicated in Table 5. There was significant difference between men and women in the component of intuitiveness (5.77). There was no significant difference between men and women in other components of emotional intelligence such as conscientiousness, influence, interpersonal sensitivity, motivation, emotional resilience and self awareness (0.55, 0.91, 0.85, 0.11, 0.33 and 1.00, respectively). However the mean scores of men police were high in influence, inter personal sensitivity and motivation. The mean scores of women police were high in conscientiousness, intuitiveness, emotional resilience and self awareness. In case of overall emotional intelligence (2.60), there was significant difference between men and women police which indicated that women police had higher emotional intelligence than men police.

Relationship between demographic variables and emotional intelligence is given in Table 6. It revealed that there was significant and positive relation between work experience, distance between residence and workplace and emotional intelligence which indicated that higher the work experience increases the emotional intelligence of police. It might be due to experience, age, exposure to the outside world. It also indicated that distance between residence and work place increases emotional intelligence of police which might be due to the increased social network, exposure to the outside world, media and meeting variety of people. There was no significant relationship between age, education, marital status, family size, duty period, work satisfaction and socio-economic status. It means that emotional intelligence is independent of age, education, marital status, family size, duty period, work satisfaction and socio-economic status. These results are supported by the study conducted by Aremu and Tejumola (2008) revealed that emotional intelligence among police could not be determined by age, marital status and length of service.

Relationship between demographic variables and emotional intelligence is given in Table 7. It revealed that there was significant and positive relation between work experience, distance between residence and workplace

Table 6 : Comparison of mean scores of components of emotional intelligence between rural and urban police (n=120)

EI Components	Rural	Urban	t-value
	Mean scores \pm SD	Mean scores \pm SD	
Conscientiousness	2.22 \pm 0.79	1.90 \pm 0.81	2.37*
Intuitiveness	2.25 \pm 0.67	2.42 \pm 0.67	1.35
Influence	1.36 \pm 0.66	1.58 \pm 0.72	1.71
Interpersonal sensitivity	2.17 \pm 0.84	1.97 \pm 0.86	1.28
Motivation	2.11 \pm 0.85	2.16 \pm 0.80	0.33
Emotional resilience	1.60 \pm 0.84	1.55 \pm 0.79	0.33
Self awareness	1.76 \pm 0.74	1.83 \pm 0.72	0.49
Emotional intelligence	1.52 \pm 0.50	1.65 \pm 0.63	1.27

*indicates significance of value at P= 0.05

Table 7 : Relationship between demographic characteristics with emotional intelligence of men and women police (n=120)

Sr. No.	Demographic variables	Emotional intelligence (r)
1.	Age	0.11
2.	Education	0.14
3.	Marital status	-0.05
4.	Family size	0.08
5.	Work experience	0.20*
6.	Duty period	-0.07
7.	Opinion about work	0.09
8.	Distance from residence to work place	0.21*
9.	Socio-economic status	-0.12

*indicates significance of value at P=0.05

and emotional intelligence which indicated that higher the work experience increases the emotional intelligence of police. It might be due to experience, age, exposure to the outside world. It also indicated that distance between residence and work place increases emotional intelligence of police which might be due to the increased social network, exposure to the outside world, media and meeting variety of people. There was no significant relationship between age, education, marital status, family size, duty period, work satisfaction and socio-economic status. It means that emotional intelligence is independent of age, education, marital status, family size, duty period, work satisfaction and socio-economic status. These results are supported by the study conducted by Aremu and Tejumola (2008) and Onkari *et al.* (2016) revealed that emotional intelligence among police could not be determined by age, marital status and length of service.

Conclusion :

From the results it can be concluded that 50 per cent police had average level of emotional intelligence followed by low and high level (45.8% and 4.2%, respectively). Majority (56.67%) of women had average

level of emotional intelligence while 41.67 per cent had low and only 1.67 were in high level whereas majority (50%) of men had low level of emotional intelligence while 43.3 per cent were in average and 6.67 per cent had high level whereas majority (48.33%) of urban police had average level of emotional intelligence while 43.3 per cent were in low level and 8.33 per cent had high level. There was no significant difference between rural and urban police. Emotional intelligence had significant and positive relationship with work experience, distance between residence and work place highlighting that higher the work experience and larger the distance from residence to work place increases emotional intelligence

Authors' affiliations:

DANESHWARI ONKARI, Department of Human Development and Family Studies, College of Rural Home Science, University of Agricultural Sciences, DHARWAD (KARNATAKA) INDIA (Email : daneshwarimonkari@gmail.com)

■ REFERENCES

Aggarwal, O.P., Bhasin, S.K., Sharma, A.K.C., Aggarwal, K. and Rajoura, O.P. (2005). A new instrument (scale) for measuring the socio-economic status of a family: Preliminary

study. *Indian J. Comm. Med.*, **34**(4):111-114.

Aremu, A. and Tejumola, T. (2008). Assessment of emotional intelligence among Nigerian Police. *Soc. Sci.*, **16**(3):221-226.

Brunetto, Y., Teo, T.S., Shocklock, K. and Wharton, F. R. (2012). Emotional intelligence, job satisfaction, wellbeing and engagement: explaining organizational commitment and turnover intentions in policing. *Human Resou. Mangt. J.*, **22** (4): 428-441.

Dulewicz and Higgs (2001). *Emotional intelligence questionnaire*, NFER-NELSON Publishing Company Ltd., Windsor, Berkshire, United Kingdom.

Goleman, D. (1995). *Emotional intelligence*, New-York: Batman Books.

Kalaiarasi, V., Amaravathi, M. and Soniya, T. (2014). Emotional intelligence and organizational performance. *J. Exclusive Management Sci.*, **3**(12): 2277-5684

Mayer, J.D. and Salovey, P. (1997). What is emotional intelligence ? In P. Salovey and D. Sluyster (Eds.) emotional development and emotional intelligence: implications for educators, New York, Basic Books, pp. 3-31.

Nagar, K. (2012). Organizational commitment and job satisfaction among teachers during times of burnout. *Vikalpa: The J. Decision Makers*, **37**(2) : 43-60.

Onkari, D. and Itagi, S. (2015). Occupational stress of rural and urban police. *Karnataka J. Agric. Sci.*, **28**(4): 587-591.

Onkari, D., Itagi, S.K. and Patil, M. (2016). Emotional intelligence and occupational stress of rural and urban police. *RA J. Appl. Res.*, **2**(6):473-482.

Sundaram, M.S. and Kumaran, M.J. (2012). Occupational stress and coping strategies among Grade 1 Police constables. *Internat. J. Business Mgmt. & Econ. Res.*, **3**(4) : 579–589.

12th
Year
★★★★★ of Excellence ★★★★★