



## “A STUDY OF REGULATORY ASPECTS OF EMOTIONAL INTELLIGENCE AND STABILITY: A CASE STUDY WITH REFERENCE TO MUMBAI TRAFFIC CONTROL UNIT.”

**Swapnil Jaywant Salunke**<sup>1, 2</sup>

(Ph.D. Research Scholar)

Christ (Deemed to be University), Lavasa Campus, Pune,  
Maharashtra, India- 412112.

**Dr. Sanjay Satyanarayan Bang**<sup>3</sup>

(Associate Professor of Law)

Christ (Deemed to be University), Lavasa Campus, Pune,  
Maharashtra, India- 412112.

---

### Abstract :-

Police Officers and Constabulary staff in Mumbai are exposed to stress owing to the nature of their work. The complications of modern policing along with the use of technology make it more than necessary to have stable emotions for police. The dominant explanation for this highly emerging trend is to continue to train, think, adapt and behave according to legal, social, political, human rights needs while managing road traffic, safety and enforcement affecting people at large and at the same time staying true to the ideal image by Mumbai Traffic Control Branch. Most previous researches have been unable to disentangle cognitive, emotional, social, and moral changes brought by severe socio-economic factors among Police. Mumbai City is the World's 5<sup>th</sup> largest Mega-City having 13 million people living in 438 Km<sup>2</sup> area (60% slum area, >26 Lacks registered vehicles, ~700 vehicles registered per day) with a high level of social, cultural, economic, and political activities having complex spatial supported by a dense network of Transport Systems. Mumbai Metropolitan Region's population is anticipated to increase by 34 Million by the year 2031. The tool used for the present EI study is Emotional Intelligence Scale (EIS) which is a scientifically proven and accepted method in the Indian milieu. EI can also be measured by using (1) MSCEIT (2) EQ-i, and (3) SREIT techniques. Our findings indicate that there is a need for training, fostering, managing, motivating, recognizing, and handling emotions. Therefore maintaining stable EI becomes a predominant aspect for MTP personnel on daily basis.

**Keywords :-**Mumbai Traffic Police, Mumbai Traffic Control Branch, Emotional Intelligence, Emotional Intelligence Scale, India.

---

### Introduction :-

Buck (1985) has explained 'emotion' as the process by which it except impulse perspective when activated by challenging imputes.”<sup>[i]</sup> Lindsley (1951); Cacioppo, and Gardner (1999) explained 'Emotion' is a complex

---

<sup>1</sup>Swapnil Jaywant Salunke, Research Scholar, CHRIST (Deemed to be University), Lavasa Campus, Pune, [swapnil.salunke@res1.christuniversity.in](mailto:swapnil.salunke@res1.christuniversity.in)

<sup>2</sup> Swapnil Jaywant Salunke, Asst. Inspector of Police / Reader Officer, O/O Additional Commissioner of Police, Mumbai Traffic Police, Mumbai, Maharashtra, India, 400030, [swapnil.salunke1983@gov.in](mailto:swapnil.salunke1983@gov.in)

<sup>3</sup> Dr. Sanjay Satyanarayan Bang, Associate Professor Law, Christ (Deemed to be University), Lavasa Campus, Pune, Maharashtra, India, 412112, [sanjay.satyanarayan@christuniversity.in](mailto:sanjay.satyanarayan@christuniversity.in)

behavioral event including various measures of neural and chemical integration.<sup>[iii]</sup> <sup>[iii]</sup> ‘Emotional Intelligence’ (EI) is sociability which includes the capacity to monitor personal and others' emotions to proceed with actions and thought process, (Salovey and Mayer, 1990). <sup>[iv]</sup> EI theory elaborates a person having wider emotions through empathy and social sharing have additional shares, sound relations and conversation with people (Mayer and Salovey, 1997). <sup>[v]</sup> Emotional Intelligence (EI) meets degree of convention for intelligence (Mayer, Caruso, and Salovey, 1999). <sup>[vi]</sup> Mayer, Salovey, Caruso, and Sitarenios (2001) re-explained the relationship between Intelligence, emotions, and Emotional Intelligence; counting EI as a capacity, shows right solutions and abridge submissions are actual and genuine. <sup>[vii]</sup> Emotional Quotient Inventory (EQ-i) is helpful to recognize emotions and social functioning, Bar-On (1997).<sup>[viii]</sup> This model includes 10 components including inner stability, honesty, element form, rationality, etc Bar-On (2000). <sup>[ix]</sup> Work-Life Balance model was elaborated by Guest (2002) which discuss job and establishment related psychological research.<sup>[x]</sup> To describe Emotional Intelligence (Salovey and Mayer, 1990) elaborated on psychology and psychiatry and inferred it as human ability. <sup>[xi]</sup> Later (Mayer, DiPaolo, and Salovey, 1990) suggested EI can be counted by MSCEIT method.  
<sup>[xii]</sup>

### **Aim and Objective of the Study:-**

The study aims to expand the domain of Emotional Intelligence as key concept for effective operations and enforcement among Mumbai Traffic Control Branch. The object of the present study is to explore multidisciplinary core aspects of EI that existed in the present working officers and constabulary staff of Control Branch / Mumbai Traffic Police. More particularly, scientifically carry out EI Scale test to assess factors linked with EI i.e. what is the present EI ratio and how MTP personnel’ manage their attitude, emotion, social skills, empathy, self-awareness, motivating oneself in different situations having a high demand for job performance in ever-changing situations and to conduct research how psychological, emotional principles useful for improvement.

### **Hypothesis:-**

1. There is a significant difference for EIS between the male and female senior category.
2. There is a significant difference for EIS between the male and female junior category.
3. There is no significant difference for social skills between the male and female senior categories.
4. There is a significant difference in social skills between the male and female junior categories.
5. There is no significant difference for empathy between the male and female senior category.
6. There is no significant difference in empathy between the male and female junior category.
7. There is a significant difference in self-awareness between the male and female senior category.
8. There is no significant difference in self-awareness between the male and female junior categories.
9. There is a significant difference in motivating oneself between male and female senior category.
10. There is a significant difference for motivating oneself between male and female junior category.

### **Need of Study:-**

Study of ‘Emotional Intelligence’ is the need of the hour as it is more important than ‘Intelligence Quotient’. Intelligence refers to the capacity to cope up with different conditions. Whereas, Emotion refers to awaken

instinct and interest to cope up with planned performance with different conditions. EI is an essential booster of IQ. Enhanced EQ is essential for physical fitness and mental awareness which results in sound connection and presentation which is useful for police.

### **Discussion / Explanation of Important Terms:-**

Stable EI in the police force is skilfully required especially while enforcing the law, managing road traffic, emergency call, disaster management, rescue operation, terrorist neutralization, festivals, rallies, protests, community policing, road safety, communal riots, the court of law, internal intelligence, protection and security, recruitment, training, education, subordinate welfare, etc. Therefore EI is corroborated with the professional outcome. In addition to this, individuals with high EI are aware of emotional influences within themselves and others; they can utilize and manage those influences expertly and can communicate emotions effectively when interacting with others (Newman, Guy, and Mastracci, 2008).<sup>[xiii]</sup> In order to regain public trust, police forces must take planned decisions and ensure their implementation. Presently police shall focus on fair trial and valid justice amongst other aspects (Sunshine & Tyler, 2003).<sup>[xiv]</sup> Predicting Work-Life Balance is having high strength (Fisher, Stanton, Jolton, and Gavin, 2003).<sup>[xv]</sup>

‘Social Skills’ are paramount features to communicate auspiciously for development (Gresham and Lemanek, 1983).<sup>[xvi]</sup> Youngsters evolve essential social connection abilities from acquiring equal positioned person (Gresham, 1988).<sup>[xvii]</sup> Osipow (1968) examined seven different theories for professional development which are found advantageous in different forms.<sup>[xviii]</sup>

‘Empathy’ and Psychotherapy was counted by (Elliott, Bohart, Watson, and Greenberg, 2011) which inferred Empathy’s continue practice recommendations, including endorsing the different forms that empathy as healing.<sup>[xix]</sup>

‘Self-Awareness’ was described by Morin (2011) as, the proportion leading to self consciences.<sup>[xx]</sup> Whereas, (Pyszczynski, and Greenberg, 1987) found an absence of ‘Self-Awareness’ leads to misery.<sup>[xxi]</sup>

‘Motivating Oneself’- Breines and Chen (2012) conducted four studies that revealed that, sympathy therapy drives human beings to excellence. On Contrary, acquiescence to self demerits lead humans to self - enhancement.<sup>[xxii]</sup>

Police forces need to cope up with professional, multidimensional situations and requirements with stable emotional intelligence. The dominant explanation for this emerging trend is to continue to train, think, adapt and behave according to legal, social, political, human rights needs while managing road traffic, safety and enforcement and at the same time staying true to the ideal image by Mumbai Traffic Police (MTP).

It is the constitutional duty of the State to confirm safeguarding human rights i.e. life, liberty, property, rights of citizens; also to maintain law and order through police department. Therefore upgraded policing is required to be professional, organized, legitimate; the police service needs to be professionally, affable, model driven and without any undue pressure.<sup>[xxiii]</sup>

Mumbai Metropolitan City (MMC) is the World’s 5<sup>th</sup> largest Mega-City having 13 million people living in 438 Km<sup>2</sup> area (60% slum area, >26 Lacks registered vehicles, ~700 vehicles registered per day) with a high level of social, cultural, economic, and political activities having complex spatial supported by a dense network of

Transport Systems. Mumbai Metropolitan Region’s population is anticipated to increase by 34 Million by the year 2031.

Police forces need to cope up with professional, multidimensional situations and requirements with stable emotional intelligence. The dominant explanation for this emerging trend is to continue to train, think, adapt and behave according to legal, social, political, human rights needs while managing road traffic, safety and enforcement and at the same time staying true to the ideal image by Mumbai Traffic Police (MTP).

### **Brief information about ‘Emotional Intelligence Scale’ (EIS):-**

The inventors of EIS after consulting relevant literature, developed 106 items (Part A). They brought each object was into a questionnaire. A board of 50 judges with master’s degrees having 10 plus years of experience from relevant fields was developed this questionnaire by imparting all necessary detailed information, instructions of ‘Emotional Intelligence’ availed to choose object/options in a questionnaire. The cards/questionnaire produced before each individual and previously contacted judge. The option’s choice frequency was mapped and calculated. Discarded selected items having 75% plus score. Completed 34 items (Part B) directed at 200 executives. They calculated and tabulated outcome of the data was for individual connection. Fisher and Yates (1992) table was used to figure out and reject dependency connection/correlation with a value less than 25 ( $p < .01$ ) reflection factor (correlation coefficients) and their significance level scale with 34 final versions. In recommendation with 10 Judges conversant in Hindi and English languages, in Part B the ultimate object/items in Hindi (national) language was drafted. They also found the last items for intermediate correlations out.

Reliability: 200 subjects were used to find out the genuineness of the scale by computing the reliability coefficient. The result of a .88 spilt they found half reliability coefficient.

Validity: The scale has maximum authenticity apart from face validity items related to variable for examination. The assessment from experts/judges proved that the scale’s items is directly related to Emotional Intelligence. The result showed being high validity of coefficient to a .93; after ascertaining the authenticity reliability index (Garrett, 1981). [xxiv]

Factors of Emotional Intelligence: 200 executives’ subjects were used to ascertain the genuineness of the scale by computing 10 identified factors. These are integrity self-development, emotional stability managing relations, commitment, sympathy, self-motivation, value orientation, self-awareness, and altruistic behaviour.

**The EI can also measure out by using:** (1) Mayer Salovey Caruso Emotional Intelligence Test (MSCEIT) explored differential individual and social personality counting having minimal relations to the EQ-i and SREIT, (2) The Emotional Quotient Inventory (EQ-i) test showed prognostic use of alcohol; (3) Self Report Emotional Intelligence Test (SREIT) techniques are inclined to academic progress. The outcome of these tests revealed poor interconnection and relent unlikeness evaluation of the corresponding human being. [xxv]

### **LITERATURE REVIEW:-**

Conflict because of antipathy, ancestry, rude, political, power’s exorbitant use exists because of absence of Cop’s EI awareness and regulation. Performing the right qualities required to become successful (Admin and George, 2021). [xxvi]

In India, Gupta and Kumar (2020) conducted a study on Trainee (5-10 years and 10 plus experience) Indian Police Service (IPS) Cadre Officers revealed merits of Mindfulness are on Police officers, Police department and entire society; which is required to resolve accusation by promoting Police Reforms and

suggested conducting the full-fledged study. They also found deficiency of 897 IPS officers to the sanctioned strength of 4,651 in January 2018; which induces more workload on existing police. They also found existence of prospective mortal and EI issues among police officers which are adversely affecting their personal and professional life. Therefore, they suggested giving more emphasis on boosting EI during police reforms and appealed to conduct full-fledged research in this field. [xxvii]

In Bihar - India, Jafri (2020) used ‘5 point Likert Scale’ to compute EI and proved that for employees creativity, conscientiousness, openness to experience and extraversion improvement to be achieved by giving them timely training. He elaborated three personality traits of EI are honesty, boldness, and frankness to excellence. [xxviii]

Monica and Bridie (2020) investigated veracity and perjure in police by comparing their DeceIT scores with personality traits. They found that, Police shall have empathy, self-awareness, managed emotions with diverse responsibility for organizational success. [xxix]

Aurelija and Natalya (2019) conducted research in Republic of Latvia (Europe) revealed and suggested that police departments’ active involvement required in terms of EI for police’ while considering development, promotion, foreign mission, leadership, etc. Police with higher empathetic and self-aware values can control and have stable emotional intelligence and found it core issue successful leadership and global support. [xxx]

In India, a study conducted by Sabarwal and Sharma (2019) on 100 (male and female 50 each, from age group 25-35 years) 5 years plus experienced Jammu State Police found EI’s absolute linkage between buoyant and gender imbalance. They found Jammu Police with more EI are more happy and satisfied. They also suggested to imparting training on EI for obtaining optimum results in various fields. [xxxi]

Bouchard (2019) conducted a study in Florida to find out correlation between EI and supervisory leadership in law enforcement officers (Police) to fulfil literature / research gap. The study throw light on requirement on conceptual models in police leadership. However, he did not further found out correlation between different variables of EI. [xxxii]

Blumberg, Schlosser, Papazoglou, Creighton, and Kaye (2019) conducted research in USA, for boosting inter relationship among community and policing. They also suggested that diverse EI skills are vital and there should be collaborative continuity in induction training and field training. [xxxiii]

In USA, EI Study conducted on 169 Cops revealed the existence of operational and organizational stress. However, they did not compute EI, particularly with stress of police officer. They also found that Police with maximum EI undergo minimum duty related stress, but they did not study on quantity of EI required to lower the departmental stress in want of more participants. (Michael and Londonderry, 2018). [xxxiv]

In Washington DC - USA, Holmer and Deventer (2018) conducted a detailed study of modern policing explored that efficient and responsible training centres are means to have stable EI among police for successfully increasing community participation. Community policing programs should involve lady police to prevent fanatic zeal. [xxxv]

In Chicago - USA, Escamilla (2017) conducted a study on 1000 Police officers and hundreds of citizens revealed age and service did not correlate; effective sex factor having acute consciousness among women officers. Constrictive stranger interaction comfort factor. The motorist observed positive attitude, consciousness, feelings and experience were observed at traffic check posts. Officers mix EI attitude to use force. No significance between empathy or respect to peer ratings or community members.<sup>[xxxvi]</sup>

In Peninsular - Malaysia, Kumarasamy, Pangil and Isa, (2016) conducted a correlational study of EI, work-life balance and organizational support's effect on 1566 Cops using the PLS method got an optimistic and significant relationship between work-life balance and EI with medium departmental support. Boosting EI and fostering organisational reinforcement is helpful.<sup>[xxxvii]</sup>

Citizens experience of fulfilment and feeling is most joyous in democracy (Grabbe and Lehne, 2015).<sup>[xxxviii]</sup>

In South Africa, the result showed a significant positive relationship at the 0.01 level (2-tailed) Leadership effectiveness, self-efficacy and EI, (Ramchunder, Yvette and Nico, 2014).<sup>[xxxix]</sup>

In Australia, Brunetto, Teo, Shacklock, and Farr-Wharton, (2012) also examined 193 police officers' EI, work fulfillment, welfare and commitment, job yield showed positive relationships and practical implications.<sup>[xli]</sup>

Dar (2010) finds out that, EI's motivation and social skills prognosticated different sides of job fulfilment women police's psychological welfare acts as commanding whereas men police give more importance to independence and personality development along with job fulfilment, single police showed more work commitment probability, in Kashmir Valley, India.<sup>[xlii]</sup>

In Nigeria (West Africa), study conducted by Afolabi, Awosola, and Omole (2010) on 119 police personal which shows police with higher and stable EI have better various components like satisfaction, cooperation, motivation, work fulfilment increased productivity and sense of understanding others; which is useful for maintaining foremost law enforcement.<sup>[xliii]</sup>

Diverse emotions are experienced by Law enforcement officers (Timothy, 2009).<sup>[xliv]</sup>

Saville (2006) explored that in next generation policing emotional intelligence denotes high demand in significant ways for recruiting /hiring, training, and leadership by training, education and encouragement. EI screening tests to be used along with conventional tests. EI and PBL series programmes added long with Community Policing for solution to practical problems.<sup>[xlv]</sup>

Most previous researches have been unable to disentangle cognitive, emotional, social, and moral changes brought by severe socio-economic factors like pandemic lockdowns, curfews, etc among Police.

### **Research Methodology:–**

The researchers use the primary data from MTP and secondary data from other sources to decompose the various facets of Emotional Intelligence.

Stage I – Problem.

|            |   |   |
|------------|---|---|
| Stage II   | – | Literature Review.  |
| Stage III  | – | Hypothesis.   |
| Stage IV   | – | Research Design. (Use of scientifically proven and accepted EIS method in the Indian milieu)  |
| Stage V    | – | Approvals, Sample Selection, Translation of EIS questionnaire and instructions (English / Hindi) in local 'Marathi' language by using online 'Google Translate' tool. |
| Stage VI   | – | Circulate EIS Questionnaire by online 'Google form' in English, Hindi and Marathi languages.  |
| Stage VII  | – | Research Execution.   |
| Stage VIII | – | Data Analysis (Use of SPSS Software)  |
| Stage IX   | – | Hypothesis testing.   |
| Stage X    | – | Interpretations, Result and Implications.   |
| Stage XI   | – | Report.   |

### Research Technique: -

Original EIS test Part-A and Part-B was available in 'English' and 'Hindi' languages; for obtaining best results and for easy understanding they were translated into local 'Marathi' language as well. Part-C was specially created in 'Marathi' and 'English' language to collect work related / socio economic data of MTP along with providing instructions. Online 'Google Translate' tool was used for language translation and output result was rechecked and corrected to removes the errors, if any. Hence, three languages 'English, Hindi and Marathi' were used for conducting the present study. The questionnaire was circulated using online 'Google form' tool and proper information with instructions about confidentiality, etc were clearly provided in the present study. In the present study by using 'EIS Method' EI, Social skills, Empathy, Self-Awareness, Motivating oneself units were counted.

The present EIS study was conducted on 675 voluntary Officers and Constabulary Staff (both Male and Female 9.5%) {Police Constable (PC) 26.5%, Police Naik (PN) 27.8%, Police Head Constable (HC) 24.6%, Police Asstt. Inspector of Police (ASI) 10.2%, Sub Inspector of Police (PSI) 4%, Asstt. Inspector of Police (API) 2.2%, Inspector of Police (PI) 3.8%, Senior Inspector of Police (Sr.PI) 0.9%} presently working in all units / branches of Mumbai Traffic Police from [Traffic Divisions 87.1%, Multimedia - CCTV Cell 2.6%, Traffic Control Room 1%, Traffic Motor transport 2.2%, Traffic Wireless 0.7%, Senior Officer's offices and Other Branches 3.2%] of Mumbai Traffic Police.

### Data Presentation:-

Primary data collected from Mumbai Traffic Control Branch is represented in tabular form as follows:

#### 1. EIS of Male and Female Senior Category :

| EIS | Category        | N  | Mean   | SD. Deviation | SD. Error Mean | t     | Significant Level |
|-----|-----------------|----|--------|---------------|----------------|-------|-------------------|
|     | Male Officers   | 73 | 594.59 | 61.640        | 7.214          | 2.246 | 0.05              |
|     | Female Officers | 4  | 643.00 | 40.620        | 20.310         |       |                   |

Table No.1- EIS of Male and Female Senior Category.

## 2. EIS of Male and Female Junior Category.

| EIS | Category          | N   | Mean   | SD. Deviation | SD. Error Mean | t     | Significant Level |
|-----|-------------------|-----|--------|---------------|----------------|-------|-------------------|
|     | Male Constables   | 549 | 578.79 | 65.821        | 2.809          | 3.346 | .05               |
|     | Female Constables | 57  | 582.07 | 68.468        | 9.069          |       |                   |

Table No. 2- EIS of Male and Female Junior Category.

## 3. Social Skills of Male and Female Senior Category.

| Social Skills | Category        | N  | Mean   | SD. Deviation | SD. Error Mean | T      | Significant Level |
|---------------|-----------------|----|--------|---------------|----------------|--------|-------------------|
|               | Male Officers   | 73 | 146.82 | 16.343        | 1.913          | 0.3125 | NS                |
|               | Female Officers | 4  | 148.25 | 26.638        | 13.319         |        |                   |

Table No.3 - Social Skills of Male and Female Senior Category.

## 4. Social Skills of Male and Female Junior Category.

| Social Skills | Category          | N   | Mean   | SD. Deviation | SD. Error Mean | t    | Significant Level |
|---------------|-------------------|-----|--------|---------------|----------------|------|-------------------|
|               | Male Constables   | 549 | 145.84 | 18.203        | 0.777          | 2.87 | .05               |
|               | Female Constables | 57  | 145.35 | 22.486        | 2.978          |      |                   |

Table No.4 - Social Skills of Male and Female Junior Category.

## 5. Empathy of Male and Female Senior Category.

| Empathy | Category        | N  | Mean   | SD. Deviation | SD. Error Mean | t     | Significant Level |
|---------|-----------------|----|--------|---------------|----------------|-------|-------------------|
|         | Male Officers   | 73 | 104.08 | 10.751        | 1.258          | 1.622 | NS                |
|         | Female Officers | 4  | 113.00 | 9.592         | 4.796          |       |                   |

Table No.5 - Empathy of Male and Female Senior Category.

## 6. Empathy of Male and Female Junior Category.

| Empathy | Category          | N   | Mean   | SD. Deviation | SD. Error Mean | t     | Significant Level |
|---------|-------------------|-----|--------|---------------|----------------|-------|-------------------|
|         | Male Constables   | 549 | 13.973 | 12.851        | 0.548          | 1.004 | NS                |
|         | Female Constables | 57  | 105.61 | 13.973        | 1.851          |       |                   |



Table No.6 – Empathy of Male and Female Junior Category.

**7. Self-awareness of Male and Female Senior Category**

| Self-awareness | Category        | N  | Mean  | SD. Deviation | SD. Error Mean | t     | Significant Level |
|----------------|-----------------|----|-------|---------------|----------------|-------|-------------------|
|                | Male Officers   | 73 | 79.59 | 7.726         | 0.904          | 3.204 | .01               |
|                | Female Officers | 4  | 76.50 | 9.883         | 4.941          |       |                   |

Table No.7 - Self-awareness of Male and Female Senior Category

**8. Self-awareness of Male and Female Junior Category.**

| Self-awareness | Category          | N   | Mean  | SD. Deviation | SD. Error Mean | T    | Significant Level |
|----------------|-------------------|-----|-------|---------------|----------------|------|-------------------|
|                | Male Constables   | 549 | 78.41 | 8.657         | 0.369          | 1.23 | NS                |
|                | Female Constables | 57  | 78.39 | 8.119         | 1.075          |      |                   |

Table No.8 - Self-awareness of Male and Female Junior Category.

**9. Motivating oneself of Male and Female Senior Category**

| Motivating oneself | Category        | N  | Mean   | SD. Deviation | SD. Error Mean | t     | Significant Level |
|--------------------|-----------------|----|--------|---------------|----------------|-------|-------------------|
|                    | Male Officers   | 73 | 122.07 | 10.593        | 1.240          | 3.083 | .01               |
|                    | Female Officers | 4  | 123.00 | 21.213        | 10.607         |       |                   |

Table No.9 - Motivating oneself of Male and Female Senior Category

**10. Motivating Oneself of Male and Female Junior Category.**

| Motivating oneself | Category          | N   | Mean   | SD. Deviation | SD. Error Mean | T    | Significant Level |
|--------------------|-------------------|-----|--------|---------------|----------------|------|-------------------|
|                    | Male Constables   | 549 | 121.95 | 13.310        | 0.568          | 3.21 | .01               |
|                    | Female Constables | 57  | 122.65 | 15.877        | 2.103          |      |                   |

Table No.10 - Motivating Oneself of Male and Female Junior Category.

**Data Analysis:-**

The collected primary data was processed using “SPSS- Statistical Packages for Social Sciences” software and was analyzed to check the hypothesis; the obtained result is represented in the chart and tabular form as follows:

**1. EIS of Male and Female Senior Category :**

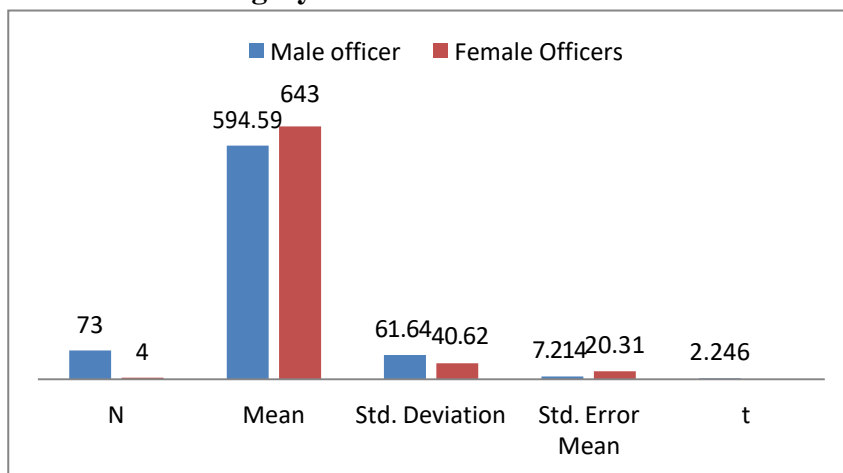


Chart No.1 - EIS of Male and Female Senior Category

**2. EIS of Male and Female Junior Category.**

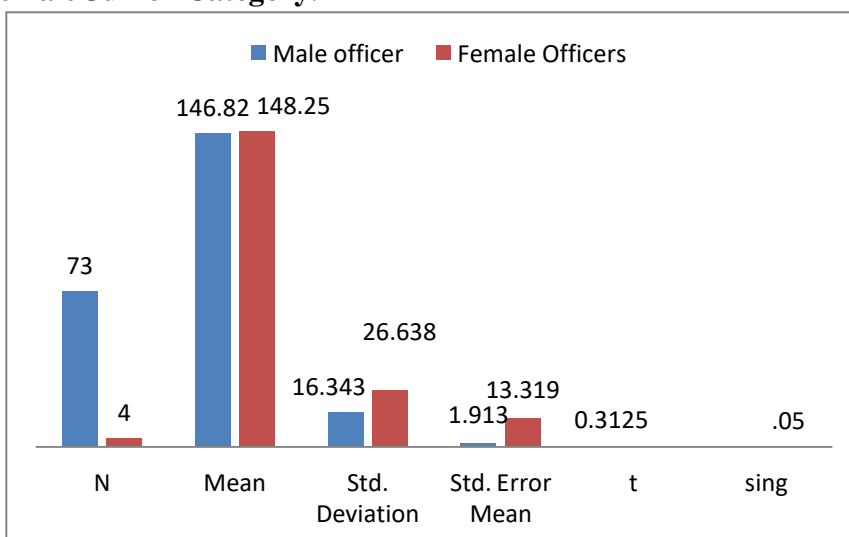


Chart No.2 - EIS of Male and Female Junior Category.

**3. Social Skills of Male and Female Senior Category.**

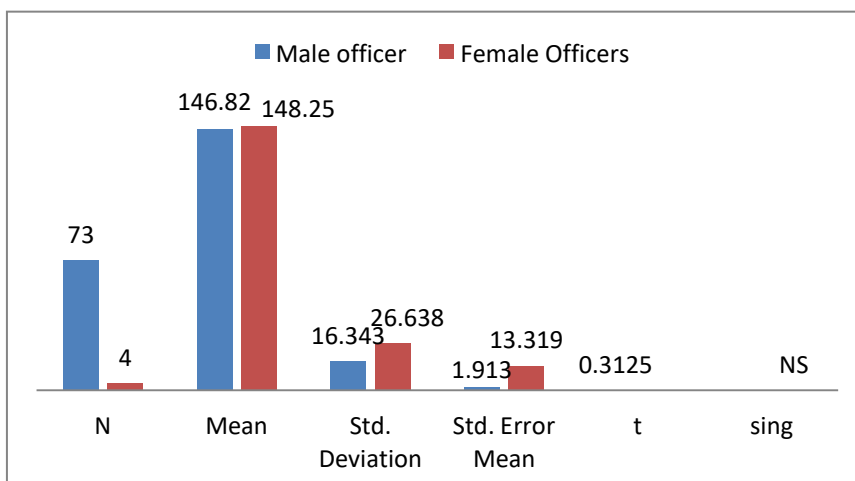


Chart No.3 - Social Skills of Male and Female Senior Category.

#### 4. Social Skills of Male and Female Junior Category.

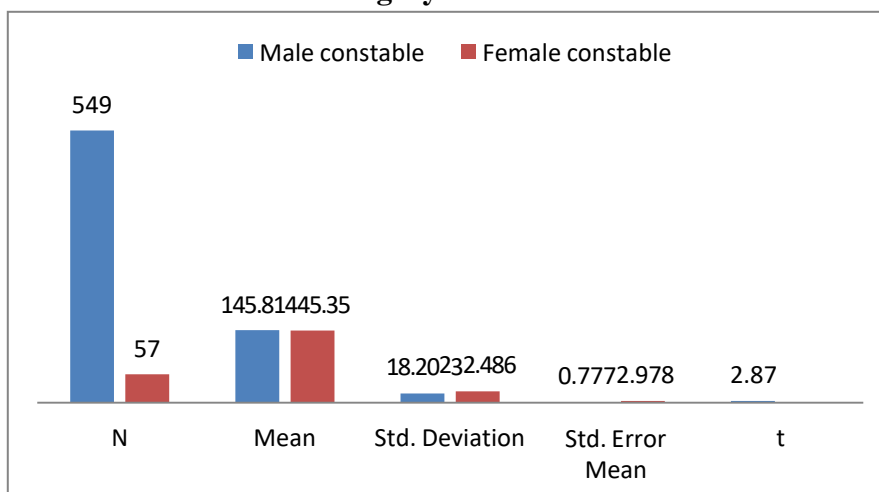


Chart No.4 - Social Skills of Male and Female Junior Category.

#### 5. Empathy of Male and Female Senior Category.

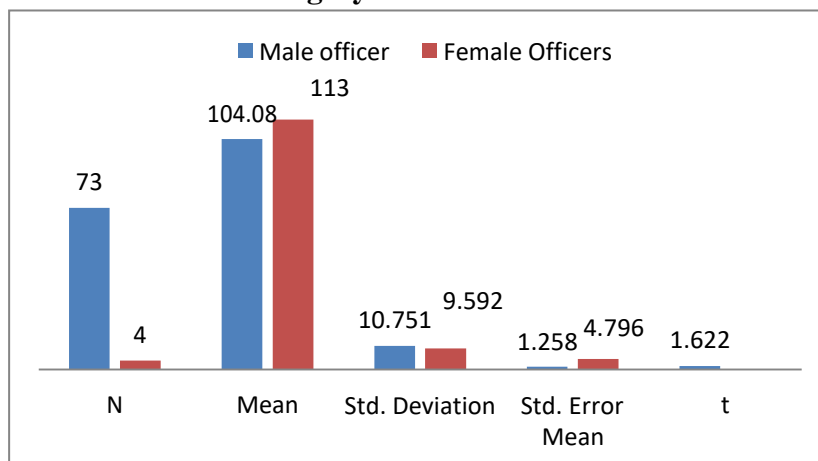


Chart No.5 - Empathy of Male and Female Senior Category.

#### 6. Empathy of Male and Female Junior Category.

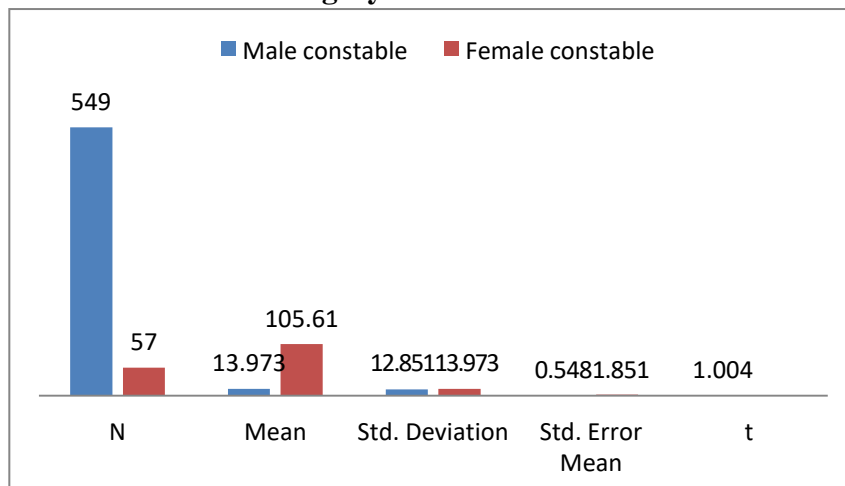


Chart No.6 - Empathy of Male and Female Junior Category.

**7. Self-awareness of Male and Female Senior Category.**

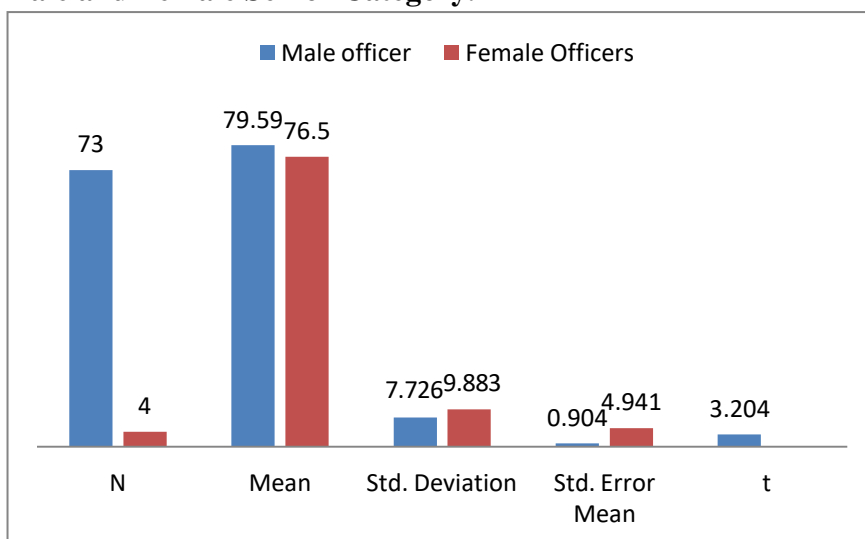


Chart No.7 -Self-awareness of Male and Female Senior Category.

**8. Self-awareness of Male and Female Junior Category.**

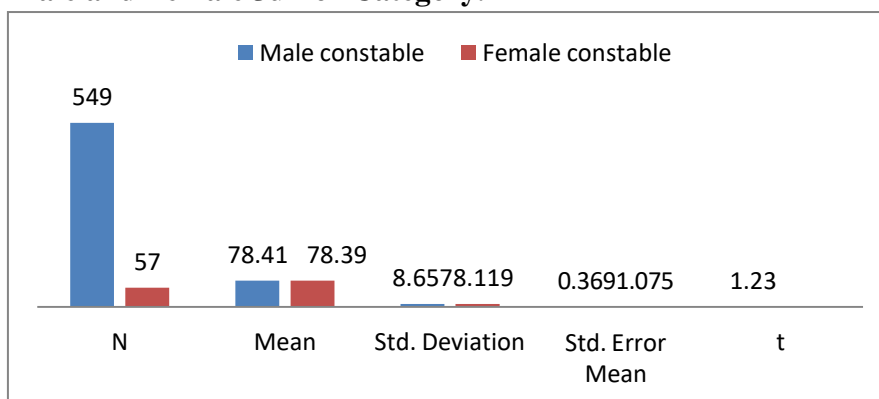


Chart No.8 - Self-awareness of Male and Female Junior Category

**9. Motivating oneself of Male and Female Senior Category**

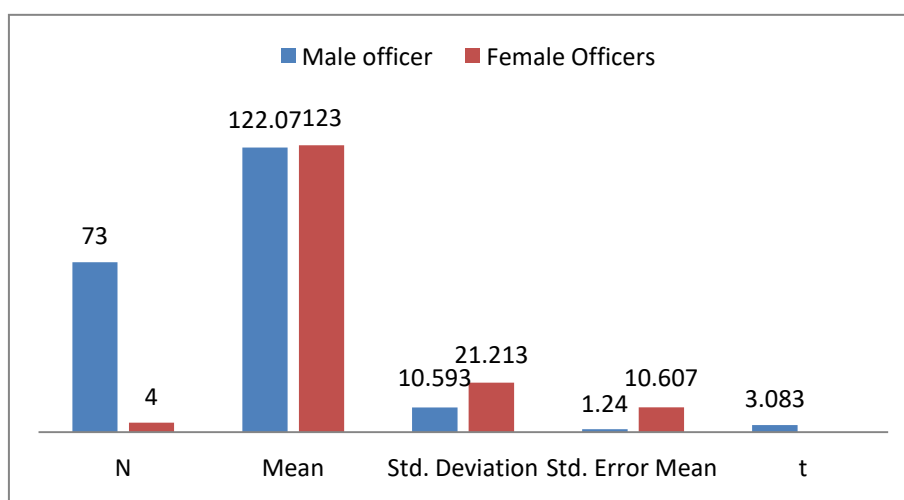


Chart No.9 - Motivating oneself of Male and Female Senior Category.

## 10. Motivating Oneself of Male and Female Junior Category.

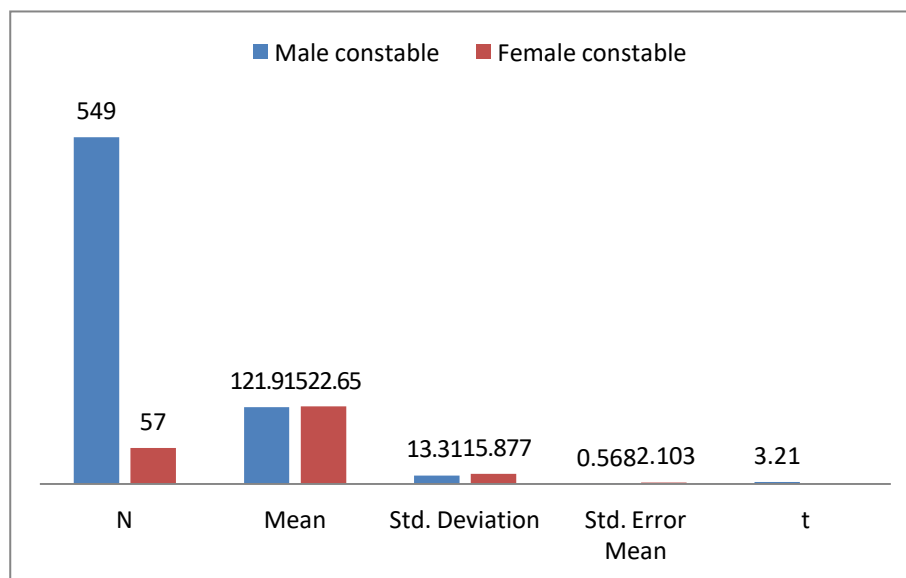


Chart No.10 - Motivating Oneself of Male and Female Junior Category.

### Testing Hypothesis:-

#### Hypothesis 1 –

- Female Officer's mean is 643.00, Standard Deviation is 40.620 and Standard Mean is 20.310; whereas Male Officer's mean is 594.59, Standard Deviation is 61.640 and Standard Mean is 7.214. It indicates that Female Officer's EI mean is higher than Male Officers and it is significant at 0.05.
- Hypothesis 1 is accepted because females are trained for Emotional Stability from their childhood.

#### Hypothesis 2 –

- Female Junior Category's mean is 582.07, Standard Deviation is 68.468, and mean is 9.069; whereas Male Junior Category's mean is 578.79, Standard Deviation is 65.821, and mean is 2.809. It indicates that Female Junior Category EI is higher than Male Junior Category and it is significant at 0.05.
- Hypothesis 2 is accepted because females are trained for Emotional Stability from their childhood.

#### Hypothesis 3 –

- Female Officer's mean is 148.25, Standard Deviation is 26.638 and Standard mean is 13.319; whereas Male Officer's mean is 146.82, Standard Deviation is 16.343, and mean is 1.913.
- Hypothesis 3 is rejected due to the impact of the inclusion of 'Social Training' in basic police induction training, because of it no significant difference between the Male and Female Senior Category.

#### Hypothesis 4 -

- Female Junior categories's mean is 145.35, Standard Deviation is 22.486 and Standard mean is 2.978; whereas Male Junior categories's mean is 145.84, Standard Deviation is 18.203, and mean is 0.777. It indicates that Male Constable's EI mean is higher than Female and it is significant at .05.

- b) Hypothesis 4 is accepted because from childhood girls are controlled by parents. It is not motivating to the girl child for developing the socials. Exactly opposite about the boys this behaviour is imitating in adulthood.

**Hypothesis 5 –**

- a) Female Officer's mean is 113.00, Standard Deviation is 9.592, and Standard mean is 13.319; whereas Male Officer's mean is 104.08, Standard Deviation is 10.751 and Standard mean is 1.258.
- b) Hypothesis 5 is rejected due to the impact of the inclusion of 'Empathy in Social Training' is also given in basic police induction training, because of it no significant difference between the Male and Female Senior Category.

**Hypothesis 6 –**

- a) Female Junior Category's mean is 105.61, Standard Deviation is 13.973, and Standard mean is 1.851; whereas Male Junior Category's mean is 13.973, Standard Deviation is 12.851 and Standard mean is 0.548.
- b) Hypothesis 6 is rejected because the inclusion of 'Social Scale Empathy Training' is given in basic police induction training, therefore there is no significant difference between the Male and Female Junior Category.

**Hypothesis 7 -**

- a) Female officer's mean is 76.50, standard deviation is 9.883 and standard mean is 4.941; whereas male officer's mean is 79.59, standard deviation is 7.726 and Standard Mean is 0.904. It indicates that male officer's EI mean is higher than Female Officers and it is significant on .01.
- b) Hypothesis 7 is accepted because in general overall world is observing MTP as the mirror of the 'Mumbai Police'. More particularly males are aware about their selves because they are presenting themselves in society for self-impression, self-awareness.

**Hypothesis 8 -**

- a) Female Junior categories's mean is 78.39, Standard Deviation is 8.119 and Standard mean is 1.075; whereas Male Junior categories's mean is 78.41, Standard Deviation is 8.657 and Standard mean is 0.369.
- b) Hypothesis 8 is rejected because under certain conditions self-awareness corresponds to extra self-monitoring to performing ability under utmost circumstances.

**Hypothesis 9 -**

- a) Female Officer's mean is 123.00, Standard Deviation is 21.213, and Standard Mean is 21.213; whereas Male Officer's mean is 122.07, Standard Deviation is 10.593, and Standard Mean is 1.240. It indicates that Female Officer's EI mean is higher than Male Officers and it is significant on .01.
- b) Hypothesis 9 is accepted because Male officers are seen more motivated, whereas female officers has to look after their official duty as well as household activities too.

**Hypothesis 10 –**

- a) Female Constable's mean is 122.65, Standard Deviation is 15.877 and Standard mean is 2.103; whereas Male Constable's mean is 121.95, Standard Deviation is 13.310, and mean is 0.568. It indicates that Female Constable's EI mean is higher than Males and it is significant at 0.01.
- b) Hypothesis 10 is accepted because family environmental facts, social facets are affecting developing motivating oneself (Moose, 1969).<sup>xlv</sup>

### **Implications of the Study:-**

The outcome of the study suggests a relationship between Emotional Intelligence and other dimensions among Police Officers and Constabulary Staff of Mumbai Traffic Police. Which was measured in different contexts of Social Skills, Empathy, Self-awareness, Motivating Oneself which are linked with routine policing situations, Road Safety Petrol, Community Policing, Law Enforcement, Road Safety, Law and Order Situations, Training, Education, Maintaining Family Relationship and taking Care / Precautions during Pandemic situations, etc.

### **Limitations and Future Scope of the Study:-**

This analysis is related and data was collected only from Mumbai Traffic Police. Socio-Economic data was collected but it was not analyzed. The future scope for the study is that this research may be used for conducting a study of police and/or armed forces in India (with adding local languages, if required).

### **Acknowledgements:-**

The authors would like to thank and acknowledge Mumbai Traffic Police / Mumbai Police / Maharashtra State Police, India for providing data and Dr. Abhay S. Shaligram, Asstt. Professor, Department of Psychology, Ahmednagar College, Maharashtra, India for extending his valuable help in data analysis and interpretation.

### **Funding:-**

The authors did not receive any funding / finance for carrying out the present research, authorship or publication of this article.

### **Conclusion:-**

In the present case study female senior and junior category are found more emotionally stable as compared to male senior and junior category. A focus of training needs to be brought at male category for maintaining emotional stability.

Policing in the 21<sup>st</sup> Century is an effective instrument of public service having stable emotional intelligence and sound communication skills; which are equally consequential to the police department and society at large. Police has to face stress owing to their challenging duty. EI is more important than IQ from a psychological view.

21<sup>st</sup> generation police need premium qualities of de-escalation strategies; building trust and legitimacy; technology and social media; policy and oversight; community policing and crime reduction; officer training and education; officer safety and wellness.

In police departments emotional intelligence is highly concerned both personally and organizationally; there is always need to continue to train, think, adapt and behave according to various needs while managing road traffic, safety, and law enforcement which affect people at large.

### **References:-**

- 
- i Buck, R. (1985). Prime theory: An integrated view of motivation and emotion. Psychological review, 92(3), 389.

- 
- ii Lindsley, D. B. (1951). Emotion.
- iii Cacioppo, J. T., & Gardner, W. L. (1999). Emotion. *Annual review of psychology*, 50(1), 191-214.
- iv Salovey, P., & Mayer, J. D. (1990). Emotional Intelligence. *Imagination, cognition and personality*, 9(3), 185-211.
- v Mayer, J. D., & Salovey, P. (1997). What is Emotional Intelligence. *Emotional development and emotional intelligence: Educational implications*, 3, 31.
- vi Mayer, J. D., Caruso, D. R., & Salovey, P. (1999). Emotional intelligence meets traditional standards for an intelligence. *Intelligence*, 27(4), 267-298.
- vii Mayer, J. D., Salovey, P., Caruso, D. R., & Sitarenios, G. (2001). Emotional intelligence as a standard intelligence.
- viii Bar-On, R. (1997). BarOn emotional quotient inventory. *Multi-health systems*.
- ix Bar-On, R. (2000). Emotional and social intelligence: Insights from the Emotional Quotient Inventory.
- x Guest, D. E. (2002). Perspectives on the study of work-life balance. *Social Science Information*, 41(2), 255-279.
- xi Salovey, P., & Mayer, J. D. (1990). Emotional intelligence. *Imagination, cognition and personality*, 9(3), 185-211.
- xii Mayer, J. D. (2002). MSCEIT: Mayer-Salovey-Caruso emotional intelligence test. Toronto, Canada: Multi-Health Systems.
- xiii Newman, M. A., Guy, M. E., & Mastracci, S. H. (2009). Beyond cognition: Affective leadership and emotional labor. *Public Administration Review*, 69(1), 6-20.
- xiv Sunshine, J., & Tyler, T. R. (2003). The role of procedural justice and legitimacy in shaping public support for policing. *Law & society review*, 37(3), 513-548.
- xv Fisher-McAuley, G., Stanton, J., Jolton, J., & Gavin, J. (2003, April). Modelling the relationship between work life balance and organisational outcomes. In *Annual Conference of the Society for Industrial-Organisational Psychology*. Orlando (pp. 1-26).
- xvi Gresham, F. M., & Lemanek, K. L. (1983). Social skills: A review of cognitive-behavioral training procedures with children. *Journal of Applied Developmental Psychology*, 4(3), 239-261.
- xviii Osipow, S. H. (1968). *Theories of Career Development. A Comparison of the Theories*.
- xix Elliott, R., Bohart, A. C., Watson, J. C., & Greenberg, L. S. (2011). Empathy. *Psychotherapy*, 48(1), 43.
- xx Morin, A. (2011). Self-awareness part 1: Definition, measures, effects, functions, and antecedents. *Social and personality psychology compass*, 5(10), 807-823.



- xxi Pyszczynski, T., & Greenberg, J. (1987). Self-regulatory perseveration and the depressive self-focusing style: a self-awareness theory of reactive depression. *Psychological bulletin*, 102(1), 122.
- xxii Breines, J. G., & Chen, S. (2012). Self-compassion increases self-improvement motivation. *Personality and Social Psychology Bulletin*, 38(9), 1133-1143.
- xxiii Model Police Bill (2015), BPR&D, MHA, GOI, Retrieved from - [https://bprd.nic.in/WriteReadData/Orders/Model%20Police%20Bill%202015\\_21st%20Aug%20\(1\).pdf](https://bprd.nic.in/WriteReadData/Orders/Model%20Police%20Bill%202015_21st%20Aug%20(1).pdf)
- xxiv Garrett, H. B. (1981). The charging of spacecraft surfaces. *Reviews of Geophysics*, 19(4), 577-616.
- xxv Brackett, M. A., & Mayer, J. D. (2003). Convergent, discriminant, and incremental validity of competing measures of emotional intelligence. *Personality and social psychology bulletin*, 29(9), 1147-1158.
- xxvi Emotional Intelligence-Why All Police Officers Need It - admin and George Anderson 05/18/2021 at 21:51 - Reply  
<https://www.civilservicesuccess.com/emotional-intelligence-why-all-police-officers-need-it/>
- xxvii Dr.Vibhuti Gupta, & Amit Kumar (2020). The Indian, police, journal, IPJ, volume, 67, number, 3, July, September, and 2020.
- xxviii Jafri, M. H. (2020). Moderating role of emotional intelligence on personality–employee creativity relationship. *Management and Labour Studies*, 45(1), 15-30.
- xxix Semrad, M., & Scott-Parker, B. (2020).Police, personality and the ability to deceive. *International Journal of Police Science & Management*, 22(1), 50-61
- xxx Pūraitė, A., & Prokofjeva, N. (2019).Emotional intelligence as a key concept to successful police leadership and cooperation in the global world.*Public Security and Public Order*, (22).
- xxxi Sabarwal, L., & Sharma, P. (2019).Emotional Intelligence and Job Satisfaction among Police Personnel.*International Journal of Health Sciences and Researc*, 9(5).
- xxxii Bouchard, J. A. (2019). Examination of Emotional Intelligence and Authentic Leadership in Law Enforcement Supervisors: A Correlational Study (Doctoral dissertation, Keiser University).
- xxxiii Blumberg, D. M., Schlosser, M. D., Papazoglou, K., Creighton, S., & Kaye, C. C. ( 2019). New directions in police academy training: A call to action. *International Journal of Environmental Research and Public Health*, 16(24), 4941.
- xxxiv McCutcheon, M. (2018).Emotional Intelligence and Organizational Stress of Police Officers.*InSight: Rivier Academic Journal*, 14(1).
- xxxv Musuguri, J. N. (2018). The impact of community policing in giving special attention to vulnerable groups: a social work perspective. *African Journal of Social Work*, 8(2), 102-108.
- xxxvi Escamilla, J. H. (2017). To Protect and also Serve: Emotional Intelligence in Police Officers (Doctoral dissertation, University of Illinois at Chicago).

- 
- <sup>xxxvii</sup> Kumarasamy, M. M., Pangil, F., & Mohd Isa, M. F. (2016). The effect of emotional intelligence on police officers' work-life balance: The moderating role of organizational support. *International Journal of Police Science & Management*, 18(3), 184-194.
- <sup>xxxviii</sup> Grabbe, H., & Lehne, S. (2015). Emotional intelligence for EU democracy. *Carnegie Endowment for International Peace*.
- <sup>xxxix</sup> Ramchunder, Y., & Martins, N. (2014). The role of self-efficacy, emotional intelligence and leadership style as attributes of leadership effectiveness. *SA Journal of Industrial Psychology*, 40(1), 1-11.
- <sup>xl</sup> Brunetto, Y., Teo, S. T., Shacklock, K., & Farr-Wharton, R. (2012). Emotional intelligence, job satisfaction, well-being and engagement: explaining organisational commitment and turnover intentions in policing. *Human Resource Management Journal*, 22(4), 428-441.
- <sup>xli</sup> Dar, O. H. (2010). Influence of Emotional Intelligence and Psychological well being on Work Commitment; a Study of Police Personnel (Doctoral dissertation, Aligarh Muslim University).
- <sup>xlii</sup> Afolabi, O. A., Awosola, R. K., & Omole, S. O. (2010). Influence of emotional intelligence and gender on job performance and job satisfaction among Nigerian policemen. *Current Research Journal of Social Sciences*, 2(3), 147-154.
- <sup>xliii</sup> Turner, T. W. (2009). Understanding the benefits of emotional intelligence for officer growth and agency budgets. *The Police Chief*, 76(8), 94-96.
- <sup>xliv</sup> Saville, G. (2006). Emotional intelligence in policing. *Police Chief*, 73(11), 38.
- <sup>xlv</sup> Moose, M. G., Ross, C. V., & Pfander, W. H. (1969). Nutritional and environmental relationships with lambs. *Journal of Animal Science*, 29(4), 619-627.

\*\*\*