

## EMOTIONAL INTELLIGENCE OF WOMEN POLICE PERSONNEL'S IN KERALA

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**Abstract** The concept that Women police personnel's are tough, and that trauma and violence have minimal impact on their emotional health is a myth. Showing emotions is no longer measured a weakness, and as a result, law enforcement departments are engaging great value on Personnel's who exhibit emotional intelligence. So this study aim to know the Socio-economic profile of the Women Police personnel's and to find the level of Emotional Intelligence of Women Police personnel's. This study is based on primary data which was collected with the help of well structured questionnaire. The questions relating to the personal profile and level of emotional intelligence among Police personnel's are framed and the secondary was used through various magazines and journals. To indicate the Emotional Intelligence scale here Daniel Goleman's Emotional Intelligence scale was used to measure emotional intelligence among Women Police Personnel's in Kerala. The study focuses on the Women Police Personnel's in Palakkad, Kerala. A sample of 70 Women Police Personnel's are been selected by adopting Snowball sampling technique. The statistical tools like Simple percentage and Chi-Square is used to analyse the gathered data. Daniel Goleman's Emotional Intelligence includes Self – awareness, Self- regulation, Motivation, Empathy and Social skills which were taken into an index .Out of 26 variables selected, only 10 variables are found to be associated namely Age, Job nature of spouse, No. of children in the family , Gross monthly income, Gross family income, Work experience and Expectation of honesty in police. So it is clear that emotions play an important role in fulfillment of individual's personal and professional lives.

**Key Words:** Emotional Intelligence, Women Police

### 1.Introduction

Policing is the science of upholding peace and order in an ever-changing society. Being a Women police officer, it is a challenging task on the front line, dealing with violent situations, dangerous criminal activities and life or death scenarios. Most of their work comprises of dealing with strong emotions and stressful situations. Women's contribution to wars are pivotal. They played a vital role in the world wars during the Independence of India. In fact, recently in India women were at the lead of the huge honest protests for various issues. But society's expectation from females to fulfill their "Feminine" responsibilities never got stopped. Females are expected to balance all their roles and execute them to perfection, that is along with working in a male-dominated area, they cannot be led astray from their traditional feminine duties, such as cooking, taking care of the children, and striking a balance between all family members. Research shows that suppressing human emotions can lead to serious consequences, especially among law enforcement officers who deal with emotionally charged conditions on a daily basis. The understanding of the concept of Emotional Intelligence , here become very important , since Emotional Intelligence is highly significant in the success growth and development of an individual .

### Emotional Intelligence

Emotional intelligence helps the police personnel's effectively and efficiently to meet the demands they face on the streets. It also helps them balance their personal and work lives without one slopping into the other. Police officers meet so many people day in and day out that they forget that these are humans with real disputes. Emotional Intelligence is the ability to acknowledge ones and other's emotions, then leverage emotional information to adapt thinking and behavior to the environment and to achieve one's goal. Daniel Goleman , a science journalist, popularized it in 1995, with his book