

“A Calibrated Study on Motivational Techniques impregnated to enhance performance in Police Department with reference to Pune City.

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Abstract

Motivational factors play a paramount importance in enhancing the performance of police personnel's. Dearth of motivational techniques implemented within the premises of the department is of grave concern in today's era. Therefore there is a dire need to critically and closely evaluate the various motivational factors. For the present study the researcher has collected data from 100 police personnel's across Pune City. The researcher with the current study will bring into surface the significance of motivational factors and the impact it has on the interpersonal relations with the workforce. The findings from the study will be beneficial for the police department in order to incorporate new polices pertaining to enhance motivation of police personnel's performance and productivity in Pune City.

Keywords- Performance, productivity, Motivation, Interpersonal Relations.

Introduction

Police departments tasks are diverse and requires the ability to take command, demonstrate leadership, make serious decisions and be self directed. It has been seen that police job creates so much of pressure on them as they have duty round the clock and hectic working environment aggravates their stress level. On the contrary it has been observed that there is lack of motivational techniques adopted to boost up their morale. Recognition, rewards, opportunities of personal growth, sense of achievement and interpersonal relations are of utmost importance in order to maintain congenial atmosphere within the department.

But there is a dearth of morale up-gradation which hampers the efficiency and effectiveness of police department in order to execute their duties and responsibilities towards their job. Job satisfaction of police officers has received less attention. Likewise there is fairly limited number of studies on job satisfaction of police officers and job satisfaction is considered essential due to

its influence on important factors including motivation, employee absenteeism, turnover, job performance and productivity.

Motivational factors affecting performance and interpersonal relations should be studied in parameters of better performance and productivity. Thus this is a serious problem which has to be taken into consideration as soon as possible in order to bring back life in the police department. Implementing above mentioned domains will significantly transform the police personnel's into self directed and self motivated towards their job.

The research aims to bring into notice a newly designed motivation model, recent data, new findings and interpretation and knowledge frontiers that will significantly bring forth new polices to the police department in reforming and reviewing the security sector thus make improvisations in delivery and performance. The newly designed model will significantly help the police department by implementing new techniques that will be surfaced with the help of the current study.

Objectives of the study-

- 1) To preview various motivational techniques implemented by the Police Department in Pune City.
- 2) To study the impact of motivational techniques on performance and productivity.
- 3) To suggest various measures that can be incorporated for better performance and interpersonal relations.

Research Methodology

A) Research Design- Descriptive research design was used in the present study by the researcher.

B) Universe and Sample Size- The universe and sample size for the present study will comprise of the following.

1) **Universe-** The universe in the present study comprises of Police Departments in Pune City.

2) **Sample Size-** For the present study the researcher has undertaken 100 respondents (police personnel's) across police departments in Pune City.

C) Sampling Method- The sampling method used by the researcher is Simple Random Sampling Method.

D) Sources of Data Collection- The researcher in the present study has collected data from the following sources

1) Primary Data- Primary data has been collected through structured questionnaire, scientific observation and interview method.

2) Secondary Data- Secondary Data has been collected through books, journals, websites, reports etc.

Data Analysis and Interpretation

- 1) 49.5% of the respondents from all grades strongly agreed that they find it difficult to save enough money to make meaningful investments for the future. 12% of the respondents agreed that they find it difficult to save enough money to make meaningful investments for the future. This shows that there has to be some upward revision in the salaries of the respondents from each class. If an upward revision seems unreal, efforts must be taken to train the employees in managing their finances in a better way so that they can save a considerable part of their income from their salaries and make meaningful investments for the safety of their families future.
- 2) The very first factor that motivates any employee is the amount of salary, allowances and bonus. 97.2% of the respondents from all the grades stated that the amount of salary, allowances and bonus have a maximum impact on the motivation of the policeman.
- 3) 97.1% of the respondents from all the grades stated that timely salaries have a maximum impact on their motivation. If salaries happen on time, it helps the employees to maintain a particular standard of living. If the salaries happen unnaturally late, no matter what the amount of salary is, it becomes detrimental and alters the normal lifestyle of an individual.
- 4) 85.5% of the respondents from all grades have stated that proper self-defence equipment has a maximum impact on the level of their motivation.

- 5) The concept of defence is different from protection. To defend oneself in a reaction that is different from protecting oneself. When the situation demands, it is essential that the policeman must be able to retaliate and counter attack. 84% of the respondents from all the groups stated that self protection gear has a maximum impact on their level of motivation.
- 6) According to the opinion of 90.8% of the respondents from all grades, retirement benefits have a maximum impact on their motivation. 6.8% of the respondents from all grades responded that retirement benefits have a fair impact on the motivation.
- 7) As far as the quality of the staff quarters is concerned, the police staff quarters are a basic dwelling which is the least basic amenities. Certain grade of police officers or personal are subject to transfer's from one city to the other. In such cases, there can be a maximum impact of the quality of the staff quarters on the level of motivation of the policeman. 87.7% of the respondents stated that the quality of staff quarters have a maximum impact whereas 6.9% of the respondents from all classes stated that there is a fair impact of the quality of the staff quarters on their levels of motivation.
- 8) The police department seems to take reasonable care of the health of the policeman. 89.7% of the respondents state that the health and medical facilities that are provided by the Department have a maximum impact on the motivation whereas 6.9% of the respondents from all grades have stated that there is a fair impact of the health and medical facilities on their levels of motivation.

Suggestions

For Grade C Police Personnel's

- 1) There are various platforms provided by the police department for pursuing higher education for their employees. It seems from the data analysis and interpretation that some of the grade C police personnel's are not aware regarding these facilities. So

extra efforts should be taken by the department for creating more awareness regarding the educational facilities.

- 2) Job of a police officer is very demanding and commanding. But when it comes to Grade C police personnel's it has been noticed that much of physical work is required to execute their roles and responsibilities rather than applying mental vigour. The field work and physical efforts aggravates their stress level. Thus adequate stress management and yoga sessions should be conducted to relief their stress level for better performance and productivity.
- 3) As per the data analysis and interpretation it was noticed that staff quarters for Grade C police personnel's are provided. But certain facilities such as cleanliness, common washrooms etc are some of the constraints which are to be taken care of by the police department. These basic necessities are the factors responsible for de-motivating police personnel's and affects their performance at work.
- 4) Grade C employees find it difficult to manage their finances due to the lack of financial knowledge. Thus various financial planning and investment sessions should be conducted to manage their finances.

For Grade B Police Personnel's

- 1) As Grade B police personnel's work at the level of officers. Thus they are responsible for the management and control of the entire police station. Therefore the department should plan for various trainings to inculcate within them various leadership and management traits. Thus will help them to implement these learning to enhance performance of the entire department.
- 2) For performing duties, roles and responsibilities of Grade B police personnel's mental vigour and ability is required. The work pressure enhances the stress level therefore various stress buster sessions should be inculcated to relief stress.

- 3) Grade B officers especially senior Police Inspectors should arrange for various sessions pertaining to professional ethics along with case studies.

For Grade A Police Personnel's

- 1) Surprise checks regarding the use of safety of equipments and procedure should be conducted by Grade A officers.
- 2) Various planning and decision making workshops should be regularly conducted to broaden their decision making horizons.
- 3) Stress management and yoga sessions should be organized taking into consideration their nature and type of work and stress level.

Conclusion

- 1) Motivational techniques play a very significant role in boosting the morale of the police personnel's in the police department.
- 2) Interpersonal relations within the police department are also utmost essential to maintain harmony and synchronization.
- 3) Proper career planning and progression plays a very important role in accomplishing the effectiveness and efficiency in the department.
- 4) Stress management sessions are need of an hour to advance police personnel's to attain peace of mind that will advocate better performance.
- 5) Promoting avenues to pursue higher education studies for police personnel's in police department will lead towards the holistic development of the department.

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