Appendix - I

QUESTIONNAIRE

Quality of working life of police personnel
- A study with reference to Karnataka State Police Force
(Sample survey of police personnel)

Designation: .................................................. Location: ..................................................

1.1 Family particulars:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Family membership</th>
<th>Age</th>
<th>Sex</th>
<th>Marital status</th>
<th>Education</th>
<th>Monthly income</th>
<th>Occupation</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
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<td>1.</td>
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</tbody>
</table>

Total monthly family income (Rs.) ..................

1.2 Religion: .............................................
1.3 Caste: ................................................
1.4 Family structure: Nuclear/extended/joint *
1.5 Mother tongue: ........................................
1.6 Work place: Rural/semi-urban/urban
1.7 Upbringing status: Rural/semi-urban/urban
(born and brought up)

* Note: - "Nuclear" means respondent, spouse, and children living together.
- "Extended" means nuclear family plus unmarried brothers and sisters, and parents of either the respondent or spouse or both living together.
- "Joint" means extended family plus all other relatives living together.
2. Family possessions

Vehicle : cycle/scooter/moped/any other
Radio : Yes/No
Tape recorder : Yes/No
TV : B&W/Colour/No
VCR / VCP : Yes/No
Phone : Yes/No
Any other (Please specify) :
Nothing : ........................................

3. Dwelling status

<table>
<thead>
<tr>
<th>Residence</th>
<th>Distance to the work place</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Very near</td>
</tr>
<tr>
<td>Quarters</td>
<td></td>
</tr>
<tr>
<td>Rented</td>
<td></td>
</tr>
<tr>
<td>Own</td>
<td></td>
</tr>
</tbody>
</table>

4. How do you reach your place of work ?
By walk / cycle / bus / any other mode (specify)

5. What arrangements do you normally make for taking food on working days ?
Carry tiffin box / home / hotel / any other (specify)
6. Consumption pattern

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Consumption items</th>
<th>Expenditure per month (Rs.)</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Food</td>
<td></td>
<td></td>
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<tr>
<td>2.</td>
<td>Clothing</td>
<td></td>
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<tr>
<td>3.</td>
<td>Rent</td>
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<td>4.</td>
<td>Electricity and water</td>
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<tr>
<td>5.</td>
<td>Cooking fuel</td>
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<tr>
<td>6.</td>
<td>Medical</td>
<td></td>
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<tr>
<td>7.</td>
<td>Children's education</td>
<td></td>
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<tr>
<td>8.</td>
<td>Entertainment</td>
<td></td>
<td></td>
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<tr>
<td>9.</td>
<td>Lottery tickets</td>
<td></td>
<td></td>
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<tr>
<td>10.</td>
<td>Baby food (Milk food / weaning food)</td>
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<tr>
<td>11.</td>
<td>Eat out</td>
<td></td>
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<tr>
<td>12.</td>
<td>Alcohol</td>
<td></td>
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<tr>
<td>13.</td>
<td>Tobacco</td>
<td></td>
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<tr>
<td>14.</td>
<td>Gambling</td>
<td></td>
<td></td>
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<tr>
<td>15.</td>
<td>Miscellaneous</td>
<td></td>
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</tr>
</tbody>
</table>

7. Health status

<table>
<thead>
<tr>
<th>Health status</th>
<th>Personal</th>
<th>Spouse</th>
<th>Children</th>
<th>Father</th>
<th>Mother</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sound health</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>2. Mentally handicapped</td>
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<tr>
<td>3. Physically handicapped</td>
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<td>4. Chronic health upsets</td>
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</tbody>
</table>
8. Family adjustment problems
(misunderstanding and personality clashes with the members of family such as spouse, children, parents, in-laws, and others).

<table>
<thead>
<tr>
<th>Family members</th>
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</thead>
<tbody>
<tr>
<td>Husband</td>
</tr>
<tr>
<td>Wife</td>
</tr>
<tr>
<td>Children</td>
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<tr>
<td>Parents</td>
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<tr>
<td>Others</td>
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</table>

9. Indebtedness

<table>
<thead>
<tr>
<th></th>
<th>Nil</th>
<th>Low</th>
<th>Moderate</th>
<th>High</th>
<th>Very high</th>
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</thead>
<tbody>
<tr>
<td>Personal</td>
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<tr>
<td>Family</td>
<td></td>
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</tbody>
</table>

10. Activities and interests

<table>
<thead>
<tr>
<th>Frequency</th>
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<tbody>
<tr>
<td>Regularly</td>
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<tr>
<td>Often</td>
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<tr>
<td>Never</td>
</tr>
</tbody>
</table>

(a) Reading habits
• News paper
• Magazine
• Story books

(b) Entertainment habits
• Cine going
• Watching TV
• Classical music
• Western music
(c) **Hobbies and other interests**
- Gardening
- Jogging
- Yoga and body building
- Sports
- Visiting relatives/friends/colleagues
- Visiting places of worship

(d) **Personal addictions**
- Playing cards
- Lottery
- Smoking
- Snuffing
- Chewing tobacco
- Consumption of beer/liquor

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Job</th>
<th>Year of entry</th>
<th>Transfers</th>
<th>Promotions</th>
<th>Willing to continue</th>
<th>Undecided</th>
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</thead>
<tbody>
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<td>1.</td>
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</table>

12. **What prompted you to take up police job?**

........................................................................................................................................
........................................................................................................................................

13. **Whether your relatives/family members were/are working in the police department?**

........................................................................................................................................
........................................................................................................................................
14. Who ultimately influenced your decision to join police department?
- Family members
- Relatives
- Friends
- Self
- Others (specify)

15. What major reasons you personally attribute for having got this job?
- Purely merit
- Partly merit, partly influence
- Purely influence
- Reservation
- Just luck
- Any other (specify)

16. I feel my workload is:
- Never too high
- Seldom
- Sometimes
- Often
- Almost always too high

17. How does the amount of work you are expected to do influence the way you do your job?
- It never allows me to do a good job
- It seldom allows me to do a good job
- No effect on how I do my job
- Usually allows me to do a good job
- Always allows me to do a good job

18. How often when you finish a day’s work do you feel you have accomplished something really worthwhile?
- All the time
- Most of the time
- About half of the time
- Less than half of the time
- Rarely
19. How many of the things you do on your job do you enjoy?
- Nearly half
- More than half
- About half
- Less than half
- Almost none.

20. Is the work you have to do commensurate with your knowledge, skills, attitudes and experience?
- Knowledge: Adequate/inadequate/don't know
- Skills: Adequate/inadequate/don't know
- Attitudes: Adequate/inadequate/don't know
- Experience: Adequate/inadequate/don't know

21. In which areas would you like to improve your competence?
Areas of competence:
- Knowledge: Yes/No
- Skills: Yes/No
- Experience: Yes/No
- Attitudes: Yes/No

22. What is your perceived level of satisfaction in respect of supervision you receive?
- Extremely satisfied
- Well satisfied
- Moderately satisfied
- Some what satisfied
- Very dissatisfied

23. How do you generally feel about the employees you work with?
- They are the best group I could ask for
- I like them a great deal
- I like them fairly well
- I have no feeling one way or the other
- I don't particularly care for them
24. The example your fellow-employees set:
- Generally discourages you from working hard
- Somewhat discourages you from working hard
- Has little effect on you
- Somewhat encourages you in working hard
- Greatly encourages you in working hard

25. How satisfied are you with the respect you receive from the people you work with?
- Highly satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Highly dissatisfied

26. What do you normally expect from your:
- Superiors
  ................................................................................................................
  ................................................................................................................
  ................................................................................................................

- Colleagues
  ................................................................................................................
  ................................................................................................................
  ................................................................................................................

- Subordinates
  ................................................................................................................
  ................................................................................................................
  ................................................................................................................

27. For the job you do, you feel the amount of money you make is:
- Extremely good
- Good
- Neither good, nor bad
- Fairly poor
- Very poor
28. To what an extent are your needs satisfied by the pay and benefits you receive?
- Almost none of my needs are satisfied
- Very few of my needs are satisfied
- A few of my needs are satisfied
- Many of my needs are satisfied
- Almost all of my needs are satisfied

29. How does the amount of money you now make influence your overall attitude towards your job?
- Very favourable influence
- Favourable influence
- No real effect
- Slightly unfavourable influence
- Very unfavourable influence.

30. Do you feel you are getting ahead in this organisation?
- I am making a great deal of progress
- I am making some progress
- I am not sure
- I am making very little progress
- I am making no progress.

31. The way your future with the department looks you now:
- Hard work seems very worthwhile
- Hard work seems fairly worthwhile
- Hard work seems worthwhile
- Hard work hardly seems worthwhile
- Hard work seems almost worthless.

32. In order to get ahead in this world
- You have to have a lot of luck
- You have to be well liked where you work
- You have to be well liked and known in the community
- Any other (specify).
33. How secure are you in your present job?

- I feel very uneasy about it
- I feel fairly uneasy about it
- I feel somewhat uneasy about it
- I feel fairly sure about it
- I feel very sure of it.

34. Statements

<table>
<thead>
<tr>
<th></th>
<th>Very true</th>
<th>Somewhat true</th>
<th>A little true</th>
<th>No at all true</th>
<th>No comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. I receive enough help and</td>
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<tr>
<td>equipment to get the job done.</td>
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<td>b. I have enough authority to</td>
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<td>do my job.</td>
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<td>c. My responsibilities are</td>
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<td>clearly defined.</td>
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<td>d. The people I work with are</td>
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<td>competent in doing their jobs.</td>
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<td>e. The record of this department is</td>
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<td>an example of what dedicated</td>
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<td>people can achieve.</td>
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<td>f. The major satisfaction in my life</td>
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<tr>
<td>comes from my job.</td>
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<td>g. Many things in my life are</td>
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<td>more important than my work.</td>
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</table>
### 35. How frequently are you bothered at work by:

<table>
<thead>
<tr>
<th></th>
<th>All the times</th>
<th>Sometimes</th>
<th>Occasionally</th>
<th>Rarely</th>
<th>No comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Thinking that you will not be able to satisfy the conflicting demands of various people over you.</td>
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<tr>
<td>b. Feeling that you are not fully qualified to handle your job.</td>
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<tr>
<td>c. Feeling that you may not be liked/accepted by the people you work with.</td>
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<tr>
<td>d. Feeling that you have to do things on the job that are against your better judgement.</td>
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<tr>
<td>e. Feeling that your job tends to interfere with your family life.</td>
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</table>

### 36. Statements

<table>
<thead>
<tr>
<th></th>
<th>True</th>
<th>False</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Travel to and from work is convenient.</td>
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<tr>
<td>b. I can see the results of my work.</td>
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<td>c. I am given the chance to do the things I do best.</td>
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<tr>
<td>d. I find that my values and the department's values are very similar.</td>
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<td>e. I only do my job because I need money.</td>
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<td>f. My family really shows that they appreciate all I do for them.</td>
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<td>g. I do not like many of the tasks I have to do.</td>
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<td>h. I get blamed for things that are not my fault.</td>
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<tr>
<td>i. Having a police job makes me a person of more worthy of praise from friends and family.</td>
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<tr>
<td>j. I have to ask my boss before I do almost anything.</td>
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</tbody>
</table>
37. Please express your level of satisfaction in respect of the following aspects:

<table>
<thead>
<tr>
<th>Aspects</th>
<th>Highly satisfied</th>
<th>Satisfied</th>
<th>Moderately satisfied</th>
<th>Dissatisfied</th>
<th>Highly dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Physical working conditions</td>
<td></td>
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<tr>
<td>b. Freedom to choose your own method of working</td>
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<tr>
<td>c. The recognition you get for good work</td>
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<td>d. The amount of responsibility you are given</td>
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<tr>
<td>e. Opportunity to use your abilities</td>
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<td>f. Your chance for promotion</td>
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<td>g. The attention paid to suggestions you make</td>
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<td>h. Your hours of work</td>
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<tr>
<td>i. Amount of variety in your job</td>
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</tbody>
</table>
38. Have you ever lodged any complaint/grievances so far?
   Yes/No
   (If yes, nature of complaint/grievances)
   Result:..........................................................................................................................

39. How often have you thought very seriously about making a real effort to enter a
   new and different type of occupation?
   Very often/once in a while/hardly never/never

40. How often do you feel nervous, tense or edgy while on the job?
   • Always
   • Most of the time
   • Occasionally
   • Never

41. Are you getting sound sleep?
   • Always
   • Occasionally
   • Never

42. What reasons do you attribute for not getting sound sleep?
   a. Work related
      Work done/work not done/work to be done
   
   b. Personal
      Age/health/other
   
   c. Family worries
      Spouse/children/parents/others

43. In my free time at work, I would rather
   • Talk about whatever comes-up.
   • Talk about things I am working on in the department.
   • Talk about things that are going on in sports/politics.
44. If a good friend/relative of your told you that he/she was interested in working in a job like yours, what would you tell him/her?
   • Would strongly recommend it.
   • Would have doubts about recommending it.
   • Would advise the friend/relative against it.

45. Do you normally discuss your work-related problems at home?
   Yes/No

46. Do you discuss personal/family problems in the police-station/work place?
   Yes/No

47. Do you want your children to take up same job like you or any other job in police department?
   Yes/No
   (If not, what is your order of career preference for your children)
   .................................................................................................................................

48. Can you please specify how much time (in hours) is spent in the following:
   • Office duties : .......................
   • Duties other than office duties : .......................
   • Personal leisure time : .......................
   • Sleep : .......................

49. Please express your overall feelings about the quality of working life as experienced by you.
   • Good
   • Neither good, nor bad
   • Bad.

50. Any other points observed/gathered?
   .................................................................................................................................
   .................................................................................................................................
   .................................................................................................................................
   .................................................................................................................................
51. What is your level of satisfaction with the police functions and powers assigned to you?
   • Satisfied
   • Neither satisfied, nor dissatisfied
   • Dissatisfied.

52. Do you feel that there is possibility of gradually losing feminity in police job?
   Yes/No/Don't know

53. Do you feel that there are some specific advantages of employing police women in police force? If so, please specify.
   ........................................................................................................................................
   ........................................................................................................................................
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54. Do you have any special suggestions to make in respect of improving your job and job environment?
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