Chapter 4

Methodology
CHAPTER IV
METHODOLOGY

This chapter presents the research methodology followed for the study. The research techniques adopted are discussed under the sub-headings of: statement of problem, objectives of the study, hypothesis, research design, area of study and statistical tools used for analysis. Sampling and tools for data collection are discussed as per the respondent groups – functionaries, beneficiaries and support groups.

4.1. STATEMENT OF PROBLEM

In the light of recommendations made by the Law Commission and National Police Commission it is needed to assess the functioning of All Women Police Stations. A study of the AWPS will also reveal, just how, the recommendations suggested by the NPC, Law Commission and National Commission are being incorporated in the functioning of the All Women Police Stations.

Organisations come into existence with estimable objectives and are an attempt to help people who require it. However the efficacy of an organisation is conditional. For executing the blueprint into fruition, the reliance is on the functionaries and their performance. Hence in this study the focus is primarily on the women police who are posted to AWPS, as it is the functionaries' perception of their role and their understanding of the duties that translate objectives of this
organisation into activities oriented to reach the population accessing services from AWPS.

Since All Women Police Stations have been set up, bearing in mind India’s socio-cultural matrix, it will help to note how the functioning of AWPS is affected by the social stratifications of Caste and Class.

Another point to be covered will be to find out if the AWPS is able to fulfill the commendable ideals/functions for which it had been set up and also to know how effectively has it helped in serving the public in its newer role of a service provider rather than an enforcement agent only.

Only those petitioners were included as respondents for the study, whose nature of complaint/petition were related to the following duties assigned to the All Women Police Station:

1. Dowry related cases
2. Counseling in Domestic disputes and discords.
3. Enquiry into all petitions preferred by women or on behalf of women, where the case has anything to do with marital /premarital or extramarital problems.

4.2. OBJECTIVES OF THE STUDY

The objective of this study is to examine the Functioning of All Women Police Stations and the sociological connotations of this institution.
The specific objectives are as follows:

i. to find out how far the AWPS fulfills its duties,

ii. to inquire into the functional problems faced by the aggrieved public,

iii. to find out if caste or class has any bearing or implications in the day to day functioning of the AWPS.

iv. to inquire into the functional and social problems faced by the police personnel

v. to assess the work related values of the women police.

vi. to find out the work environment preferred by the women police.

vii. to assess satisfaction with the organizational climate by the women police.

viii. to find out how women police perceive change.

ix. To assess the job attitude of women police

4.3. HYPOTHESES

The hypotheses are based on a pilot study carried out on the functioning of the All Women Police Station, Tiruchirapalli.

1. Caste has less influence on the functioning of All Women Police Station than class.

2. The disposals of petitions are faster than before the introduction of AWPS.

3. The functioning of AWPS is oriented more towards social service than being only an agency of law enforcement.

4. All Women Police Stations fulfills the objectives it has been established for by the government of Tamil Nadu.
4.4. RESEARCH DESIGN

The Research Design adopted for the present study was descriptive and diagnostic in nature. The term descriptive research is used to represent a broad range of activities that have a common purpose of describing situations or phenomena, as in this case. These descriptions may be necessary for decision-making or to support broader research objectives in the future. A descriptive design is employed in this research to describe the functioning of the AWPS in the hierarchy of formal agencies of social control – particularly policing. It also seeks to describe the functionaries and how they perceive their role within AWPS.

This study is diagnostic as it seeks to diagnose how effectively has an agency of social control been able to fulfill its new role as an agency of social welfare.

A sociological study is interested in understanding the inter group interaction processes. The groups that interact at the AWPS may be broadly classified as: Functionaries, Beneficiaries and Support Groups. Hence respondents for the study have been drawn from these groups.

**Group I: FUNCTIONARIES**

(A) Police Women Posted To All Women Police Station

(B) Policewomen posted in Coimbatore range and Chennai city
**Group II: BENEFICIARIES**

(A) **Petitioner** i.e. the person/s who petitions/approaches the police station for help

(B) **Counter Petitioner** i.e., the person against whom the complaint is given at the AWPS.

**Group III: SUPPORT GROUPS**

(A) **Government Organisations**: Social Welfare Department; Family Court

(B) **Non-Government Organisations** [NGOs]

**4.5. AREA OF STUDY**

Tamil Nadu has 29 districts. However, for Police Administration, the State has been divided into Ranges. Each Range is under the control of a Deputy Inspector General of Police (DIG). These ranges usually comprise 2 or 3 districts together. Each district has a Superintendent of Police (SP) who reports to the DIG. In certain districts which are bigger, there are 2 Superintendents of Police, one for the city limit and one for the rural i.e. other areas in the district:

In Tamil Nadu, at present, there are 10 ranges. These are Chennai, Coimbatore, Dindigul, Villupuram, Vellore, Tirunelveli, Thanjavur, Trichy, Ramnad, and Madurai.

There are 57 All Women Police Stations in Tamil Nadu and since covering all will not be possible, the researcher has taken 3 All Women Police Stations from the
Coimbatore Range & one AWPS from Chennai City as area for study. The Coimbatore Range includes 3 districts - Coimbatore, Nilgiris and Erode.

Prior to selection of the three All Women Police Stations from Coimbatore range, data was collected from all the nine All Women Police Station under Coimbatore range through questionnaires to the concerned authorities. Only on the basis of the information made available, was the selection of the three stations done.

The selected three stations have larger jurisdictions in terms of geographical spread and were also the first to be set up in their respective districts.

The Coimbatore All Women Police Station has been taken up, as it was among the first few All Women Police Station to be set up in Tamil Nadu. Besides, the Coimbatore All Women Police Station is within the City limits, which offers the researcher an opportunity to observe the difference in problems in a city as compared to a smaller town or rural area.

The Erode All Women Police Station and Ooty All Women Police Station also offer a similar opportunity, as one is located in a rich agricultural plain and the latter is in the hills. This will make it possible to observe if there is a difference between the problems faced in an agricultural background and a tribal one.
The Thousand Lights AWPS was the first to be set up in the state. It was the successful piloting of this station that led to the establishment of AWPS all over the state.

The selected AWPS are:

- All Women Police Station .. Coimbatore City.
- All Women Police Station .. Ooty.
- All Women Police Station .. Erode.
- All Women Police Station .. Thousand Lights, Chennai

The former three stations fall under the Coimbatore Range and the latter is in Chennai City.

4.6. SAMPLING and TOOLS FOR DATA COLLECTION

**Group I: FUNCTIONARIES**

A) POLICE WOMEN posted to ALL WOMEN POLICE STATION

B) POLICE WOMEN posted in Coimbatore range and Chennai city

(A) POLICE PERSONNEL OF ALL WOMEN POLICE STATION (N=43)

**Sampling:** A census of all the women police posted to the four All Women Police Stations in Coimbatore City; Ooty; Erode and Thousand Lights, Chennai, was done. Forty-three policewomen were respondents for this study (n=43).

**Tools:** 43 respondents were individually interviewed using semi-structured interview-schedules. The interview schedules had open-ended questions. This was adopted as there was very little information directly pertaining to
AWPS in the form of studies/articles/books or relating to the functions and role of police women posted to the AWPS. The interview schedules covered the following dimensions:

- Demographics section gathered information related to age, educational qualification, marital status, number of children, household size, individual income, household income, year of joining police force, postings prior to AWPS etc.

- Training related questions focused on topics/areas covered during training, relevance of training vis-à-vis field situations, unmet needs from training program, suggestions to improve training programs, trainings attended after joining service.

- Duties as functionaries of the AWPS and their perception of the role and utility of AWPS

- Dual roles: interaction of their job on their family life, problems and coping mechanisms, expectations from the employers.

- Work related questions focused on their interaction with male colleagues, promotion patterns, equal opportunities for growth, image of the police among public and reasons for the same, comfort with uniform, sexual harassment, satisfaction with infra-structure.
- Interaction with other Government organisations and non-government organisations.

Six Focus Group discussions were conducted. The group size varied from 6-8 members per group. The information from these discussions is used to enhance the information generated by the interview schedules. The respondent group was limited to women police who were posted to AWPS at the time of the group interview.

(B) POLICEWOMEN posted in Coimbatore range and Chennai city (N=100)

**Sampling:** Policewomen posted in Coimbatore range (n=50) and Chennai city (n=50) participated in the assessment for job satisfaction. Questionnaires were administered to 100 women police (including those posted at AWPS) who were posted to Coimbatore range or Chennai City during the study period provided they were willing to do so. Keeping in mind the reluctance to give interviews, complete anonymity of the respondents was assured. The set of questionnaires were left in the police stations and picked up after a week.

**Tools:** The following 5 tests were used to assess the expectations, problems and work related ethics of the women police in general.

1) Work Related Values
2) Work Environment Preference
3) Organisational Climate
4) Self Opinion Scale
5) Job Attitude Of Police
The above-mentioned tests were standardised prior to use. These tests have been adopted in social science researches and are also currently in use by sociologists and psychologists in India. They enjoy both reliability and validity.

**Test-1 - Work-Related Values**

Hofstede developed the test in 1980. The tool has 21 items, reflecting values relating to one’s job. There are five alternative responses ranging from “of utmost importance”, “very important”, “of moderate importance”, and these responses have the scores of 1,2,3,4 and 5, respectively, with regard to item No. 1 to No. 16. Here the respondents were asked to give their opinion by selecting one of the above-mentioned responses for each item. Through items No. 17 to No. 19, there are five alternative responses ranging from strongly agree (SA), agree (A), undecided (U), disagree (D), and strongly disagree (SD) with weightage of 1,2,3,4 and 5, respectively. Here the respondents were asked to indicate their views in terms of agreement and disagreement to these statements by encircling the number in each line across. There are five and four alternative responses relating to items No. 20 and No. 21, respectively. Here the respondents were required to indicate their views by selecting one response category.

**Test-2 Work Environment Preference**

This test was developed by Ms. Sabita Kumari (1987). The tool 22 elements concerning different aspects of work environment in an organisational
setting. It measures attitudes and opinions of police personnel toward different organisational dimensions in work environment. There are five alternative responses for each statement ranging from "strongly agree" (SA), "agree" (A), "undecided" (U), "disagree" (D), and "strongly disagree" (SD). The respondents were asked to indicate their views in terms of agreement and disagreement to these statements, by putting a cross (X) mark in the square on the line next to that statement.

Test-3 - Organisational Climate

This test was developed by National Aluminum Company (NALCO) in 1986. It has 19 items, reflecting on organisational climate characteristics. There are five alternative responses for each statement ranging from "satisfied to a very great extent", "satisfied to a great extent", "just satisfied", "not satisfied", "not at all satisfied". The weightage of 5 has been given to "satisfied to a very great extent", 4 to "satisfied to a great extent", 3 to "just satisfied", 2 to "not satisfied" and 1 has been given to "not at all satisfied". The respondent has to indicate his level of satisfaction by encircling the number in each line across.

Test-4 - Self-Opinion Scale

This test was developed by Sabita Kumari and Purnima Mathur (1987). It has 21 items and there are four factors namely, factor-I (F1), factor-II (F2), factor-III (F3) and factor-IV (F4). Factor I includes items No. 2, 9, 15, 16, 20
and 21. These items describe the individual's perception of change as a disturbance in their convenient and usual work routine. Therefore, this factor is named as the “Fear of the Disorder”. Factor-II includes items No. 1, 4, 6, 8 and 14. These items describe the individuals' acceptance of change where they take change as challenge being perceived as providing growth opportunities. This factor is referred to as ‘Acceptance of change as Freedom for Growth’. Under Factor-III, items No. 10, 11, 12, 13, 17 and 18 are included and these items indicate that the individuals prefer the old values and established systems to the new ones because they provide stability to their positions. They fear the unpredictability of the new systems. This factor is described as the 'Fear of the Unknown'. Factor-IV includes items No. 3, 5, 7 and 19 and these items speak of the individuals' insecurity they feel at the introduction of a change. They perceive the new situations as uncertain and therefore, threatening the security of the organisation. This factor is described as the ‘Fear of the Insecurity’. This questionnaire has been constructed on a four-point scale. There are four alternative responses ranging from "strongly agree"(SA), ‘agree’ (A), ‘disagree’ (D) to ‘strongly disagree’ (SD). The weightage of 4 has been given to ‘SA’, 3 to ‘A’, 2 to ‘D’, and 1 to ‘SD’. It measures individuals' attitude towards change introduced in the organisation. Here the respondents were required to indicate their views in terms of agreement and disagreement to these statements, by encircling the number in each line across.
Test-5 - Job Attitude of Police

This has been adopted from the National Police Commission (1978), New Delhi. The original tool has 135 items. A modified version was used by Samrendra Mohanty and Rashmi Singh in their study on 'Police and Social Change' in 1991. This version included most relevant and important 18 items, with sub-items, reflecting the roles, responsibilities, accountability, and administration among the different categories of police personnel. There were five alternative responses ranging from 'strongly agree' (SA), 'agree' (A), 'undecided' (U), 'disagree' (D) to 'strongly disagree' (SD). The respondents were asked to indicate their views in terms of agreements and disagreements to these statements by ticking in the appropriate box reflecting their views.

Group II: BENEFICIARIES

(A) Petitioner

(B) Counter Petitioner

Sampling: 53 petitioners were to be included in the study at each station and their counter-petitioners traced. Based on the total number of petitions received in a year at five AWPS in Coimbatore district (n=1065), sample size was determined at 5% of the population size. Systematic and Stratified Sampling technique was applied to select respondents from these stations.
The systematic sampling method for selecting e.g., for a selection of 100 respondents, the first ten consecutive numbers from the Community Service Register were noted down and drawing lots, one number was picked up. Subsequently every tenth respondent was selected for the study. There was however one more strata that had to be observed during selection of samples i.e. that the selected sample should be related to a marital problem (pre-marital, marital or extra marital) criteria. In case the tenth case did not match the strata, the subsequent tenth number was included. The selection of the cases went backwards by date from current years (1998) to backwards till the desired sample size was reached. While noting down the names and addresses of the respondents from the Community Service Register, 25 extra id’s were recorded allowing for the mobile nature of population and the backward movement of time involved in case selection.

**Tools:** For Group II, which includes Petitioner and Counter Petitioner, open-ended interview schedules were used. The sections covered socio-economic and demographic data, AWPS related questions addressing their interactions with women police and their experiences at AWPS, problems faced if any at the station or outside in their social groups due to approaching/being approached by Police for sorting out family problems. Besides this, there are another three sections to assess the economic status of the respondent, the political awareness level of the respondent and a section to find out their participation in decision making with in their family.
Group III: Support Groups

(A) Government Organisations

(B) Non-Government Organisations

Sampling: Purposive sampling was employed for this group of respondents. Heads of organizations and key persons were interviewed.

- 3 NGO's (Head of the organization and family counselor at each org, \( n = 6 \)).
- Social Welfare Department (Social Welfare Officer, Community Worker, \( n = 3 \)).
- Family Court, Chennai and Coimbatore (judges=2, counselors and other functionaries at Family courts, \( n = 4 \)).

Tools: In-depth interviews were employed for seeking information from Group IV. The focus of these interviews was on eliciting information regarding interactions with All Women Police Stations.

Table 4.1

Profile of Study Population

<table>
<thead>
<tr>
<th>Groups</th>
<th>Sample</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group I Functionaries</td>
<td>Police women at AWPS</td>
<td>( N = 43 )</td>
</tr>
<tr>
<td></td>
<td>Police women from Coimbatore range &amp; Chennai city</td>
<td>( N = 100 )</td>
</tr>
<tr>
<td>Group II Beneficiaries</td>
<td>Petitioners</td>
<td>( N = 166 )</td>
</tr>
<tr>
<td></td>
<td>Counter petitioners</td>
<td>( N = 140 )</td>
</tr>
<tr>
<td>Group III</td>
<td>NGO; Government Social Work Department; Family court</td>
<td>( N = 15 )</td>
</tr>
</tbody>
</table>
4.7 ANALYSIS OF DATA

The data collected was analysed qualitatively and quantitatively. The quantitative analysis included both descriptive and inferential statistics. The descriptive statistics included the percentage analysis and inferential analysis included the Pearson's Product Moment Correlation, ANOVA (analysis of variance) analysis using SPSS.

4.8 Limitations of the study

The study had only women police, as respondents so there were no opportunities for comparison in job satisfaction with male-police. The study also was limited to women police from the ranks of constables to Inspectors. Cross cutting issues would have been better represented if women police from the higher ranks were included. A comparative study of AWPS in other states and countries is also an area where research is needed, as it would help develop an ideal working model of the AWPS, which can then be replicated in other similar cultures.
Operational Definition of Concepts

**Premarital Cases** : False promise of marriage with a view to having sexual relationship and later refusing to solemnize marriage*.

**Marital Cases** : Dispute between the marital partners either due to cruelty, harassment or Demand of dowry and other domestic reasons*.

**Extra Marital Cases** : One having sexual relationship with other person in addition to Married/ matrimonial partners*.

**Community Service Register** : A record available at each of the AWPS wherein the details of the complaint given, enquiry officer, date of petition Received/enquired/disposed, nature of disposal is recorded.

**Petitioner** : The person/s who petitions/approaches the police station for help.

**Counter Petitioner** – i.e., the person against whom the complaint is given at the AWPS.

**Non-Government Organisation** : a not-for-profit organisation.

* definition as given by the staff of AWPS.