

CHAPTER V

CONCLUSION AND SUGGESTIONS

This chapter presents conclusions and suggestions in the domain of Women in police service in the state of Telangana with special reference to Women Police Station (WPS). The earlier chapters in this research work have discussed in detail about Administrative, sociological, gender and developmental issues in the above context such as the representation of women in the police service, their socio-economic profile, work and challenges faced, parameters of empowerment like access to resources, and patterns of decision making, perceptions about work, autonomy in decision-making at home and work, and some of the hazards they encounter in their profession, etc. This chapter summarizes the findings of the study presenting them in three major sections.

The study has been carried out in the Telangana State. The sample for the study was drawn by using a purposive sampling method. The total sample of the study comprised of 165 respondents who are working in WPSs.

This study is important because a large number of women got the opportunity to occupy positions in the police department in recent years in Telangana State. With the changing era, more and more women are joining the department. But just joining the department in large numbers is not enough. The issue that remains significant is whether with the given conservative background the women can freely participate in policing. This important dimension of women's participation in the police department has made this

study an interesting analysis of women working in the police department. The study aimed to understand the nature and effectiveness of the working and function of the WPS and also focused on the issue of dual role conflict which they face as they also look after their family. In our state, there is hardly any research that has been undertaken on the important topic of women police. At present, mostly women police officers are posted in soft inconsequential jobs and not given important and challenging charges. This aspect gains further relevance because till today no woman police officer in WPSs of Telangana State.

In view of the socio-cultural constraints, which usually women face and which inhibit their participation in challenging responsibilities in the police, the findings of research like this are in addition to the input required by the policymakers in developing strategies for inclusion of more and more women in the police department. The present research provides a socio-economic profile of the women members, the level of awareness of their rights and responsibilities, the nature of concern among them regarding their work and their role in the department regarding issues about women, their future aspirations and the opinion of common people as well as the males who are working in the police department are also taken into consideration.

The present study has used both the integrated model and the Gendered model of assimilation of women in police. The gendered model of the assimilation of women into the police stated that women performing a variety of functions depending upon their expertise, specifically policing women and

children. This model further stated that when women police dealt with women and children. It holds that women have a specialist role in the police that they are uniquely qualified to fulfil. This role relates to the protective and preventive functions of policing. Their entry changed the male-dominated and male-centred occupation. The second, integrated model stated that women in policing promote the idea that female and male officers should perform the same job, It has been repeatedly shown that there was a great deal of opposition to the entry of women into policing and what women are still far from being fully integrated into this largely male profession. Hence, in the present study both these models were used to understand the extent of women's participation in Telangana police and their different job profile within this department.

Findings of the Study

The main findings of the study include the following:

1. Socio-Economic Status of Respondents

- The study observed that there were 38.78% of the respondents who fall in the age group of 20-30 years, 46.66% of the respondents were in the age group of 30-40 years. It was found that most of the respondents belong to the younger age group i.e., 85.45%.
- It has been found that 26.66% of the respondents at the time of entry in the police department had Intermediate as their qualification, 51.51% of the respondents were graduate. About 10.30% of the respondents were highly qualified as they have a post-graduate degree as their highest

educational qualification. And 11.51% of the respondents were the diploma.

- A total of 50.30% of the respondents joined the police force before their marriage. There are 32.72% of the respondents who joined the police force after marriage. As they stated that they need a government job to handle the economic burden of their family. About 13.33% of the respondents were unmarried and 3.63% was a widow who joined the department after the death of her husband
- About 86.66% were married, among these, 70.30% lived in a nuclear family, and 29.69% lived in a joint family.
- It has been found that 84.24% of the respondents were Hindus followed by Muslims i.e., 10.30% and 5.45% were Christians.
- It has been found that majority of the respondent's about 56.36% of belonged to General Category, 24.84% of Backward Classes, 12.12% of Scheduled Castes, and 6.66% of Scheduled Tribes
- There were 52.12% of the respondents who got a salary in between 20-30 thousand rupees and most of them belonged to the rank of Constable to Head Constable. About 27.27% of the respondents who got 30-40 thousand rupees of salary belonged to the higher positions in police hierarchy and 20.60% of the respondents got 40 thousand rupees and above salary who belonged to the gazette ranks.
- About 66.66% do not have the freedom to spend their income and 33.33% of the respondents expressed that they have full freedom to

spend their income and there was no restriction from their family members or their in-laws.

- The study found that the maximum number of 66.43% of respondents have one or equal to 2 children and 27.27% have more than 2 children and a minimum of 6.29% of respondents to the group of childless.
- It is identified that 47.76% of respondents have children below 10 years old. A minimum of 52.23% of respondents has children in the age group of more than 10 years.
- The study observed that 74.54% of respondents have more than 4 dependents and 25.45% of respondents have less than 4 dependents.
- It is identified that the maximum number of 72.12% of respondents are from urban areas. A minimum of 27.87% of respondents is from a rural area that is from the suburbs of cities.
- It is found that 24.84% of respondent's husbands are a businessman and 22.42% are working in a government department. A minimum of 16.36% are working in the private sector and 7.87% are professionals. About 28.48% of respondent's husband is self-employed.
- There are 63.03% of the respondents who saved one thousand to five thousand rupees from their salary, 18.78% of the respondents stated that they saved five thousand to ten thousand, and 7.27% of the respondents stated that they saved ten to fifteen thousand rupees. About 10.90% of the respondents did not have any savings.

- About 44.84% of the respondents stated that they have made some gold ornaments and jewellery from their savings and 11.57% of the respondents stated that they had purchased land. 20.60% of the respondents revealed that they had deposited their saved money in fixed deposits account for a long period. 16.96% of the respondents said they have no assets because they spent all their salaries to fulfil the daily needs of the family.

II. Perception of the Job performance of Respondents in the WPS

- It can observe that the majority of the respondents had six to ten years (42.42%) and it is followed by one to five years (34.54%), eleven to fifteen (12.72%), and fifteen to twenty years (10.30%).
- Of the respondents, most of them were Constables (54.54%), and Head Constable (23.03%). Only 11.51% were Asst. Sub Inspectors, 6.66% of Sub Inspectors, and 4.24% of Circle Inspectors.
- There were 52.12% of the respondents who work for eight hours. About 32.72% of the respondents stated that they work for ten hours and 15.15% of the respondents said they perform their duty for more than ten hours.
- That 49.69% of the WPSs are not having minimum facilities like drinking water and toilets in WPS.
- Medical facilities are also provided by the department through Hospital.
- About 15.75% of the respondents opined that the police department can't provide the facility to every official at the spot of their postings.

- Crèches facility is not available in the department which became a problem for many childbearing women who are working in the department.
- The study observed that there were 53.33% of the respondents often male colleagues did double meaning talk and 46.66% of the respondents had never faced such kind of situation.
- About 36.36% of the respondent's seniors always listen to their problems carefully; whenever they want to leave senior officials always sanction it and 48.48% sometimes senior listened to the respondent's problems.
- There were 42.42% male police personnel feel difficulty in disciplining policewomen and they are reluctant to order women to do kind of things they would ask male police personnel to do and 57.57% of the respondents didn't think women in the department leads to any type of conflict with them.
- There were 42.42% of the respondents who stated that many a time women in police proved as helpless fellow.
- About 57.57% of the respondents felt the burden to handle the law and order situation.
- About 96.96% of the respondents deal with women criminals in a better way, effectively handle rape cases, escort the female witnesses to the court premises, etc.

- There were 54.54% of the respondents felt only women police personnel are helpful because many a time's criminal-minded women took the shelter of their femininity.
- There were 57.57% of the respondent's views that the women police personnel are effectively used in spy cases.
- There were 82.42% of the respondents felt that women police deal with the crime related to women in a better way.
- A total of 60.60% of the respondents appointed according to the qualification level.
- The study revealed that 66.91% of the respondents enjoyed job satisfaction.
- Out of the total respondents, majority respondents (75.75%) are satisfied due to service to society.
- Out of the total respondents, 80% of respondents not satisfied with the power, and the remaining 20% are not.
- About 87.87% of respondents are satisfied with the earnings.
- Around 92.72% of respondents are satisfied due to the dignity of a job.
- Overall respondents are satisfied with the professional growth in the police department.

III. Work-Life Balance and Challenges

- It has been observed that most of the women respondents i.e., 79% replied in negative as they stated that police job was not their dream job.
- About 29% of the respondents always preferred to join the police force.

- A total of 47.55% of the mother-in-law had an unfavourable attitude towards the respondent's job.
- About 50.34% of father-in-law was supportive and didn't become a hurdle in their profession.
- There were 41.25% of relatives from in-laws' homes were not in favour of the respondent's job, particularly the husband's sister.
- About 8.39% were indifferent about this issue as they stated that their relatives from in-law's side were not concerned with their job.
- There were 73.42% of respondents' husbands were very cooperative and always supported their decision to working outside.
- About 26.57% of respondent's husbands were not supportive and always remained unfavourable about their work because they thought that the police profession was not good for women.
- About 59.09% of the respondents among those who were not married mothers were not in favour of their work and 22.23% are indifferent.
- About 50% of the respondents their siblings particularly brothers had an unfavourable attitude towards their profession.
- Around 68.18% of the respondent's father allowed them to join the police department.
- About 45.45% of the respondents used hi-tech electronic appliances in their homes.
- A total of 9.09% of the respondents are those who are at higher ranks and hired domestic help.

- Around 27.27% of respondents parents especially mothers do the household task and they only assist their mother in household work and 18.18% of respondents siblings helped them in doing household tasks but many of the respondents were earning members of the family as a result of which they faced the work burden more.
- A total of 45% of respondents faced a huge workload as they are girls they supposed to cook food and care siblings during off duty time.
- The study shows 41.95% of the respondents who were married take the help of domestic helpers; they hire some maid for daily household works.
- About 32.86% of the respondents receiving their husbands assist them in domestic duties.
- About 57.57% of the respondents prefer to cook meals with their own hands.
- About 21.21% of respondents prefer to drop children to school.
- Around 9.09% of the respondents like to serve their in-laws which makes the husband happy.
- Around 12.12% of the respondents like to perform other than domestic duties.
- About 87.87% of respondents suffered due to their job and dual role expectations.
- Around 25.45% of the respondents concealed that many of their family members thought the police profession is a stigma for women.

- About 23.03% of the respondent's husband-wife relationship suffers badly.
- Among 42% of respondents, their salary becomes the bone of contention between husband-wife relationship the husband always want to save their salary and spend theirs in the management of household matters.
- About 47.27% of the respondents suffering from the unfriendly environment towards women is the main problem they faced in the police department.
- About 12.72% of the respondents were working in the police department many times they were not able to maintain a balance between their works at home as a result of which they faced the problem of suspicion of their husbands and well as their in-laws which ultimately leads to domestic violence.
- Around 30.30% of the respondents develop a kind of poor self-image due to the excessive burden of work.
- A total of 9.69% of the respondents faced many other problems like depression, stress, ill health, poor work performance.
- Regarding problems faced in finding life partners, 60.60% of the respondents replied in affirmative.
- A total of 39.39% of the respondents replied in negative, according to them they didn't think that women in police face such kind of thing.
- It could be seen there that these decisions are taken jointly with the husband in about 67.27% of the cases, and the woman's role increases.

Individual decisions are taken by 11.51% of the cases. About 20% of respondents who were not married, their decisions taken by their parents.

- The decisions are taken by both the husband and wife in 58.04% of cases. These decisions are also taken individually in 32.16% of the cases.
- The purchase of durables is a significant decision that is taken by both the husband and wife together about 43.03%. But the responsibility for these decisions has been an individual is 38.78%. And 10.90% of respondents who are widows, in their homes the decision were taken by the in-laws.
- It reveals that decisions on celebrating festivals are taken jointly with the spouse 43.63%. But the individual decisions are taken increasingly by the woman, indicating a greater exercise of decision-making capabilities (21.81%), and 11.51% of parents taking the decisions.
- The majority of the cases the decisions regarding family outings are taken jointly by both the husband and wife (56.96%), by self is 28.48% and my parents are 10.30% and 4.24% for in-laws.
- On matters concerning the self, the decision is largely taken by the respondents here (58.18%), Couples (33.93%), Parents (6.06%), and by in law is 1.81% influence the decision.
- The most contentious issue especially where a woman is concerned is the control of respondents' income. It is interesting to note that the

respondents have a 50.30% weight in deciding what to do with their self-earned income. Joint decisions are also common (30.90%) and parents (15.15%) were important decision-makers.

- It is interesting to note the largest number (38.78%) who perceived themselves as being good before join the force dropped to average after with regards to the occupation. About 13.93% dropped from Good fell to Below Average and 13.33% of who were outstanding retained their status. While 33.93% who were average.

Summary

- The presence of younger women in the police force shows a positive change and is pointing towards the changing mindset of families to allow women to work outside
- In the police forces, educational level is one of the major criteria for the selection to a particular rank. It was also found that there were many policewomen who after entering the police force took admission in various bachelor and master's degree programs either through Distance Education mode, to raise their educational qualification. From this table, it can be inferred that the police department provides the opportunity for women to pursue higher educational qualifications.
- This study shows that families were supportive that's why the majority of the respondents were married working in the police department. This reflected the kind of support policewomen get from their families and

their potential and capacity for making adjustments to the work demands.

- Among respondent's higher proportion lived in a nuclear family and less proportion in a joint family.
- The presentation of Muslims and Christians in the police force is in a small proportion to Hindus because the selected area has a lesser population of these communities.
- It is clear that all respondents got a good salary and they have full assurance of economic security in this job and ultimately this becomes one of the reasons to attract youth to join the police department.
- It can be inferred that families of the respondents not giving full freedom to them to spend their income according to their own needs.

This shows women are not economically independent.

- The majority of the respondents of having children below or equal to two.
- The majority of the respondents have children above 10 years.
- The majority of the respondents have more than 4 dependents.
- The majority of the respondents who live in an urban area.
- The majority of the respondents who have self-employed husbands.
- The study found which they had no saving to buy an asset. The second reason they gave was that they are at the lower rank of police hierarchy and their salary is meagre to save or buy some assets. This signifies that women in this job become more and more self-reliant as they save

money for the future from their salary and not dependent on their family members or their in-law's family. Dependent on respondents father or their husband for day to day expenditure but now they feel free to spend their income according to their own sweet will and besides spending they save also which ultimately gives them immense satisfaction

- The police rules make it mandatory that women police personnel cannot be forced to be present on duty during late hours except in rare cases. Besides, there should be a minimum of five and three policewomen at stations respectively and no single woman would be posted anywhere.
- It can be inferred that no single woman was posted anywhere while on the other hand same rule does not apply to male police personnel as even the single male police personnel can be deployed anywhere in the department.
- Women are treated differently concerning the duration of the duties assigned.
- Mostly in police stations, the minimum facility is available but on the field duties, it is rare.
- Most of the facilities available to higher officials but not for low officials.
- Most of the respondents are facing difficulties with male colleagues.
- It can be inferred that respondents spend most of their time performing different duties and when their bosses don't support them, they feel

stressed which results in role strain which ultimately leads to role conflict.

- Women in the police department are less in number and those who are in a higher position in police hierarchy have ego clash in them which resulted in unnecessary troubles and conflicts in the police department.
- It can be inferred that male police personnel was not against the women police, what they wanted to be an improvement in training for women.
- It is observed that a large percentage of respondents don't differentiate much between ranks as they believe in equality of gender.
- It can be inferred that women police don't get patrolling duty often and only those women who are posted as S.H.O are seen on patrolling rest lower rank women officials are never seen by the common public on this duty.
- Interestingly, among those who did not derive job satisfaction were those with good public contact, educated employees, and those who felt there was discrimination against women. It is possible that being educated and having a good exposure, a person becomes more aware of one's rights and responsibilities. Therefore, the ability to discern gender discrimination, as well as the aspiration not to be discriminated against, low job satisfaction is an offshoot of their high education and great public exposure.
- Thus, it can find that the police service has provided women with a lot of dignity, motivation, and satisfaction that they are offering their

service to protect people. It also finds that women are more seriously involved in their profession and do not offer any gender-based differences the women police can balance both work and home. However, serving in this rather unique profession where the duty or work has many difficulties and challenges has thrown up many problems for them.

- The Workload of respondents is a vital factor in determining their work-life balance. It is found that three predominant factors Nature of work, Job profile, and public services are the most powerful elements of workload, affecting the work-life balance.
- Stress suffered by respondents is created by democracy enforcement and endurable duties. Respondents protect the public with due courtesy and decorum. Even though respondents are affected by a lot of stress, they have to carry out their job adequately during the time of the election, bundobust, and communal riots.
- The Job nature of the respondents is an important factor in achieving work-life balance, by putting in force of Job commitment, Job loyalty, and Job endurance. Respondents are committed to the job while discharging their duties like beats, patrols, 24x7 services, and rescue of the public in danger.
- The Role ambiguity of respondents is caused due to poor levels of updating knowledge and poor guidance by their seniors. Three predominant factors paltry knowledge (insignificant), Job asylum (place

of safety), and Job conflict (confusion in the job) are the indicators of role ambiguity which affects the work-life balance of respondents.

- Job involvement or commitments force women police to face a lot of complexity in getting along with peer groups, family members, and dependents and also in some cases create a gap with the public. The two factors of Job involvement are Optimistic contribution and Family disturbance which are the tough indicators of the work-life balance of respondents.
- Organizational support of women police helps them to balance work and life. The two factors senior support and Compassion of the peer group plays a greater role in balancing work and life of the respondents.
- Challenges outside the department affect the work-life balance of respondents. Respondents have to work in a proactive, positive, and powerful way and ensure their services in all situations and also provide protection to government officials. Social responsibility and Leadership quality are the two phases of challenges felt by respondents.
- Technological developments in the police field have a greater impact on balancing work and life. The three factors of technological development are Training and development, Knowledge up-gradation, and Work reduction. They enable the respondents to render their service precisely and help them to balance life and work.
- The privileges for respondents help them to balance work and life. Essential provisions and amenities are the two factors of Privilege for

women police, which help them to balance work and life. Family props up (support), Companion shore up, and Family support are the reliable factors that help the respondents to solve the work-life imbalance.

- There is a deep association between work-life balance perceptions of respondents and Husband profile like designation, work in shift basis, transferable job, financial constraint, discussion with husband about the workload, purchase of all basic needs for the family, husband accompanying their children to school whenever necessary and taking care of the family.
- Respondents with PG qualification are strongly agreed on Public service, Endurable duties, Job endurance, Puzzlement in the job, Senior support Compassion, Training and development, Essential provisions, and Companion shore up. Women police constables with UG qualification are strongly agreed on Democracy enforcement, Family disturbance, Leadership quality, Nature of work, and Job profile. Women police constables with +2 qualifications strongly agree on Job commitment, Job loyalty, Job asylum, Optimistic contribution, Social responsibility, Upgrading knowledge, Work reduction, Amenities and Family prop up.
- Respondents belong to the age group of below 30 strongly agreeing for Endurable duties, senior support, Social responsibility, Training and development, and Upgrading knowledge. Women police constables belong to the age group of 30-40 strongly agree on Job loyalty, Job

endurance, Job asylum, Puzzlement in the job and Essential provisions and women police constables belong to the age group of 41-50 strongly agree on Nature of work, Paltry knowledge, Work reduction, Companion shore up and family support.

- The analysis of the marital status of respondents revealed that married respondents strongly agree on Work reduction. Respondents belong to others (either widower or divorcee) group strongly agrees on Job profile, Democracy enforcement, Job loyalty, Paltry knowledge, Puzzlement in the job, Leadership quality, Essential provisions, Amenities, Family prop up and Companion shore up.
- Respondent's without children strongly agree on Nature of work, Democracy enforcement, Endurable duties, Job endurance, Job asylum, Puzzlement in the job, Optimistic contribution, Leadership quality and Essential provisions and respondent's have Number of children below 2 or equal to 2 strongly agree to Senior support, Compassion, Social responsibility, Training and development, and Amenities. Respondents have more than 2 children strongly agree on Job loyalty, Upgrading knowledge, Companion shore up, and Family Support.
- Respondents live in joint family system strongly agree on Nature of work, Democracy enforcement and women police constable's nuclear family system strongly agree to Public service, Endurable duties, Job endurance, Puzzlement in the job, Compassion, Social responsibility, Family prop up, Companion shore up and Family support.

- The respondents who have dependents below 4 strongly agree on Endurable duties, Job endurance, Puzzlement in the job, senior support, and Compassion. Respondents with dependents equal to or more than 4 strongly agree on the Nature of Work, Democracy enforcement, Job loyalty, paltry knowledge, Work reduction, and Companion shore up.
- Respondents reside in the rural area strongly agree on Job profile, Democracy enforcement, Endurable duties, Paltry knowledge, and Family disturbance. Respondents who live in the urban area strongly agree on Public service, Job commitment, senior support, Upgrading knowledge, Family props up.
- Respondent's Rank in Department i.e. police constables grade I strongly agree on Nature of work, Endurable duties, Optimistic contribution, Leadership quality, and Head constable grade strongly agree on Job profile, Public service, Job loyalty, Job endurance, Paltry knowledge, Job asylum, Essential provisions and Companion shore up. Respondents category has strongly agreed on Family disturbance, senior support, Compassion, Social responsibility, Training and development, and Family prop up.
- Respondent's husband's work in the Corporate sector or another private-sector job strongly agree on Nature of work, Job asylum, Puzzlement in the job, Optimistic contribution, Family disturbance, Upgrading knowledge and respondent's husband's having business strongly agree on Job profile, Job commitment, Senior support, Compassion, Social

responsibility, and Amenities. Respondents husband are police or government servants job strongly agree on Public service, Democracy enforcement, Job loyalty, Job endurance, Work reduction, Essential provisions, Companion shore up, and family support. Women police constables husbands are professionals strongly agree on Endurable duties, paltry knowledge, Leadership quality, Training and development, and Family prop up.

- Respondents purchase the basic need to Family with their husband in respondent's family is strongly agree on Job profile, Public service, Endurable duties, Job endurance, Paltry knowledge, Puzzlement in the job, Social responsibility, Leadership quality, Upgrading knowledge, and Companion shore up and also agree on Nature of work, Democracy enforcement, and Compassion. Women police constable's whose husband purchase the basic need to Family strongly agree on Job loyalty, Job asylum, Essential provisions, and family support.
- The respondent's husband sometimes accompanies their children whenever the need arises from school, is strongly agree on Nature of work, Job commitment, Job loyalty, and Upgrading knowledge and women police husband *never* accompanying the children whenever the need arises from school strongly agree on Democracy enforcement, Endurable duties, Job endurance, Paltry knowledge, Family disturbance, Leadership quality, and Essential provisions. Respondent's husband *always* goes with the kid whenever the need arises from school strongly

agree on Puzzlement in the job, senior support, Compassion, Social responsibility, and Training & Development.

- The nature of work and the job profile of respondents hinder the work-life balance. The enormous workload assigned to respondents disturbs the work-life balance and also creates personal problems in the family. A fragile situation composed in the job profile of respondents depletes the possibilities of work-life balance. The workload is an important factor that affects the work-life balance of respondents.
- Stress is a significant factor that impinges on the work-life balance of respondents. Democracy enforcement and Endurable Duties create for the respondent's inadequate personal time and occupational stress. These realities make them incapable of gear up a balanced work-life and lead to divorce, suicide attempt and also affects them psychologically.
- Job nature is an important factor that sways the work-life balance of respondents. The circumstances of job commitments, job royalty, and job endurance create an imbalance of work and family and render their services without flawlessly. The study revealed that there is a deep relationship between Job nature and work-life balance.
- Role ambiguity affects the work-life balance of respondents. Respondents encounter role ambiguity situations due to paltry knowledge, job asylum, and Puzzlement in the job. It is concluded that role ambiguity is an important factor that affects the work-life balance of respondents.

- Organizational support is an important trait that affects the work-life balance of respondents. Senior's attitude and compassion sustain the work-life balance of employees at all levels.
- The challenges faced by respondents have a negative consequence on the work-life balance. Social responsibility and leadership quality create frustration, more mental pressure, and lack of concentration on family and lead to an imbalance of work and life.
- The technological development increases respondents' ability to store and process large volumes of data improves intelligence and investigative capabilities. Technology development is an important aspect that affects the work-life balance of respondents.
- Respondents are provided with privileges like parental leave, flexible hours, exempted from night beat duty, culture milieus are taken in to account for evaluating performance. Essential provisions and Amenities are deeply associated with the work-life balance of respondents.
- Family props up, Companion shore up and family support constructs have the real potential to enable women police constables to balance work-life. The family members have to accept the nature of the job and permit them to do their service required by the higher officials and public irrespective of time. Family support is an important factor that supports the respondents to balance life and work.
- Role conflict is an important aspect of the present study and it was found that respondents working in the police department faced both intra

as well as inter-role conflict. The majority of the respondents stated that male colleagues are not much supportive.

- It was found that many of the respondents were married and lived in a joint family, which reflected that they face a dual burden of work. In some cases that their work got affected due to their family responsibilities and in other cases the family got affected due to their work. Many of them had devised coping strategies to deal with this role conflict.
- It was observed that respondents of their family especially Mother-in-law put great hurdles in their work, thus not having enough support at home. It was further observed that society has a stereotypical mindset for working women and expects an equal level of work from them both at the workplace as well as at home which results in the dual role conflict. That ultimately causes mental strain, stress, depression, low motivation and decreased work efficiency
- It has been observed that even unmarried women faced work overload and to reduce the workload the majority of the respondents used hi-tech electronic appliances in their home. They faced huge workload as they are girls, they are supposed to cook food and take care of siblings during off duty time. Therefore, household work is considered to be the primary responsibility of the girl child.
- It was observed that most of the women didn't aim to join the police force but there economic condition and family background put them in

this job. Further, it was observed that they preferred to work in those wings which have less workload and proper duty schedule, which gave them more time for their family obligations.

- It has been observed that even the unmarried respondents faced work overload and to reduce the workload the majority of the respondents used hi-tech electronic appliances in their home. They faced huge workload as they are girls, they are supposed to cook food and take care of siblings during off duty time. Therefore, household work is considered to be the primary responsibility of the girl child.
- In the case of married respondents, it was observed that the majority of the respondents took the help of domestic helpers, they hire some maid for daily household works. They also informed that using the services of maid no doubt lessens their work overload but at the same time they have to pay from their salary.
- It was also observed that respondents feel constrained in maintaining social contact. The majority of the respondents replied positively about being constrained and they stated the main reason for this being their dual work responsibilities. They explained that as they are in the police job, which is a 24-hour job and that demands tough duty from them. This leads to a considerable amount of criticism from the family members and they become over conscious regarding their job. As they come back from their job they have to listen to all kinds of complaints regarding neglect of children, tasks not done by them etc. They further

expressed that this is true for almost every working woman. Hence they added that to lessen the complaints they restrict themselves to home and in office.

- It was observed that the majority of the respondents believed that many times their children feel unattended because as working women they are not able to give proper attention to them their children feel neglected as a result of which many of them become delinquent. Many of the respondents who lived in government quarters, expressed that often it has been observed that where both husband and wife are working in police department their children become delinquent especially boys who have been found drinking alcohol, smoking, and even sometimes they were involved in thefts as well. Some of the boys leave their studies and work as minibus conductors and drivers. It can be inferred that due to their job children feel and become careless as a result of which many of them get involved in bad activities.
- It was observed that many of the women concealed that many of their family members thought the police profession is a stigma for women. They further stated that even their family members sometimes hide their occupation from society because they thought by revealing their daughter working in police no marriage proposal comes to their home. After all, the police job considers not good for women. The majority of the respondents stated that the husband-wife relationship suffers badly. They further added that as this job demands 24-hour duty and also many

times they were transferred from one place to another, these results in strain relation between husband and wife. The majority of the respondents complained about the deferential attitude of male colleagues towards them. They are of the view that some of the male police personnel of the department hold lewd attitude towards them which demotivates many of them.

- It was observed that the majority of the respondents stated that only sometimes seniors listened to their problems. They specifically mentioned that the seniors of their wings/units are very much supportive and helpful but the staff present in the police headquarter (PHQ) is not supportive at all as they do not listen to their genuine problems carefully. Few of the respondents believed that seniors are very much arrogant and they don't pay any heed to the genuine problems of the lower rank staff, particularly the problems of women. Thus, it can be inferred that women police personnel spend most of their time performing different duties and when their bosses don't support them, they feel stressed which results in role strain which ultimately leads to role conflict.
- It was observed that the majority of the respondents accept the stereotypical role of women. They stated that a job for them is just to draw a salary and nothing more than that, they don't think beyond it. Many of the respondents stated that they prefer posting which has less workload and has a certain time table. Many of the respondents stated

that whenever they feel stressed they seek social support from their colleagues, friends etc. Many a time male colleagues allow them to go home even without leave. Few respondents strictly denied that the problem of role conflict exists, but it was observed from there behaviour that they use a kind of defence mechanism by stating there is no such problem to keep them motivated. Therefore, it can be inferred that women in the police profession found themselves overburdened in work, and to lessen the stress level they used many coping strategies.

- It was observed that the majority of the respondents preferred that women should work so that the income of the family increased. They believed that nowadays there is little difference between the nature of the work of men and women. Women are now competing with males in every field and also become the breadwinner for the family. Therefore, they support the employment of women. Many of the respondents replied in negative and stated that the primary role of women is to handle family and children. Most of these respondents belonged to earlier entrants in the police force. They further stated that the families of working women remain always disturbed. Therefore according to them, there is no need for women to work outside.
- It was observed that the maximum of the respondents thought that the profession like teaching is suitable for women as they provide the maximum possibility to look after her family and children which is

considered as her primary duty. So that the role of conflict can be reduced.

- It was observed that many of the respondents replied that male police personnel feels difficulty in disciplining policewomen and they are reluctant to order women to do the kind of things they would ask male police personnel to do. One of the senior rank respondents stated that policewomen rarely put on duty and most of the time they are sitting idle in the police station and also in police lines as a reserved contingent. Some of the respondents replied in negative and said they didn't think women in the department leads to any type of conflict with them. The majority of the respondents didn't say anything on this question but while informal talk they stated that women always used their charm to avoid difficult duty. They further stated that women police personnel are often seen fighting over petty issues and whenever tough duties are given to them they start crying. Many of the respondents thought that women in the police department are less in number and those who are in a higher position in police hierarchy have ego clash in them which results in unnecessary troubles and conflicts in the police department.
- Many of the respondents readily agreed that women should be motivated to join police service because it is the age of equality were no difference between males and females exists gone are the days when women were treated inferior. They expressed that in present times the policewomen have an equal role and also get equal duties and salary as their male

colleagues get. The majority of the respondents stated that women should not be motivated to join the police department because it's a very hectic job and it demands time and energy. As a result of these constraints, this job is not to fit for women as they have to look after their family. Hence it is observed that still, male police personnel thought women should not be motivated to join the police department as it is a hectic and strenuous job which the only male can handle but for women, it becomes difficult to hold the same.

- It was observed that many of the respondents are of the view that policewomen are not just shown pieces in the police organization but had an important role to play, particularly in the changing scenario when more and more women were participating in different walks of life. The majority of the respondents stated that women police personnel better deal with women criminals effectively handle rape cases, escort the female witnesses to the court premises etc. Some respondents think that women police personnel are effectively used in spy cases.
- It was observed that higher officials of the police department believed that more and more women should be deployed in traffic wing so that male police personnel of traffic wing could be posted into other duties which are considered as tough and having more workload which women can't handle. This reflects that the acceptance of women in the department is very low.

- It was observed that the majority of the respondents believe that male police personnel is very tough and their presence is sufficient in the locality for the troubleshooters. Therefore, it can be observed that the general public evaluates the image of male police personnel as macho, who is tough, daring, ready to deal with any violent situations, and also who can fight with criminals.
- The majority of the respondents believe that women police deal only with the crime related to women in a better way. Some of the respondents think that women police personnel are very good in public dealing. According to them they are humble, soft and respectfully listen to their problems/complaints, which according to them, is not the same in case of male police personnel
- It was found that the majority of the respondents stated that they may join the department in any rank according to their qualification level. Therefore, it is observed that a large percentage of respondents don't differentiate much between ranks as they believe in equality of gender. But some respondents believed that women in gazetted rank get every facility and don't get overburdened due to her dual role i.e. a working woman in a family and policewoman in an office. They are also able to give proper time to their families and children. Some of the respondents also stated that lower rank officials are easily exploited by some senior officers but when women are in gazetted rank no one dares to exploit them.

- It was observed that the majority of the respondents believed that women should be motivated as more and more women join the police it becomes a more gender-balanced department.
- It was observed that the majority of the respondents stated that they did not see women on patrolling duties in the vehicle. Some of the respondents stated that sometimes they did see women police on patrol duties. Thus, it can be inferred that women police don't get patrolling duty often and only those women who are posted as S.H.O are seen on patrolling rest lower rank women officials are never seen by the common public on this duty.
- It was observed in the field that the majority of the respondents mentioned that they had never seen women police personnel on foot patrol. They stated that they had seen only male police personnel who patrol in their streets.
- It was observed that the majority of the respondents said women in traffic do not effectively handle the traffic situation in the city. They further stated that they had always seen male police personnel standing on different *Chowks* though women were also posted with them they have always seen either standing in the traffic booth sheds or sitting in the police gipsy. There are few traffic women police officer who was seen as active on their duty but the lower rank staff is not that much active, efficient, and visible as stated by the respondents.

- From the field, it was observed that many of the policewomen faced difficulties to find life partner which shows the mindset of the society. Although the general public supports the idea of women joining the police when it comes to marriage a policewoman was not preferred as a life partner.
- It was also observed that the ratio of female police personnel in the police department is very low.
- It was observed that in Telangana police there is no separate recruitment policy for women. The same policy regarding the relaxation in height, running, and the jumps in the physical test are followed for recruiting women. This is followed all over India and in other states as well.
- Thus it was found that the opinion of male police personnel and the general public towards women police are not good. It has been observed that still, people are not welcoming the entry of women in the police department. On the positive side, some of the respondents think that women in the police department prove their worth if the proper opportunity is given to them. They excel more in this field. On the negative side large amount of respondents don't find women police suitable for police jobs as in this job they are not able to give proper time to their family and in the dilemma of working on two roles they are not able to perform their either role effectively.
- Finally, it can be concluded that although as put forth by an integrated model about the equal opportunity position women are performing the

roles and duties assigned to them in the police department the understanding of the experiences of the role conflict faced by these women establishes that gendered model and integrated model together do not fully explain the role conflict experienced by women. They only explain the kinds of work done by policewomen. What needs to be done is to have gender-specific job profile in which women are allowed flexible time and schedules, they should be given an option to put in extra hours of work whenever possible. This will make the women feel comfortable and motivated to join the police force so that their expertise in policing and dealing with women and children can be made use of which already is the main argument of the gendered model. Thus an extension of the gendered model is suggested as a result of this research

After thoroughly examining the status of women police respondents, the creation and function of the WPSs, discussing the crime against women in detail, gathering the perception of women police respondents who are working in WPSs in safeguarding the rights of women and taking note the execution of women protection act, few findings have cropped up based on findings, the suggestions are offered for the better functioning of WPSs and to achieve the purpose of their establishment.

- Flexible working hours and workload reduction will significantly improve employee morale, reduce absenteeism, and help them to spare the time with family.

- The marital status of the respondents is an important factor to be focused. Respondents once they get married counselling sessions have to be conducted for both respondents and to their husbands.
- Long working hours disturb the family of respondents. This could be avoided when they live joint family systems, as the other members in the family may carry out tasks even in the absence of respondents.
- Respondents have to share information about workload in job and job nature with their husbands, children, and family members to provide and maintain a common understanding.
- Continuous Education is required as the nature of the job is linked with information technology. Good knowledge and logical thinking are essential to solving cyber crimes.
- Updating knowledge requires training. The good training session will enable the respondents to learn the latest developments and also to solve the new types of crimes. Separate training programs are to be organized for the respondent to deal with the criminals, to meet the new challenges, and also to meet the media persons. This would help them to have a better work-life balance.
- Delegation of authority and empowerment in the need of the hour in every organization. Proper delegation of authority to the respondents would enable them to have clarity on their work. Presently in a single day, the respondents have to take a different role in the WPS.

- The job of respondents is not confined to maintenance of law and order or bandobast, they are also in a position to take charge of jobs like international terrorism and international financial fraud. Respondents have to be given special training to tackle such crimes.
- Similarly using modern electronic equipment requires special knowledge, this will reduce the workload. In this case, respondents are to be given special training. This will reduce role ambiguity and reduce stress.
- Basic amenities like separate restroom and toilet are to be provided to respondents as per the guidelines of the central government and especially mobile toilet facilities are to be provided to respondents standing for bandobast duty.
- As the respondents have revealed the family members have to accept the nature of the job and permit them to do their service required by the higher officials and public irrespective of time. Greater family support is a vital factor to balance life and work.
- Respondents are to be provided with bulletproof jackets, helmet, and vehicles while going for rounds since policing is a high-risk job.
- Respondents prefer to have separate residential schools and child care centres for their children so that respondents posted or transferred to different locations can admit their children in such schools safely and concentrate on their duties.

- Job rotation will help the respondents to have a good work-life balance. Meditation and yoga sessions are to be arranged to reduce the stress of respondents.
- A good relationship with peer groups and higher officials will help them to reduce stress. That would also provide a good work-life balance.
- Motivation speeches from the superior officers are required to have a good work-life balance. Detachment with the job would greatly be reduced due to the practice also it would increase the good relationship between the higher officers and respondents.
- Creative human resource management techniques are to be adopted in all police organizations, especially in the WPS. This would help generate amicable relationships between superiors and subordinates.
- Training programs: There should be the training of recruits both men and women in the police department which should include gender sensitization in its curriculum.
- Encouragement from the government and public: Government support and public encouragement like provision of flexitime alternatives of schedules and shifts should be given which would boost the women to join in large numbers.
- Proper facilities at the workplace: should be given to women in the department so that they work in a free and fair environment. Especially the facilities of crèches should be given to the childbearing

policewomen so that they perform their duty with a free mind and without tension.

- Effective role of Media: Besides highlighting the male police personnel media should highlight the courageous activities of the women police personnel and also portray the women who successfully handle their multiple roles and cope up well with their role conflict.
- Recruitment and staff training are ongoing issues to which solutions are still in the process of being found. There is a greater need for women police officers of all ranks and several states have introduced policies that envisage that a third of their police forces will comprise women. However, most police forces are reluctant to give up posts of police officers in exchange, and states are understandably reluctant to sanction large increases. Currently, women do not comprise more than five per cent of the police forces nationwide; even if a third of all fresh recruitments were to be devoted to women it would take many years before the composition of the police forces as a whole would reflect that percentage. Added to this is the reality of many Indian women not seeing the police as an attractive career option and the consequent difficulty in finding suitable recruits. Hence there is a need to concentrate on the recruitment of women police on a large scale.
- There is a need to accord more powers to WPS. It should be seen as an independent organization with a special purpose/objective. There should not be any external forces acting over the functioning of WPS.

Moreover, the head of this independent institution should be a female police officer from the Indian Police Service cadre.

- It seems the WPS is not popularly known in the state. Hence, there is an urgent need to give wide publicity about the existence, purpose of creation, and main objectives of WPS. Different methods of publicity can be applied to create awareness among women about the creation of WPS.
- To achieve the purpose of the creation of WPS, it should be accessible to all needy persons and it should be located in the close vicinity. At present, there are only 18 WPS entire Telangana State. Hence there is a need to establish one WPS in each district of Telangana state.
- The counselling undertaken at WPS should be unbiased. Both parties should be convinced of the counselling and method adopted for counselling. The accused should be awarded punishment.
- WPS should be equipped with adequate staff to deal with the situation. Presently a couple of advocates are playing the role of counsellors. Keeping in view the increasing number of cases, there is a need to increase the number of advocates/counsellors also.
- The women complainants are not happy with the behaviour of men police at Law and Order Police Stations. They are not properly receiving complaints. Their behaviour is highly objectionable. Hence, the police at law and order police stations should be taught about human respect, morals, and ethics.

- In WPS, only during the morning hours, the staff is available whereas only one of them is seen in evening times. Adequate steps must be taken to make available the police at WPS the whole day so that the complainants should not make several attempts to locate the officers.
- Crime against women, harassment, atrocities on women, dowry death, abuse of women, etc., is social problems. These types of problems should be settled through counselling only. The task of convincing both the parties rests on the shoulders of WPS and its timely intervention.
- Counsellors, whoever they are, either police officers or lawyers, or NGOs, for that matter any person holding the responsibility of counselling require orientation. It has been observed that police officers are also doing counselling. Hence they need appropriate training in the field of counselling.
- Lady counsellors should also be there. Certain issues cannot be dealt with by male counsellors. Moreover, male officers may be busy with other activities like an investigation. Normally male officers are aggressive. Hence lady counselling officers are necessary.
- The establishment of WPS should not turn as a source of income to the police personnel.
- Police, either at WPS, should create such a healthy and congenial environment that complainants should feel that they will get justice. They should not feel fear to approach the police station. Simultaneously

the police should behave politely with the complainants. Hence there is a need to provide orientation programs to the police officers.

- Whether the training of limited duration can result in attitudinal change is a debatable point. A person can be trained fairly easily to operate a space shuttle in comparison with changing an attitude that she or he has acquired over the years of socialization. Training is also time and resource-intensive making it difficult to secure those resources without being able to demonstrate the efficiency of better training in a reasonable time frame. Whatever may be the fact, the police personnel should be trained and taught exclusively on subjects like human behaviour, fundamental rights, human respect etc.
- It is possible to end on a hopeful note because the importance of sensitization and training is gradually receiving recognition in all sectors of the criminal justice system. In a somewhat complex relationship, it has been the setting up of the WPS itself that has drawn attention to the inadequacies of training and helped to secure this recognition.
- The primary function of WPS should be to protect the complainant from anti-social elements. The WPS should provide such an environment where the affected person may feel free to express her grievance, ideas, and thoughts. The officials at WPS should have the patience to listen to complainants patiently. Hence, experienced police officers should be attached to WPS.

- The cases referred from districts to WPS are sent back to district SP and then to concerned WPS. Hence there is a need to change the existing set-up and a suitable administrative set-up should be evolved which suits the functioning of WPS.
- If possible, the activities of WPS should be clubbed together at one point with adequate staff, so that the complainants need not approach the WPS to register a complaint and then to WPS for counselling.
- There is a need to decentralize the whole system. The WPS should have its own branch offices at the headquarters of each district so that the complainants may not have to travel all along to district capital from their respective districts. Justice may be imparted at their own and nearby places.
- If possible, all the staff working at WPS should be female, because, this sort of arrangement will help a lot to the complainants while dealing with their grievances.
- There is a need to take steps to organize gender sensitization training for all ranks of police officers. For this purpose, the Tamilnadu experience can be used as a model.
- There is a need to have better coordination between enforcement agencies, government, and NGOs. The list of reputed NGOs working in the sphere should be made available with the SHO.

- Crime Investigation Department should act as a nodal agency in developing the database on traffickers, pimps, brothel owners, agents, etc.
- There is a need to establish several WPS and strengthen them in all aspects like the staff and other infrastructural facilities including the provision of vehicles.
- It is very much necessary to establish a toll-free women helpline to help women.
- The WPS should have an anti-trafficking unit attached to it.
- In each WPS a minimum of two constables should be designated as Child Protection Officers (CPO) who should take care of children under their jurisdiction.
- It is the responsibility of higher officers to post senior police officers at WPS.
- The responsibility lies on the Telangana Government to immediately increase the staff strength at all WPS.
- As far as possible, the officers working in WPS should be women. It helps to create a congenial environment and also helps to run the investigation smoothly.
- The WPS located in district headquarter should have its branches at each district in the state.
- The government should give wide publicity to the creation of WPS and its objectives.

Testing of Hypothesis

- Women police are not discarding their duties and having powers like men police officials: The first of the hypothesis is proved and it was found that in some of the WPS. The police personnel could not give a proper response to the victims for various reasons due to a lack of powers like men police officials in General Police Station.
- Women police stations are not having equal amenities comparing with the normal police station: The study confined that the available amenities in WPS compare to the normal police stations.
- Women police are still facing discrimination and another kind of gender problem: It is proved that the women police personnel is still discriminating in the workplace and they are also suffering from work-life and family balance problems.

Taking into account the nature of Indian society, culture, and civilization, it is suggested that in all those cases where women are involved whether as suspects or as victims, it should be handled by women police. Care should be taken to see that cases like rape, burning of bribes, dowry deaths, harassment, atrocities etc., should be investigated their zeal to protect women. The presence of these WPSs functions as deterrents and preventives but at the same time care should be taken to see that the women folk do not misuse the facilities given to them. It has been noticed in some cases women are taking undue advantage and even labelling false charges against men. Care should be taken to minimize the lapses on the part of the WPS. Indian society is seen

passing through a transitory phase. There is a vicious circle. Neither the police are expected nor can it solve the social problems. Women police can only lend a helping hand, but it is left to society to provide a solution to social problems.

Globalization, liberalization, and modernization have removed the work-life imbalance by introducing lots of work-life balance policies and programs in an organization either private or public. This has provided a new change in the police department as inspectors to play a new role called Human Resources Managers.

Scientific advancement and technological improvement enable the police department to work more rapidly and reduce the workload. Effective training programs are imparted to every woman police in technology development and also in handling crowds and criminals. This helps the women police to overcome the stress.

Women police are endowed with ample privileges like parental leave, flexible hours, exemption from night beat duty, and cultural milieus. These have greatly reduced their stress and to have a better work and life balance.

Women Police encounter work-life imbalance because of role ambiguity and the challenges faced by them, within the department and outside of the department. This could be changed, with organizational support, clarity on their roles, and enhanced family support. The reality of women policing is gearing up by organizational support and family support. It helps the women police to work effectively and sincerely.

Women Police are residing in police quarters provided by the government with basic amenities and sufficient accommodation for their families. This provides trouble-free work-life for the women police. Accommodations facilities are to be made more women police from their work destination. The study results revealed that women's police work-life balance has tremendously increased in recent periods.