

**Impact of Welfare Schemes on Subjective Well-Being
of
CISF and ITBP Personnel**

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and
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— **Pramod Shripad Phalnikar**

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“Promise Yourself”

*To be strong that nothing,
can disturb your peace of mind.
To talk health, happiness and prosperity,
to every person you meet.*

*To make all your friends feel,
that there is something in them.
To look at the sunny side of everything,
and make your optimism come true.*

*To think only the best, to work only the best,
and to expect only the best.
To be just as enthusiastic
about the success of others,
and give every living creature you meet a smile.*

*To give so much time to the improvement of yourself,
that you have no time to criticize others.
To be too large for worry, too noble for anger,
too strong for fear,
and too happy to permit the presence of trouble.*

*To think well of yourself and
to proclaim this fact to the world,
not in loud words but great deeds.*

*To live in faith that the
whole world is on your side,
so long as you are true
to the best that is in you”*

**– Christian D. Larson,
Your Forces and How to Use Them**

मेरा वादा

हौसले हो बुलंद ऐसे की
कोई आँधी डगमगा न सके
जो भी राहमे मिले उन्हीसे
मनमौजी जैसे गले मिले

हर दोस्तको लगे कि
जिगर यार है ये अपना
सूरजकी रोशनीको हम
अंधेरेमे भी सुलगा सके

सतकी हो सोच और
कर्मकी करे बाते
अपनी जीत के साथ साथ
सबकी जीत मना सके

बीते कल मे क्या रखा हैं
कलको अपनी मुट्ठीमें ले
अपनी मुस्कुराहटोको बाँटकर
हर दिलमें खुशिया थमा सके

जो कम हैं करदे पूरा
दुसरोपे क्यों उंगलिया उठाएं
उलझन, गुस्सा, डरको थूके
वर्तमानसे क्यू ना लडे?

जब मनमें हो विश्वास पूरा
कुछ करनेसे पहचान बने
खुदसे आंख मिला सकता जो
दुनियाभी उसके साथ रहे

भावानुवाद :
डॉ. अनघा लवळेकर

INTRODUCTION AND CONCEPTUAL FRAMEWORK

1.1 OVERVIEW

Indian Police System in its present form is a legacy of British era with a strong emphasis on regimentation and a clear cut divide between Officers, especially top level Officers and men. This system has undergone many changes after independence, but the general character has remained the same from behavioral point of view. On one hand, the nature and scope of Police service has undergone drastic changes, but there have not been commensurate changes in the structure and processes.

Since the nature and scope has undergone drastic changes and since the input level of Constabulary also has risen in terms of educational qualification, there has been enhanced level of aspirations, which is further accentuated because of technological advances, especially advances in communication which leads to enhanced stress and consequent psychological manifestations.

It has been observed that at the Central level as well as at the State level, the Police job is quite stressful compared to other jobs in the Govt service. This continuous stress coupled with increasing demands of the environment has given rise to lot of problems of mental health and has manifested in various acts of violence against self and others at different levels.

The duties of Central Armed police Forces (CAPFs) have also grown multifold with Central intervention in assisting State Police growing in maintenance of law and order as well as detection of important crimes. Central Police Forces are also frequently deployed in various State Elections as well as Parliamentary Elections. The CAPFs deployed at the borders also have experienced completely changed scenario requiring continuous monitoring and effective intervention. At the micro level, Central Police Forces also face problems of staying away from their families for a very long time and from their own social network for still longer time. In certain areas like LWE affected areas, Central Police Forces have almost taken over the frontline from the State Police Forces.

At the Central level, these problems of mental health as manifested in various instances of fratricide or homicide and suicides. It has been observed that the personnel of Central

Armed Police Forces stay away from their families for a very long duration and are unable to look after their families properly. Therefore, when they go home on leave, they get overwhelmed with the problems at home which are either domestic disputes related to property and other reason or tensions generating because of improper performance of their children on the educational front. It has, therefore, been noticed that the Police personnel coming back from leave have many cases resorted to unprovoked and unbridled violence. For example, a Head Constable from CISF who had incurred a lot of debt at home front because of various reasons could not cope up with the consequent mental tension, and on returning from leave, opened fire indiscriminately without provocation, causing injuries to civilian as well as Force personnel. There has also been an instance in which a Constable, who was reprimanded for certain fault, took it so severely against himself, that he killed the Sub-Inspector, who in his opinion was responsible for initiating disciplinary action against him.

At the State level, since Police are extremely overburdened and because of the conditions as mentioned above, there have been many instances of over reactive policing in law and order situations where different Enquiries and Commissions have concluded that Police action was disproportionately violent and unjustifiable. However, the Police have their own version and are generally seen justifying their actions in a particular environment. The excessive demanding social system expecting speedy detection of crimes, especially property crimes and also terror related crimes have also given rise to various instances of use of excessive force in the custody as well as custodial deaths also in some cases. The behavior of Police is also considered to be rude and lacking empathy and the social system in general remains indifferent to the problems of Police personnel, working conditions, political interference, consequent job stress and excessive expectations, some times even unrealistic, which gives rise to these instances which in fact are the manifestations of stressed out and burned out psychological conditions. There have also been instances of violence against self and suicide in the State Police Organizations and domestic violence.

1.2 STRESS: ALWAYS A FOCUS

The Outlook Dec. 15, 2014 issue carries an article “The Foster Forces” focusing on the problems of Central Armed Police Forces. An Officer has been quoted in this article saying that the CAPFs are extremely capacity deficient and since they are performing the same duties as the Armed Force they expect the level of treatment and facilities at par with Indian Army. The article states on the basis MHA records that at least one trooper from

any one of CAPF commits suicide every three days. Senior Officers have been quoted in this article expressing dissatisfaction over the kind of respect or the lack of it which CAPFs get in the society or operational scenario in spite of the fact that most of the CAPFs are first line of defence and are therefore involved on 24 x 7 x 365 basis of serious operational situations.

Such discussions and articles about low morale of personnel of CAPFs or various attempts to find out the causes of stress in Police or CAPFs and consequent acts of homicide or suicide are being conducted at various levels for long time and therefore are not uncommon.

BP&RD has also conducted several research projects for stress in Police or mental health problems. Thus, in 1996, an epidemiological Study (S.M. Channabasavana BPR & D Compendium of Projects Research Report 101 Pages 159-237) was conducted about mental health problems among Police personnel which listed various problems being faced by them. There is high prevalence of psychological problems in the Police personnel. The study has also recommended various welfare programs for promoting positive mental health. Psychologists, Psychiatrists or counselors, according to the study need to be posted in Police hospitals for identifying mental health problems. The study also emphasized on counselling the personnel about proper coping strategies.

In 2005, in a project related to stress management in CPMFs undertaken by Shri S R Mehra, Shri Sharda Prasad and Shri R C Arora (BPR & D Compendium Research Report 143 Page 262-306) overwhelming deployment of CAPFs in high risk violence prone areas with negligible peace slots was identified as a major stressor. Lack of proper infrastructure and mechanism to sensitize personnel was also identified as contributing factor to stress. The study has also recommended in house stress coping mechanism in CAPFs and important changes in transfer policies as well grievance redressal machinery.

In a doctoral project about stress in Police, Dr Pragya Mathur has concluded that Police in India has clear signs of work related stress experiencing its negative impact on health and work. She has, therefore, recommended that Police organizations need to sit up and take note of the crucial problem of stress and a comprehensive plan for the recognition, diagnosis and management of stress and stress control programs are required to be introduced. She has also recommended psychological screening, psychiatric evaluation, and appointment of police department psychologists for counseling and most importantly need to take into account and address the problems of police families.

Thus, stress in Police has been an important aspect, in fact important subject of study and deliberations for a long time.

Such continuous need to keep on analyzing the factors and circumstances and required changes in structures, processes and attitudes is also justified considering series of instances of acts of violence against self or others in CAPFs and in State Police. There have been incidents of personnel firing randomly and killing their own brethren in numbers in CAPFs as well as in State Police. Whenever such incidents occur they are followed by problems specific and immediate action oriented measures. For example, in a Police Station in Mumbai where Station House Officer was killed by his junior Officer, who then committed suicide himself, the incident was followed by entrusting a questionnaire to everyone to find out the status of mental health problems which could suddenly culminate into such incidents.

In the Outlook article mentioned above, Senior Officers have tried to identify problem areas like living conditions, allowances, hostile work conditions, lack of rest and recuperation, abysmal availability of infrastructure, lack of proper training etc and held that discrimination against CAPF has dented morale.

Thus, studies about the problems of stress and mental health and causative factors are not un-common and though insufficient, there have been some efforts and measures taken to implement important findings.

Such immediate measures need to be converted to a reliable system processes for profiling, identifying and ensuring necessary interventions.

1.3 ROLE OF WELFARE SCHEMES

Welfare schemes play an important role in the context mentioned above. National Police Commission has held that welfare in the Police defers from any of the schemes for the welfare of other Government servants. The manner in which Policemen live and serve and their exceptional handicaps make welfare specifically important. Such measures have generally been accepted as normal by industry in the private and public sector where they are almost completely supported by institutional funds but Police welfare measures have suffered owing to inadequate appreciation of their importance and lack of enthusiastic involvement at various levels.

The National Police Commission has held that Police welfare schemes may be broadly divided into two categories. The first category would cover such items like Pension, Gratuity, medical facilities, housing which would be deemed as a part of conditions of service and therefore should be funded fully and adequately by the Government. The second category would cover such measures like welfare schemes to provide work for police families and help in augmenting their income, financial aid and encouragement for pursuing higher studies by police children, financial relief in distress situations not provided for under the regular rules, recreation and entertainment facilities for families.

Presently, various welfare schemes in CAPFs (A detailed comparative chart of welfare schemes of all the CAPFs and Maharashtra & MP Police is attached at Annexure IV) generally focus on (1) Financial assistance for medical treatment (2) Financial assistance for education of children (3) Education related other aspects, such as scholarships/Reservations of seats (4) Welfare of the retired personnel.(5) Regimental funds for various entertainment programs etc. (6) Making available some important consumer items at concessional rates through CPC.

Thus, broadly the present welfare schemes focus on providing financial assistance in various situations and education related support.

The importance of role of welfare schemes lies in the fact that they try to play a balancing role by compensating for what the Police personnel cannot provide due to their work pattern. Since the very nature of the duties and deployment does not allow the Policemen in CAPFs and State Police to provide sufficient time and resources for the concerns related to family, education of children, health problems of family members need to serve and take care of problems of aging parents, domestic problems at native places, the welfare schemes try to help the personnel in these aspects. Thus, welfare schemes in a way try to maintain effective and satisfactorily positive work life balance (WLB). This surely helps in reducing the stress.

1.4 ALTERNATIVE APPROACH: SAME PHENOMENAN – DIFFERENT PERSPECTIVE

However, there can be a different way of looking at the same phenomena. Thus, instead of looking at the scenario from problem point of view or from minimizing stress and mental health problems point of view the same can be looked from another perceptive of enhancing positive psychological conditions. **Thus, instead of reducing un-happiness the**

focus can be on enhancing happiness.

Happiness as a phenomenon has received attention globally in the past few decades. Even nations are ranked as per their happiness in the world happiness index. Thus, recently, India was ranked 117th in the World happiness index.

The studies indicate that in 2014, India has ranked 111th in the same index, thus, sinking by six places in 2015. The index considers environmental conditions and takes into account not only just economic measures but also positive social relationship and shared social identities that contribute positively to economic outcomes.

At an individual level also such happiness quotient can be an important tool to increase the level of happiness in different fields which would not only reduce the incidents of violence but also contribute in creating very productive and positive energy in an organization.

The consequence and paradigms shift in this approach is an emphasis on creating conditions which the personnel would perceive as contributing to her /his quality of life and therefore useful... Such areas may not necessarily be limited to the present methods of financial assistance in various situations and education related aspects and can go beyond the same.

To understand what is perceived as good quality of life or what the personnel treat as a key to their happiness the concept of subjective well-being (SWB) becomes helpful. Such an effort would not only reduce the stress but instead create enhanced level of happiness which would be positively contributing to the organizational objectives.

1.5 RELEVANCE OF SUBJECTIVE WELLBEING (SWB) CONCEPT

Subjective well being has been defined by many on the basis of their perceptive derived out of theories of happiness.

Subjective wellbeing refers to how people explain quality of their lives and includes emotional reactions as well as cognitive judgments. It has been perceived as judging life positively and feeling good. A person is said to have high SWB if he or she experiences life satisfaction and frequent joy and only infrequently experiences unpleasant emotions such as sadness or anger. There are two components of SWB. One is Affect balance which refers to emotions, moods and feelings a person has. These can be all positive, all negative or a combination of both positive and negative. Life satisfaction and satisfaction with

specific life domains are considered components of SWB. Life satisfaction is one such specific life domain. SWB and the happiness part of it is perceived as “preponderance of positive over negative efforts” and has “consistent optimistic mood state”. Human well being is treated as a multi-dimensional concept and has objective and subjective components contribute to the overall SWB. Objective criteria can be defined with reference to the individual’s own preference, interest, ideal values and attitudes. The objective indicative are only proxies and indirect measures of true conditions that are evaluated. Objective circumstances influence satisfaction within specific life domain, but subjective wellbeing is a scientific name for how people evaluate their life with reference to life satisfaction, sense of satisfaction and reduce level of pessimism. There also is an element of association between the objective and subjective components and both influence each other. In case of Police Organization living conditions, salary structure, health and medical facilities available, promotional avenues open can be treated as objective indicators of wellbeing and satisfaction about the promotional facilities, financial insurance, medical facilities, workplace environment, organizational practices, housing availability, family ties, social support can be understood in terms of subjective perceptions. Though economic and material factors are important, they are not always decisive. The welfare policies have in fact always gone beyond material considerations to instill a sense of general wellbeing in a person and to assure that he or she will always be considered as a unique individual. Social networks and the associated norms of reciprocity and trust can have powerful effects on the level of SWB and in an organizational context, on the bonds and relationships between the personnel and *esprit de corps*. Subjective wellbeing is also strongly co-related with the aspect of physical health. Health is an important determinant or subjective wellbeing and at the same physical health is strongly conditioned by social factors.

Though the affective component of the subjective wellbeing conceptualizes momentous emotional state and institutionalize feelings and the cognitive component relatively stable retrospective assessment as the quality of life as a whole, both these components have in common not only that their points of reference are internal which makes them subjective, but also that they cannot be directly and objectively observed by the outsider. Therefore, most measures trying to assess or study both these components are necessarily self reported and self evaluative.

Scientific studies suggest that the actual individual decisions and choices are determined by cognitive component rather than its affective components. These components would

obviously be affected not only by welfare policies, but also by various other factors such as socio political system, structural and process related issues in the Police Organizations. However, the welfare policies can be developed to help a personnel to cope up with the macro level factors beyond his control on one side and enhanced SWB on other side by introduction and institutionalization of specifically targeted welfare schemes.

Since the mental health problems in Police manifest themselves in different forms of undesired behavior and violence against self and others and also on the physical health of the personnel themselves and since the aim of any organization and its welfare policies is to create and enhance general sense of wellbeing, the basic question which needs to be answered on the basis of research is whether the welfare policies and the specific measures have resulted in desired state of subjective wellbeing and which additional measures are required within and outside organizational structure and process to enhance the level of SWB.

1.6 IMPACT OF WELFARE SCHEMES ON SUBJECTIVE WELL BEING

As mentioned above, since welfare schemes themselves try to provide positive work life balance by helping the personnel in such a way which would not only reduce his tension and stress related to personal and family aspects but also create happiness for him and his family. It is important to try to find out the extent to which the welfare schemes contribute to the SWB or happiness of the personnel.

However, subjective wellbeing is not a static mathematically quantifiable concept but a dynamic socio psychological construct. Therefore, in order to understand the impact of welfare schemes it would be necessary to find out the status of subjective wellbeing as a whole which means that a researcher would need to first find out the relative importance of various life domains such as material wellbeing, emotional wellbeing, inter personal relationship, intimacy, health, productivity, place in community, safety, socio spiritual aspects etc. One will be required to study the concept of quality of life from the eyes of the personnel. What constitutes good quality of life for them is subjective. After finding out their own concept of quality of life one will be required to study their own satisfaction level for each of these domains and also their life satisfaction in general as a whole as well as domain itself.

Since SWB consists of life satisfaction as a whole as well as the impact of affect, experiencing positive or negative emotions. The study of effect is also logically required. One more concept which is relevant is concept of locus of control, i.e. an extent to which

individual believe that they can control events affecting them. Individual with a strong internal locus control believe that events in their life turn primarily from their own actions. For example, when receiving test results, people with an internal locus control tend to praise or blame themselves whereas people with strong internal locus control tend to praise or blame internal factors such as Teachers or the test pattern etc.

It is only after assessing an understanding this concept of subjective wellbeing in a holistic manner, will it be desirable and possible to study the impact of welfare schemes on it. Here, it is also important to note that awareness of welfare schemes (AWS) itself has been taken as a measure of welfare schemes or benefits obtained from them because firstly, the actual benefit derived by the personnel tend to be remembered or recounted on the basis of their own memory of the past years of service and to get exact details for all these years may not be administratively possible. Secondly, if the individual's own account of only benefit is taken as a measure then it is likely to be misleading in some cases because of obvious reasons. Thirdly, even if an individual has not actually obtained the benefit of particular welfare schemes the very existence of such a welfare schemes would affect his subjective well being because he knows that if required he can avail those facilities. This applies not only in cases of medical assistance but also in educational field as well.

In this project we have tried to assess the Subjective Well Being(SWB) of the respondents in three stages 1.Firstly assessing their concept of quality of life and then satisfaction which they derive from their own life 2.Secondly by comprehensively estimating the basic components of SWB, i.e.affect states and life satisfaction 3.Thirdly by studying status of locus of control of the group.These three stages provide a very comprehensive picture of SWB and its components as well as relative importance of the domain areas.

The correlation of SWB and Awareness of welfare schemes (AWS) was studied after assessing SWB.The focus has thus been to find out what more can be done to enhance the level of happiness and how welfare schemes can be designed to do that. It is therefore obvious that while doing so the present coverage of welfare schemes is likely to be diversified to cover new areas hitherto not covered under the subject of welfare.

Note: Small but representative sample of State Police (M.P. and Maharashtra) has also been Included: Since as mentioned, there are significant differences in the welfare schemes from resources and orientation point of view in both these categories of Forces (CAPF's and State Police). It was considered desirable and appropriate to include small but representative sample of state police also to make the study more insightful.

1.7 BRIEF NOTE ON CISF AND ITBP

JOURNEY OF CISF

CISF was formed by an Act of Parliament in 1968 to provide better protection and security to Public Sector Undertakings after a devastating fire in HEC, Ranchi in 1964 in which sabotage was suspected. Communal disturbances also occurred at Ranchi, Rourkela and Jamshedpur affecting the industrial establishments. The CISF will be constituted and maintained primarily for the better protection and maintenance of industrial undertakings owned by the Central Government.

With a modest strength of about 3000 personnel in 1969, today CISF has a sanctioned strength of 1, 41, 316 personnel deployed in 313 Units, in Public Sector undertaking, Joint ventures and Private Sector establishment CISF has a dedicated Fire Service providing fire protection to 91 PSUs. It has also 10 Reserve Battalions, 08 training Institutes and 39 formations.

The Force provides security cover to the critical infrastructure of the country in diverse areas like Atomic Energy, Space, Seaports, Airport, Delhi Metro, Units in the Power, Steel, Coal, Oil Sectors, Historical monuments like the Taj Mahal, Red Fort and Central Government Buildings in Delhi. CISF is also providing security to the private sector units that are of critical importance to the economy of the country.

CISF is also deployed abroad in the Indian Embassy at Nepal and as Formed Police Unit in Haiti, since 2006, CISF got the mandate of providing security cover to VIPs. Today its Special Security Group is providing security cover to 35 protectees. The consultancy wing of CISF established in 1999, has proved consultancy to 84 Govt/Semi Govt and Private Units. The force is deployed in 51 Units located in areas affected by Left Wing Extremism in J&K and 33 in North Eastern States of the country.

Apart from above, CISF provides companies for election and Internal Security duty in various states as per the requirement of Central Government and significantly contribute to internal security of the country.

To develop high standards of professionalism and efficiency, CISF has a National Industrial Security Academy at Hyderabad to train its Officers and six Regional Training Centers in different parts of the country for training of its men. CISF has also own research and development cell and a Fire Service Training Institute (FSTI) at Hyderabad. Since, 2000, providing security to Airports has been a major challenge to CISF and has developed

special module for the same at Regional Training Centre at Arakkonam (TN).

CISF recognizes the need and importance of collection of intelligence, its collation and timely dissemination. CISF have started its own intelligence training school at 5th RB Ghaziabad.

With the up gradation of training skills, equipments and modern gadgets use of state of the art technology, CISF has evolved into a highly professional and techno savvy force.

EVOLUTION OF ITBP

The Indo-Tibetan Border Police (ITBP) is one of the five Central Armed Police Forces of India, raised on 24th October, 1962, under the CRPF Act, in the wake of the Sino-Indian War of 1962. The ITBP was intended for deployment along the India's border with the Tibet Autonomous Region. ITBP is a multi-dimensional force. Presently, Battalions of ITBP are deployed on Board Guarding Duties from Karakoram Pass in Ladakh to Jachep La in Arunachal Pradesh covering 3488 Kms of India China Border are manning Boarder Out posts at an altitude ranging from 9000' to 18500' in the Western, Middle & Eastern Sector of India China Border. ITBP is basically a mountain trained Force and most of the Officers and men are professionally trained Mountaineers and Skiers. They have scaled more than 140 Himalayan peaks including Mt Everest Four times (Recent successful expedition in April-May, 2012), besides ITBP battalions are also deployed on CI OPS / IS / VIP security duties at Chamba – Doda border, in VA/Strategic locations and with VIPs in Delhi and VIPs in Srinagar, J & K

The ITBP completes 52 years of glorious service to the Nation on 24.10.2014. ITBP raised in 1962 with only 04 battalions, but at present it grown in strength to 56 Battalions and emerged as a versatile force capable of functioning in diverse terrain and in the most challenging climatic conditions. ITBP is a multi-dimensional force which primarily has 5 functions.

1. Vigil on the northern borders, detection and prevention of border violations and promotion of the sense of security among the local populace.
2. Check illegal immigration and trans-border smuggling.
3. Provide security to sensitive installations and threatened VIPs.
4. Restore and preserve order in any area in the event of disturbance.
5. To maintain peace.

The force is under an expansion plan in order to provide relief to its troops from constant deployment in high altitude areas.

Operational challenges:

New challenging role that has emerged for ITBP is disaster management. Being the first responder for natural Disaster in Himalayas, ITBP was the first to establish 06 (now 08) Regional Response Centre's in HP, Uttaranchal and North East and carried out numerous rescue and relief operation in various disaster situations. ITBP has already trained 1032 personnel in Disaster Management including 98 personnel in Radiological and Chemical/biological emergencies.

ITBP has established a National Centre for Training in Search, Rescue & Disaster response (NITSRDAR) at Bhanu, Haryana which is imparting training to personnel of ITBP and other Paramilitary/State Police Forces; there is also a training center for the Dogs at Basic Training center situated at Bhanu. The center is known as NTCD &A.

The Force has also been very effectively contributing in Left Wing Extremism (LWE) affected areas of Chhattisgarh.

Presently ITBP Commandos are providing security to Embassy of India, Kabul, Consulate General of India, Jalalabad and Khandar in Afghanistan since November, 2002.

The Force has also excellent in UN Peace keeping operations in Angola, Bosnia and Herzegovina, Kosovo Congo etc. and has established a UNCIVPOL training Centre at ITBP camp Tigri Delhi.

One more important contribution of ITBP is providing security and medical cover to the Kailash Mansarovar Yatra pilgrims from Gunji to Lipulekh pass.

Thus ITBP has, while maintaining excellence in its core area, has been contributing to many other aspects of national importance also.





*The secret of happiness is not in doing
what one likes, but in liking what one
does.*

– J. M. Barrie



REVIEW OF LITERATURE

2.1 CONCEPT OF SUBJECTIVE WELL-BEING

Human beings in virtually all societies all through the ages have considered happiness to be a desirable state though there may be cultural differences in the definitional accounts of happiness. Philosophical work on the good life has traditionally been a province of ethical theory. Ethics in this broad sense is one of the main three branches of philosophical enquiry. Sometimes ethics has also been used as a synonym for morality or moral theory. Ethical theorists frequently claim to be in the business of trying to answer Socrates' question how ought one to live. This question is so pervasive that it deals with many matters related to well-being, flourishing, welfare, Eudemonia or prudential value. Some philosophers have maintained that well-being is fairly a psychological affair and the only ingredient necessary for well-being is ultimately pleasure or some other mental state. However, most have tended towards the view that mental states comprise only a part of well-being. The "experience machine" case by Nozick (1974) is widely taken to show that welfare cannot depend solely on mental states.

In modern times, however, the thinking about happiness has got more inputs from empirical research than purely philosophical theories. Thus, questions like what is happiness, who is happy and what makes people happy have been the subject of empirical research for the past few decades.

Ruut Veenhoven has gone a step further and has stressed the need to focus on the consequences of happiness. Thus, though most philosophers have treated happiness as an ultimate goal, Veenhoven asked some basic questions like whether happiness reduces sensitivity to others, whether leads into idleness, does happiness loosen intimate ties and is happiness healthy.

Happiness and subjective well-being are also used synonymously most of the times though subjective well-being is much more concrete and specific psychological term evolved.

In spite of such importance given to empirical research, it is still true that literature on well-being is minuscule compared to the colossal body of work on moral theory. Even utilitarian's who ground their ethics in the promotion of well-being, often understood in hedonistic terms, have not contributed greatly on the character of well-being or its psychology.

The science of subjective well-being has taken the lead in changing this state of affairs. Without challenging the core values of liberal modernity, researchers in this field have discovered a number of surprising facts about the psychology of welfare - for instance, that material conditions influence happiness far less than expected, and that people are systematically prone to make serious mistakes in predicting what will make them happy (see, e.g., Diener & Biswas-Diener, 2002; Diener & Oishi, 2005; Wilson & Gilbert, 2003). We clearly have a lot to learn about well-being, particularly its psychological aspects. And the questions being raised are partly philosophical: What does it mean to be happy? Is there a difference between happiness and satisfaction? How important are they? What do empirical findings tell us about the good life?

There has been a broad interdisciplinary resurgence of interest in the psychology of well-being, with the science of subjective well-being at its center. This effectively represents a new field of inquiry that might be termed *prudential psychology*, paralleling the related field of moral psychology and following the common usage of "prudential" to denote matters of well-being. Because there are diverse ways of thinking about the psychological aspects of well-being, some of which deemphasize or include states not encompassed by subjective well-being, it is useful to have a neutral term that can embrace a wide range of approaches. Ancient objectivists about human flourishing, contemporary researchers working on eudemonic psychology, positive psychologists researching people's strengths and satisfactions, "negative" psychologists studying misery and mental illness, and others, all have views about the psychology of well-being. They all study prudential psychology. Like "moral psychology," the term is sufficiently broad and theoretically neutral to allow practitioners in various disciplines complete latitude in defining their own subspecialties and theoretical approaches to the subject. It is not meant to supplant terms such as "positive psychology" but to place various fields in a broader context that highlights their common interests and significance. It is possible for intelligent people to disagree about the promise of say, hedonic versus eudemonic psychology. But there can be little dispute about the importance of prudential psychology.

Parfit (1984) divides theories of well-being into three types. Hedonistic desire and objective list Daniel Haybron has divided five basic approaches.

1) Hedonistic Theories

These theories try to grasp subject's balance of pleasant or unpleasant experience. Hedonist's theory on the exact specifications of the theory, some perfecting to focus on

enjoyment and suffering, others pleasure and pain. The basic focus of this view is a plausible thought that if anything matters for welfare, it is the pleasantness of our experience of life.

2) Desire Theories

Desire Theories which is also called as a desire and preference satisfaction or fulfillment account. The dominant account among economists and philosophers, the desire theory identifies well-being with the actual satisfaction of individual's desires. Most important desire theories are informed desire theories which restrict the desires that count to the ones we would have given full information. Many theories find it intuitively obvious that we do not gain from the satisfaction of desires that are grounded in ignorance or irrationality. Thus, the desires must be explicitly known to the person. Thus, theories seem to confer the liberal sensibilities of modernity i.e. what is best for me depends on what I care about and on such matters I am sovereign.

3) Authentic Happiness Theories

According to L.W. Sumner, wellbeing is identified with authentic happiness. Being happy indicates that one's happiness is both informed about the conditions of one's life and autonomous. Thus, it reflects values that are truly one's own and not the result of manipulation or oppressive social conditioning. Thus, this theory rules out the experience machine and happy slave objections. Only what affects one's happiness can benefit that person.

4) Eudemonistic Theories

This perspective is heavily influenced by Aristotle's writings. Eudemonism tends to refer to ancient theories that ground ethics in the notion of Eudemonia. The idea being that Eudemonia is our agreed upon goal that properly structures our deliberations about how to live and the theories job to determine the nature of such goal. It has been considered possible to base desire accounts and other subjectivism on a Eudemonistic framework. The self is defined by a person's desires, and thus, we fulfill ourselves by fulfilling our desires. These theories assume that fulfillment and flourishing is important for well-being or happiness but virtue cannot be detached from fulfillment. This importance of ethical framework has been criticized sometimes. It has been argued that sometimes un-virtuous seem to flourish.

5) List Theories

Some theories identify wellbeing with some list of goods such as knowledge, friendship, accomplishment, pleasure, etc. Those who propound this theory argue that other approaches of happiness seem incapable of encompassing the full range of our intuitions about wellbeing. The elements on most proposed lists do strike many as intrinsically beneficial. However, this theory has also been criticized as being ad-hoc since there is no particularly applicable principled basis or populating one's list of goods in a certain way. This has also been criticized on the ground that this approach does not illuminate the nature of wellbeing as such.

6) Theories of Happiness

Philosophers have traditionally distinguished two accounts of happiness. Hedonism and life satisfaction theory hedonists identify happiness with the individual's balance of pleasant over unpleasant experience. For example, Brandt, 1979, 1989 ; Carson, 1978, 1981 ; Davis, 1981a, 1981b ; Griffin, 1979, 1986 ; Kahneman, 1999 ; Mayerfeld, 1996, 1999 ; Sprigge, 1987, 1991.

It is the second theory is life satisfaction theory which identifies happiness with having a favorable attitude toward one's life as a whole. The life satisfaction is considered to be some kind of a global judgment, an endorsement or affirmation of one's life as a whole. This judgment may be more or less explicit and may involve or accompany some form of affect. It may also involve some aggregate of judgments on particular items or domains within one's life. Variants of the life satisfaction view appear to include theories / observation by Bawrow 1980 Nozick 1989, Rescher 1972 Sumnar 1972. The third theory the emotional state view departs from Hedonism in a different manner. Instead of identifying happiness with pleasant experience, it identifies happiness with an agent's emotional condition as a whole. This condition includes non-experimental aspects of emotions and moods. It might also include a person's propensity for experiencing various moods. Happiness is, therefore, viewed as opposite of depression or anxiety whereas hedonistic happiness is simply the opposite of unpleasantness. One reason for taking such a view is intuitive. Psychologically, superficial pleasures do not obviously make a difference in how happy one is. For example, a typical pleasure of eating a delicious sweet fails to move one in a happier direction. Thus, there is an emphasis on focusing on emotional conditions rather than experience alone because of greater psychological depth of the former. To be happy is not just to be subjected to a certain sequence of experience.

It is, instead, for one's very being to a manifest favorable orientation towards the conditions of one's life.

There have been some hybrid theories attempting a solution to our diverse intuitions about happiness. These theories identify happiness with both life satisfaction and pleasure or emotional state along with other states such as domain satisfaction. The subjective well-being according to these theories is a combination or compound of life satisfaction, domain satisfaction and positive and negative effect.

Different approaches

Though there are different definitions of SWB, basically three hallmarks to the area of SWB could be identified. First, it is subjective and, therefore, resides within the experience of the individual. Second, it is not just the absence of negative factors but also includes positive measures, and third, it includes a much wider assessment rather than only a narrow assessment of one life domain. It is, therefore, the degree to which an individual judges the overall quality of her or his life as a whole in a favorable way. It has also been defined on the basis of cognitive evaluation and positive and negative feelings. Subjective well-being is likely to have both stable and changeable components one's appraisals of life events can change and, therefore, the hedonic level can also change. The phenomenon can be very finely classified into smaller units also. For example, life satisfaction can be broken down into satisfaction with various domains. The domain themselves can be further classified. Similarly, positive and negative affect can also be further classified. Shigehiro Oishi and M. Koo have noted in an article that historically three broad questions have dominated subjective well-being research 1) what is happiness? 2) Who is happy? And 3) what makes people happy? On the basis of various studies, they have tried to answer these basic questions. Thus, happiness is a latent construct best indicated by a general sense of life satisfaction. These studies also try to answer the question who is happy and coming to the conclusion that extroverts, optimists and persons with great social relations were happy. As an answer to the third question, what makes people happy, the authors have noted that not so much of positive life events per se but rather goal attainment made possible by the match between individuals talents, resources and their goals. The authors have also quoted an article by Ruut Veenhoven the utility of happiness wherein he stated that no empirical investigation has yet focused on consequences of happiness. This may be because almost all philosophers treated happiness as the ultimate goal. Veenhoven asked five basic questions 1) does happiness reduce sensitivity to others. 2) Does

happiness lead into idleness? And 3) does happiness breed voting dummies? 4) Does happiness loosen intimate ties and 5) is happiness healthy? The authors have noted that empirical evidence indicates that persons in good moods felt more concerned with fears, thus the first question is answered negatively. The second question has also been answered negatively as it was noted that the happy persons are likely to help others more, perform better on cognitive tasks. The answer to the third question also was no because political participation was not connected with life satisfaction. For the fourth question also it was found that participants in a happy mood behaved more generously with others and only for the last question the answer has been in affirmative. Thus, happiness is considered to be a desirable quality and used in a more specific terminology it can be imported in understanding subjective well-being as well.

2.2 OPERATIONAL DEFINITION OF SUBJECTIVE WELL BEING

Subjective well-being has been defined by many on the basis of their perspective derived out of the theories of happiness as mentioned above. However, from a researcher's perspective, Ed Diener's definition can be treated as a basis being the most widely respected theorist on the topic of subjective well-being. Accordingly, a person is said to have high SWB if she or he experiences life satisfaction and frequent joy and only infrequently experiences unpleasant emotions such as sadness or anger. On the other hand, a person is said to have low subjective well-being if she or he is dissatisfied with life, experiences little joy or affection and feels negative emotions such as anger or anxiety (Ed Diener, Suh & Oishi 1997).

However, in his view life satisfaction is not a mere cognitive appraisal but an offer of judgment of life that draws on two sources of information 1) cognitive comparison with the standards of good life (contentment) and 2) affective information from how one feels most of the time (Helonic level of affect).

The next question of course is how is it possible to determine the levels of SWB?

In this view, subjective well-being is also a social construction and, as such, comparable to notions such as "beauty" and "fairness." A common reasoning in this line is that subjective well-being depends on shared notions about life and that these collective notions frame individual appraisals.

One of the ways this process is presumed to work is by shaping perspectives toward optimism (the glass half full) or pessimism (half empty). Optimistic-cultures tend to

highlight the positive aspects of life, whereas pessimistic cultures emphasize the shortcomings. Americans have been mentioned as an example of the former view and the French of the latter (e.g., Ostroot 6c Snyder [1985]). In that line Inglehart (1990) suggests that happiness is lower in France than in the United States because life was harder in France for earlier generations, and this experience is mirrored in a more pessimistic outlook on life today.

Another cognitive mechanism presumed to be involved is comparison with shared notions of the good life. In this view, subjective well-being is the gap between perceptions of life-as-it-is with notions of how-life-should-be (Michalos, 1985). In this line it is commonly argued that the advertisement industry reduces our well-being, because it fosters dreams of a life that is out of reach for the common person. Another example of this view is the claim that subjective well-being can be bought with resignation.

The third question is with which conditions foster subjective well-being?

Dealing with these questions, sociologists first look at social conditions. At the macro level, they look at characteristics of society such as industrialization and individualization. A common theory behind this idea withering well-being we humans are prewired for a strong social network such as small communities, close knit families and a united church. Many sociologists were raised with the distinction between traditional "Gemeinschaft" and "Gesellschaft" thus bringing community back in society Et-zioni their main concern. The question, therefore, is do we conceive our life to be better in a strongly networked society. The pattern of cohesive communities, extended family and strong church is a characteristic of agrarian society. Therefore, the question is whether we should emphasis on these points in some or the other form in the modern industrial society so as to increase level of SWB. Thus, the scientific state of subjective well-being generally focuses on two key components as mentioned above, firstly the experience of negative vs. positive moods experienced by individuals on a day-to-day basis and secondly the amount of global satisfaction individuals express about their lives.(Diener, Suh, Lucas & Smith, 1999: Diener & Emmons, 1984 ; Pavot, Diener, Colvin, & Sandvik, 1991).

Accordingly, links between subjective well-being and factors such as health, wealth, marital status have been identified (Horing and Witter 1984 Gove and Shin 1989 Suh and Oishi 2000). However, researchers have also identified important individual differences in predispositions to the experience of happiness. Personality variables such as extraversion (high) and neuroticism (low) have emerged as among the strongest and most consistent

predictors of SWB. Thus, the scientific study of subjective well-being has moved beyond looking solely at economic and sociological indicators. Thus, it is assumed that in a common sense understanding though sociological conditions and factors such as income, unemployment, standards of life do create an environment for favorable levels of subjective well-being (or unfavorable in the absence of the same indicators), the sociological theories do not look into the reasons as to why in a same situation or same absence of social indicators such as good income or employment. Some people still rate their lives favorably than others in the same context and in the same group. This takes the realm of subjective well-being much towards psychology. It is not possible to predict a favorable level of subjective well-being only on the basis of presence or absence of economic indicators. Evolutionary psychology has added a topic of identification of obstacles that people must overcome to improve their well-being. These obstacles include both the existence of psychological features and the identification of instances of distress. The predisposition of mind has also been considered relevant or difference in the levels of subjective well-being in the same situation. Thus, the emotion of envy is considered to be damaging to subjective well-being. Therefore, the evolutionary psychologists have proposed that the human mind should have a positional bias in how success is judged in resource competition situation (Hill and Buss 2006).

In his highly influential *Psychological Bulletin* article "Subjective Well-Being", Diener (1984) proposed that subjective well-being has three distinct components: *life satisfaction* (LS), *positive affect* (PA), and *negative affect* (NA). More recently, Diener, Suh, Lucas, and Smith (1999) also included satisfaction in specific life domains (henceforth *domain satisfaction* [DS], e.g., satisfaction with health) in the definition of subjective well-being. Researchers often distinguish cognitive and affective components of subjective well-being (Diener, 1984; Diener et al., 1999). Life satisfaction and domain satisfaction are considered cognitive components because they are based on evaluative beliefs (attitudes) about one's life. In contrast, PA and NA assess the affective component of subjective well-being and reflect the amount of pleasant and unpleasant feelings that people experience in their lives.

2.3 THE COMPONENTS OF SWB HIERARCHICAL STRUCTURE

Subjective well-being and its components have also been represented in a hierarchical manner with various levels of specificity. At the highest level of this hierarchy is the concept of SWB itself. At this level, SWB reflects a general evaluation of a person's life

and researcher's who work at this level should measure various components from lower levels in the hierarchy to get a complete picture of an individual's overall well-being according to this approach. At the next level are the four specific components of positive affect, negative affect, and satisfaction and domain satisfactions. These components are moderately co-related with one another and all conceptually related. Yet, each provides unique information about the subjective quality of one's life. This hierarchical model of happiness therefore holds that SWB comprises of pleasant (Joy, Love, Contentment), unpleasant (Sadness, Anger, Worry, Stress), Global life Judgments (Life satisfaction, Fulfillment, Meaning success etc) and Domain satisfaction (Marriage, Work, Health, Leisure).

Positive and negative affect

Pleasant and unpleasant affect reflect basic experiences of the ongoing events in people's life. These affective evaluations take the form of emotions and moods. However, emotions are generally thought to be short life reactions that are tied to specific events or external stimuli whereas moods are thought to be more diffused affective feelings that may not be tied to specific events. Therefore, studying the types of affective reactions can lead to an understanding of the ways that people evaluate the conditions and events in their lives. Some researchers focus on determining whether there are a small number of basic emotions. Frijda 1999 argued that there are five basic features of emotions. First, emotions involve affect meaning that they are associated with the feeling of pleasure or pain. Second, emotions include an appraisal of an object or event as good or bad. Third, the elicitation of an emotion is generally associated with changes in behavior toward the environment. Fourth, emotions often involve autonomic arousal and finally emotions often involve changes in cognitive activity.

An alternative to the basic emotions approach is the dimensional approach. A researcher's workings in this perspective have noted that certain emotions and moods tend to be highly co-related both between individuals and within individuals. For example, individuals who experience high level of sadness are also likely to experience high levels of other negative emotions such as fear or anxiety. Thus, according to this approach it should be possible to identify certain basic dimensions that underlie the co-variation among the various emotions and moods. Following this dimensional model, Russell 1980 has argued that orthogonal dimensions of pleasantness and arousal can be used to describe the variation in emotional experience. According to this model, each emotion can be described by

noting the extent to which it is pleasant emotion and the extent to which it is aroused emotion. An emotion like excitement for example would be pleasant highly aroused in emotion whereas an emotion like contentment would be pleasant but much lower in arousal. By plotting emotions on these two dimensions, circumflex models of emotional structure can be developed.

There have also been debates about whether positive and negative affect are really separable and independent dimensions. According to one view, positive and negative affect are bi-polar and cannot be experienced simultaneously (Diener & Iran – Nejad 1986). However, Larsen, McGraw & Cacioppo, 2001 have argued that they can be experienced simultaneously. Apart from the above dimensions of positive and negative affect, the frequency of emotional experiences has also been considered more important for overall well-being than was intensity. At the theoretical level, it has been argued that it seems that the processes which lead to intense positive emotions are likely often to lead to intense negative emotions and thus very intense emotions often cancel each other. Laboratory studies have also shown that people who use dampening or amplifying with emotions of one kind are likely to use the same strategy for both negative and positive affect. Secondly, it has also been felt that extremely intense reactions are relatively rare than less intense but frequent emotions. Thus, if such events occur infrequently, they are unlikely to influence overall levels of well-being. Thirdly, frequency based measures have been considered to have better psychometric characteristics. Therefore, frequency measures appear to be theoretically and empirically appear to be more desirable than intensity measures.

Life satisfaction

The affective components as described above reflect people's ongoing evaluations of the conditions in their lives. Such evaluations can be contrasted with the global judgments about the quality of a person's life. Individuals can examine the conditions in their lives, weigh the importance of these conditions, and then evaluate their lives on a scale ranging from dissatisfied to satisfy. This global, cognitive judgment is referred to as life satisfaction. It has been felt that most individuals do not examine all aspects of their life and then weigh them appropriately since it is a complicated mental task. Instead, people are likely to use variety of short cuts when coming up with satisfaction judgments. Thus, current mood can influence ratings of life satisfaction even though current mood is not indicative of one's overall level of affective well-being. It has also been argued that even with the use of short cuts, there is a substantial temporal stability in people's life

satisfaction judgments. This is because much of the information that is used in making satisfaction judgment happier to be chronologically accessible. People do use their affective well-being as information when judging their life satisfaction. However, the weight that this information is given differs across individuals and cultures. For example, Suh, Diener, Oishi 1998 found that participants from individualistic cultures relied on their affective well-being to a greater extent than participants from collectivist cultures when judging their life satisfaction. People are also likely to include comparisons with important standards. Individuals have been found to look at various important life domains and compare these with a variety of comparison standards. The advantage of life satisfaction as a measure of well-being is that this type of a measure captures a global sense of well-being from the respondents own perspective, though in some cases it has also been argued that people often use whatever information is at hand at the time of judgment and sometimes it can lead to unreliable or less valid measures.

Domain Satisfactions

The fourth component that is included in the hierarchal of SWB is domain satisfaction which reflects a person's evaluation of the specific domains in his or her life. However, the aggregate well-being may not necessarily reflect equal weightage and importance given to different domains but the process by which such judgments are aggregated differ from individual to individual. It has been found in a study that happy individuals were more likely to weigh the best domains in their life heavily whereas unhappy individuals were most likely to weigh worst domains in their life heavily. Thus, domain satisfaction scores do not simply reflect the component parts of a life satisfaction judgment.

Affect Vs. Cognition

SWB includes both an affective (that is ongoing evaluation of one's life) and a cognitive component (life satisfaction). Theorists have long debated the degree to which the affect and cognition are related. Some have argued that simple emotions like fear can occur without cognitive processing. Similarly, some people have been shown to deny their subjective feelings despite showing a psychological reaction to events. Thus, by treating affect and cognition and partially separable constructs, the possibility than one can be satisfied with one's life and yet experience little pleasant effect and vice versa has been accepted. People have been found to rely on different standards in judging life satisfaction than evaluating specific events.

Structure of cognitive well-being

The structural research focuses on two theories and the life satisfaction LS – Domain satisfaction DS correlations.

Thus, these theories assume that LS-DS correlations reflect a causal influence of DS on LS. For example, an individual with high marital satisfaction has high life satisfaction because his or her marital satisfaction is an important aspect of his or her satisfaction with life as a whole. In contrast, top-down theories postulate the reverse direction of causality (i.e., LS causes DS) and DS. Somebody who is generally satisfied with life may also evaluate life domains more positively, although general satisfaction is not based on satisfaction with particular domains.

The labels *top-down* and *bottom-up* have been used here only to distinguish between causal theories of the relation between LS and DS. Bottom-up theories can be further distinguished with regard to their assumptions about the determinants of DS. For example, Brief et al. (1993) proposed that domain satisfaction is also influenced by top-down processes. Specifically, the authors found that the personality trait *neuroticism* (i.e., a disposition to have more negative feelings and cognitions) predicted health satisfaction, which in turn predicted life satisfaction. Similar results have been obtained for marital satisfaction and job satisfaction (Heller et al., 2004). In the present context, these models are bottom-up because they assume that a change in domain satisfaction will result in a change in life satisfaction. In contrast, top-down models assume that changes in domain satisfaction have no effect on life satisfaction.

Top-down and bottom-up theories are not the only causal models of LS-DS relations. Another possibility is that the correlation is caused by shared method variance because life satisfaction and domain satisfaction are often assessed with the same method, typically self-reports (see, e.g., Andrews & Whithey, '1976; Schimmack & Oishi, 2005). In the above figure, this model is illustrated by causal paths from a method factor to life satisfaction and domain satisfaction. According to this model, correlations between life satisfaction and domain satisfaction exaggerate the strength of the causal influence of DS on LS, or vice versa, because shared method variance inflates these correlations.

It is also possible that the correlation is due to a substantial causal effect of another variable that independently influences DS and LS. For example, neuroticism could lead to more negative evaluations of domain satisfaction (e.g., health) and life satisfaction. In Figure 6.1 this model is illustrated by causal effects of personality traits on life

satisfaction and domain satisfaction. Although the correlation between LS and DS would not be a method artifact, a common influence of personality would still imply that LS—DS correlations exaggerate the strength of direct causal effects of DS on LS, or vice versa.

The nature of the causal processes that link DS and LS has great practical importance. Only bottom-up theories of subjective well-being predict that changes in domain satisfaction (e.g., an increase in financial satisfaction) produce changes in life satisfaction. All other theories make the counterintuitive prediction that changes in domain satisfaction have no consequences for individuals' life satisfaction.

That it has been found that the life satisfaction judgments are heavily influenced by chronically accessible information and DS – LS co-relations vary across different domains. Therefore, a more elaborated approach requires assessment of LS and DS with different methods. Thus, apart from self report measures, the same was verified for co-relation with the help of informant's reports also. The simplest top down model assumes that people who are generally satisfied with life are more satisfied with everything. However, various studies have found such approach inconsistent because this model predicts strong correlations among domain satisfaction whereas most studies have shown otherwise. To counter this, sophisticated top down model has also been suggested which assumes that DS is substantially influenced by domain specific factors and general LS has a stronger impact on satisfaction in important domains. For example, the positive evaluation of life in general could spread more to central aspects of one's life than to peripheral aspects. Thus, important domains are strongly influenced by LS. The top down model assume that domain satisfaction may not have any causal relation with LS whereas bottom up approach assumes exactly otherwise. Ulrich Schimmack in his article on structure of subjective well-being has, therefore, concluded that most of the empirical studies are consistent with bottom up theories, i.e. significant effect of DS on LS and reports that people are thinking about important life domain when judging LS. On the affective side, PA and NA i.e. positive and negative affect are separable components of subjective well-being with distinct causes although they may not be strictly independent. Personality traits, especially neuroticism and extra version, appear to have a stronger influence on the affective component of SWB.

Personality and subjective well-being

Thus, subjective evaluation of the quality of lives has always been important to psychologists in their pursuit to identify factors that will allow people to achieve

permanent increases in it. Secondly, researchers pursue an understanding of subjective well-being because they believe that such an understanding could lead to the identification of basic human needs. For example, Baumeister and Leary, 1995 showed that human beings have a basic need for belongingness. Thirdly, the psychologists study subjective well-being because it provides insight into the ways that basic affect and evaluation systems function and about the ways in which people make evaluation and judgments. Thus, by linking subjective well-being with outcomes, researchers can show how affective processes motivate action. This last aspect makes subjective well-being relevant to the practicing managers since any organization would like to optimize their output in terms of quantity and quality the processes which would ensure smoother actions and lesser negative impact of the work like have a definite relevance for any human organization. Thus, study of well-being is expected to lead to promising interventions at the policy level. It has also been noted with surprise that from decades of research on subjective well-being, it appears that SWB is stable over time and at least moderately strongly related to stable personality rates (Diener, Suh, Lucas & Smith 1999). It has, therefore, been rightly asked that if happiness is solely determined by one's personality, then research on well-being will be severely constrained. There would not be any point in searching external factors that promote high levels of well-being. Consequently, programmes and measures and schemes to enhance individual happiness will have no relevance for the organizational practices. In 1999, Strack & Schwarz suggested that the literature on survey methods might lead one to conclude that there is little to be learned from global self reports of well-being. Richard E. Lucas has pointed out that research has shown that external factors play only a small role in happiness. For example, demographic factors tend to explain at the most 15 to 20 % of the variants in subjective well-being, in fact, usually much less than that (Argyle 1999) and major life events have often been shown to lead to only small or short lived changes in subjective well-being. Lucas also argues that many studies show subjective well-being as heritable and can be linked to psychological structures and processes. Well-being scores are often found to be stable over time even in the phase of major life changes and finally well-being scores are often moderately to strongly co-relate with stable personality traits. There have been extreme and rather controversial studies treating heritability of well-being as supreme. These studies concentrated on twins subjected to different environments. Lykken and Tellegen 1996 paper 'Happiness is a stochastic phenomenon' used longitudinal studies of twins to determine the extent of stable component. They found that over 10 years period the stability of well-being was about 50, however, the cross twin and cross time co-relation was point 40. The author suggested that

the extremely high heritability means that trying to be happier may be as futile as trying to be taller. Numerous studies apart from the above study have shown that there are consistent and enduring patterns in people's cognitive and emotional evaluation of their lives. When people are asked to evaluate different aspects of their lives, there are moderate to strong co-relations between the various ratings even across domains that would not be expected to co-relate very strongly. Diener labeled his as top down effect and many other researchers assumed that it is due to the strong and pervasive impact of personality factors on people's evaluation of their life. Studies have also shown that people are able to recognize and report on the stable affective and cognitive reactions even as their emotions fluctuate on a day-to-day basis. Eid & Diener use multi-state, multi-trait and multi-construct models. Their studies showed that people can recognize and report on stable levels of well-being and these measures are not strongly influenced by transient effective states. Most research on the link between personality and well-being focuses on the personality traits of extra version and neuroticism. All this analysis does not mean that the external factors are irrelevant. The above research only shows that the person's subjective well-being can be commented upon by asking about his or her personality than by examining the conditions in his or her life. It has been observed that approximately 30 to 50 % of the variants in well-being at a single occasion can be explained by genetic effects. However, only about 30% of the variants in well-being measures are actually stable over long periods of time. Thus, quite a bit of change occurs over time and this change is likely related to events that occur in people's lives. Thus, though personality surely has significant impact on well-being, the factors that affect and influence the personality over a period of time indicate that personality itself is not constant and responds differently in the contexts though the basic type possibly remains the same.

Richard E Lucas has, therefore, argued that positive affect, negative affect and life satisfaction are moderately heritable, stable over time and moderately to strongly co-related with psycho psychological indicators and also personality traits such as extra version and neuroticism. In his opinion, therefore external factors such as income, health and even the number of friends that the person has are all only weakly co-related with well-being. Therefore, in his opinion we can tell more about a person's subjective well-being by asking about his or her personality than by examining the conditions in his or her life. However, he has cautioned against a conclusion that interventions designed to increase SWB are not likely to work and stated that enough research has been conducted that we can provide precise estimates of the size of the effects that were reviewed and these estimates leave a room for change and external influence. For instance, though

approximately 30 to 50 % of the variants in well-being at a single occasion can be explained by genetic effects, only about 30 % of the variants in well-being measures are actually stable over long periods of time. Thus, quite a bit of change occurs over time and this change is likely related to events that occur in people's lives and the external factors.

A very important factor which has been found to be relevant to subjective well-being is the process of selective attention or selective focusing by a matured person. James 1950 characterized the infant's subjective life as a blooming, buzzing confusion suggesting that with the increasing age and experience, people learn to simplify a complex world by focusing on particular classes of information relating to other classes of information. This hypothesis has been supported from a cognitive perspective in a study by Pashler 1998. Since attention is referred to as the "gateway to consciousness", differences in selective attention may either support or undermine tendencies towards subjective well-being. Higher levels of subjective well-being are generally associated with attentional flexibility defined in terms of wider spatial attention and abilities to shift attention quickly. It is also argued that subjective well-being relates more strongly to the process of assigning meaning to stimuli, thus depending on the personality optimistic or pessimistic. Same situation may be responded in a different way research has shown to a considerable degree of reliability that such categorization tendencies if frequently interact with affective traits such as extra version and neuroticism in the prediction of daily experiences.

One more way, and in fact, one of the best ways to study the happy mind is to study how it organizes information. The structure of self-concept over and above the content of self concept influences subjective well-being variables. People who isolate negative aspects of the self-concept within small clusters tend to be happier than people who integrate positive and negative knowledge concerning the self. This is because most people have self-concepts that are positively balanced.

Thus, most of the above studies have individuals display more pronounced affective priming facilitation when asked to rate the intensity of one of their positive emotions when it follows another positive emotion. The findings suggest that happy individuals have more inter-connected knowledge concerning their positive emotions. Michael Robinson & Rebecca Compton have found little evidence for the idea that self regulation is necessarily beneficial as defined in terms of higher levels of subjective well-being.

How do happy and unhappy people differ and how they engage in social comparison?

Goethals, 1986 says that people make their biased estimates through constructive social

comparison. Such constructive social comparison is in the head with little regard for actual social reality. The findings of his study suggests that unhappy people are more likely to depend on passive social comparison i.e. they will let whatever social comparisons are readily available in the environment affect their mood and self-concept whereas happy people are more likely to engage in an active social comparison process, sometimes determining that established social comparisons are not relevant to their mood. It has also been argued that people would frequently engage in social comparison are probably less certain in their attitudes and in their self-concept. Frequent social comparison appears as per this study to be related to subjective well-being primarily through negative affect. People who engage in social comparison more frequently tend to experience more negative affect and people are more likely to engage in social comparison on days when they have more than average negative affect. An empirical study on frequency of social comparison scale shows that there isn't (Frank Fujita 1991) a simple relationship between social comparison frequency and affect, but that the attribute on which one compares mediates the relationship. Similarly, any causal relationship between social comparison frequency and negative affect could not be established, though this study has suggested that future research needs to be able to separate the effects of social comparison frequency from the effects of neuroticism.

Importance of SWB in an Organizational Context:

On the basis of above, it becomes important to understand the nature of happiness and subjective well-being and to understand this nature, subjective well-being at work i.e. job satisfaction needs to be comprehended. In this connection, Timothy A. Judge and Ryan Klinger have mentioned that when asked a general question - what do you do ?, most people respond with their job title. They have also noted that across many languages, a significant number of peoples sir names are based on occupation such as Archer, Baker, Brewer, Fisher, Cooper, Clerk, Goldsmith, Smith, Tailor, Hatcher, Turner, Wright etc. Thus, job identify is central to one's own identity as a person. The concept of job satisfaction has been defined in many ways and has been generally understood as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences" (Locke 1976). With respect to the overall measures of job satisfaction, Brayfield and Rothe 1951 have listed five item version of a scale.

- 1) I feel fairly satisfied with my present job.
- 2) Most days I am enthusiastic about my work.

-
- 3) Each day at work seems like it will never end.
 - 4) I find real enjoyment in my work.
 - 5) I consider my job to be rather unpleasant.

Several theories concerning causes of job satisfaction have been propounded. First, situational theories which hypothesized that job satisfaction results from the nature of one's job or other aspects of environment. Second, dispositional approaches which assume that job satisfaction is rooted in the person logical make up of the individual. Third, interactive theories which propose that job satisfaction results from the interplay of situational and persona logical factors.

2.4 ASSESSMENT OF SUBJECTIVE WELL BEING: VARIOUS METHODS

Clear definition is a necessary precursor to valid assessment and the assessment of subjective well-being is not exempt from this imperative. Subjective well-being is most often conceptualized as a broad domain of interest rather than specific construct. The essential elements of subjective well-being include predominate theme of positive mood and emotional states within an individual's subjective experience and a cognitive evaluation of the conditions and circumstances of his or her life in positive and satisfying terms. The affective responses can be divided into positive and negative effect. A number of studies focusing on these affective responses have shown PA and NA to be separable components (Bradburn and Caplovitz 1965, Diener and Emmons 1984 Diener and Suh 1996).

Judgments of satisfaction with the conditions and circumstances of life as a whole represent an additional and partially distinct element of subjective well-being. Life satisfaction judgments represent broad, cognitively based evaluations of one's life as a whole. Domain satisfactions, on the other hand, represent a focused evaluation of some specific aspect of one's life, such as employment satisfaction, marital satisfaction, or satisfaction with one's housing. Generally, there is a strong relationship between domain satisfaction and life satisfaction, and therefore, at the conceptual level, domain satisfaction is often subsumed within the life satisfaction components.

Self report measures of PA and NA

Several measures have figured prominently in the assessment of affective components of

subjective well-being. Bradburn 1986 affect balance scale was designed to assess affective circumstances with a state of 12 questions directed towards positive and negative affective circumstances. This scale has been widely used since its introduction despite evidence of some psychometric concerns (Diener & Emmons 1984). In 1983 Flett has extended the form and introduced the Affectometer 2 which had 40 items instead of 10 items in the earlier affect scale. The Affectometer 2 has high internal consistency and good convergent validity with other measures of subjective well-being. (Kammann & Flett 1983). The Positive and Negative Affect Schedule (PANAS; Watson, Clark and Tellegen 1988) has also become an important instrument for many researchers. It includes 10 PA adjectives and 10 NA adjectives to assess NA. Examples include "interested, " "enthusiastic, " and "inspired" from the PA scale, and "distressed, " "upset, " and "afraid" from the NA scale. The respondent reports his or her experience of each of the emotions listed using a 5-point scale. The time frame can be adjusted to represent anything from immediate experience to experiences during the past year. The PANAS scales have demonstrated good psychometric characteristics (Watson et al., 1988), although their focus leans toward high-activation or high-arousal emotions.

Based upon a different conceptualization of the affective circumflex (Russell, 1980), Diener and Emmons (1984) have developed a set of affective adjectives that have been particularly useful in subjective well-being research. Originating from the pleasant affect-unpleasant affect dimension of the circumflex, examples of these adjectives, as they might appear in a simple assessment of affect, are presented in Figure 7.3. The time frame of such an assessment could be adjusted in order to reflect the respondent's current affective state or some other length of time (e.g., "today, " "in the past week, " "in the past month"). A more detailed description of the selection of these adjectives is presented in Diener and Emmons (1984). These adjectives tend to be more representative of subjective well-being than those derived from alternative rotations of the affective circumflex (for a detailed discussion of the affective circumflex and issues surrounding it, see Larsen & Diener, 1992).

Another approach to the assessment of the affective components of subjective well-being involves the measurement of personality traits, particularly the - temperament-level-traits of extraversion and neuroticism. In a noteworthy report, Costa and McCrae (1980) presented data from three studies indicating that a considerable amount of the variance of subjective well-being between people could be accounted for in terms of personality. Specifically, PA was shown to be correlated with the trait of extraversion, and NA was

found to be related to the trait of neuroticism. These findings have since been replicated repeatedly (see DeNeve & Cooper, 1998, for an extensive review). Thus, instruments such as the revised NEO Personality Inventory—Revised (NEOPI-R; Costa & McCrae, 1992) can be used to assess the long-term affective tone of the respondent and are often moderately to strongly correlate with other measures of subjective well-being.

Emotion Report

Such a report is generally based on a point scale using adjectives from pleasant to unpleasant direction. The scale moves from Not at All to slightly – to somewhat – to Extremely Much. The affect states of being Happy – Depressed – Worried/Anxious – Joyful – Pleased – Unhappy.

Life satisfaction measures are generally global or multi-dimensional satisfaction with life measures or measures of domain satisfaction. The first one measures an individual's level of satisfaction with life as a whole whereas a later one focuses on separate domains. Due to their nature, domain satisfaction measures did not pre-develop for use for specific research settings. For example, a job satisfaction measures might be developed for research in work settings.

The Satisfaction with Life Scale (SWLS; Diener, Emmons, Larsen, & Grif-fin, 1985; Pavot & Diener, 1993b) is a widely used measure designed to assess an individual's overall level of life satisfaction. This 5-item scale offers very good internal consistency and temporal reliability (Pavot & Diener, 1993b), yet it is brief and easily incorporated into a larger research design. The SWLS has been translated into a number of languages, and it is useful for the assessment of people across a wide range of educational levels and ages.

Huebner, 1994 has developed multi-dimensional students life satisfaction scale (MDSLS) a 40 item extensive measure designed to assess the life satisfaction of pre-adolescent students. The researchers interested in assessing life satisfaction in older adults have developed life satisfaction scale (LSS) Nawjarten, Havighurst, Tobin 1961.

The above instruments are intended to assess only the affective or the life satisfaction component. However, some instruments take a broader and holistic approach to assess all components of subjective well-being. Thus, Oxford happiness inventory (OHI) ; Argyle Martin & Lu 1995). This incorporates both emotional circumstances and satisfaction with life. There have been many other self report measures developed such as Fordyce happiness measures.

Oxford Happiness Questionnaire

Hills & Argyle (2002) developed 29 items of Oxford Happiness Questionnaire. This was derived as an improved version of Oxford Happiness Inventory. The items of OHQ include the 20 items of OHI and an additional 09 items. However, Todd B. Kashdan of University of Buffalo, NY, USA has criticized OHQ. He has pointed out that SWB according to Bradburn (1969) is a function of independent dimensions of general, positive and negative affectivity. Overall, high SWB is comprised of combination of three specific factors 1. Frequent and intense positive affective states, 2. Relative absence of anxiety and depression and 3. Global life satisfaction. Using this definition, Kashdan has said that most studies of SWB measure either the affective or cognitive component, but not both. Many studies use negative affectivity, neuroticism, depression or positive affectivity as less than desirable proxies of SWB whereas studies by Diener 1985 and Lyubomirsky & Lepper 1999 focus on cognitive component i.e. life satisfaction. However, in contrast to other measures, the OHQ has been criticized for inclusion of additional items that capture defused range of positive character traits and attributes. It has, therefore, been said that the content of OHQ fails to discriminate between SWB and several related human strengths. Therefore, OHQ has been criticized to possible result in artificially inflated relationships between SWB and other constructs included in the OHQ. Consequently, there are a number of potential adverse consequences that may impede the study of SWB as a pure construct. For example, Kashdan has said that it is not possible to conduct a valid examination of relationships between self-esteem, sense of purpose, social interest, kindness, aesthetic appreciation, sense of humour and autonomy with SWB.

Satisfaction with Life Scale SWLS

As opposed to the criticism by Kashdan, William Pavot & Ed Diener have proposed a five item scale with significant internal consistency and temporal reliability (Pavot & Diener 1993). They have held that though affective and cognitive aspects of SWB both appear to be important, researchers have focused their attention on the measurement of affective well-being. For example, affectometer (Kammann & Flett 1983), the positive and negative affect schedule (PANAS Watson & Clark 1988) scale of happiness by Memorial University of Newfoundland. Therefore, they have argued that generally the life satisfaction component has received less attention. Therefore, the process of individual's assessing the quality of their lives on the basis of their own unique set of criteria has not been given due importance. Therefore, the SWLS i.e. Satisfaction with Life Scale has been created with

items which are global rather than specific in nature allowing respondents to weigh domains of their lives in terms of their own values. The SWLS has been stated to be cost effective and precise in terms of item selection thus the original 48 items have been reduced substantially. Secondly, normative data for SWLS are available for diverse populations. Thirdly, the SWLS has also been examined for both reliability and sensitivity and has shown strong internal reliability and moderate temporal stability. The SWLS, thus, provides an adjunct to measures oriented towards the assessment of the negative states. It assesses the positive side of the individual's experience rather than focusing on unpleasant emotions by employing the persons own standards. SWLS, therefore, has been claimed to be meaningful psychological construct.

However, the authors of the scale themselves have mentioned the limitations of the skill, first the possibility of respondents consciously distorting their response to the scale if they are motivated to do so. They have, therefore, suggested that it is desirable to supplement the self reported SWLS with assessments from external sources such as informant SWLS or interviews whenever possible. Secondly, the SWLS does not measure all aspects of SWB. It is a narrow band instrument intended to assess the cognitive rather than affective component. Thus, the scores of SWLS cannot automatically be used as direct measures of emotional well-being, even though there is a degree of co-relation between cognitive and affective components. Thirdly, several of the strengths of SWLS in terms of allowing freedom to the respondents to use whatever standard she or he deems to be appropriate also mean that the researcher is not aware of the standard the respondent has chosen. They have, therefore, recommended investigation of discriminant validity of SWLS in greater depth to focus relationship between emotional well-being and cognitive life satisfaction and also try to find rigorous answer to the question of how much SWLS is influenced by current mood.

In an article 'Subjective well-being three decades of progress', Richard Lucas, H. L. Smith and E. M. Suh of University of Illinois have argued that SWB research is limited by the almost exclusive reliance on cross sectional co-relational designs with inadequate tests of causal hypothesis. Secondly, they have also commented on the ubiquity of global self report measures. These measures do possess adequate psychometric property and good internal consistency and moderate temporal stability. However, there are a number of artifacts that can influence the reports. SWB values may change depending upon the type of scales used, the order of items, the timeframe of the questions, and current mood at the time of measurement and other situational factors. Because of these limitations and the fact

that the self report measures are susceptible to distortions, they have recommended that researchers should assess the impact of the artifacts to the extent possible. For example, the influence of impression management can be assessed on the basis of responses taken from in-person interviews and comparing those from anonymous questionnaires. They have also recommended steps to be taken to reduce measurement error because of influence of situations. Because of these limitations of self reports, it may happen that individuals who report positive well-being may simultaneously exhibit distress in measurement of physiological reactivity and interview ratings. Similarly, it was found that boys who were socialized to inhibit emotional displays reported less stress during a sympathy inducing film but exhibited more physiological distress.

Other methods

Several other methods for SWB measurement have also been proposed. For example, Kahneman argued that experience sampling measures ought to be the primary method for measuring SWB. By sampling moods, emotions and other feelings at random moments in respondent's everyday life, this method reduces the memory biases that affect retrospective reports of experience.

Similarly, other methods such as scoring qualitative descriptions of people's lives (Thomas & Chambers 1989), recording people's memories for good and bad events (Pavot, Diener, Kalvin & Sandwick).

Short scales to assess flourishing and positive and negative feelings

Ed Diener, Derrick Wirtz, William Toe, Chu Kim Prieto, Choi have in an article published in 2009 have discussed two more skills, firstly the flourishing skill which included several items on social relationships having supportive and rewarding relationships, contributing to the happiness of the others and being respected by others. It also included an item on having a purposeful and meaningful life as well as an item on feeling competent and capable in the activities that are important to the respondent. This scale provides a single psychological well-being score. The second scale was designed to assess subjective feelings of well-being and ill-being and was named Scale of Positive and Negative Experience (SPANE). This 12 item questionnaire includes 06 items to assess positive feelings and 06 items to assess negative feelings. One advantage of this scale is that the questions are framed in terms of amount of time the respondent experiences each feeling which appears to be more strongly related to well-being measures such as life satisfaction than is the intensity of the feeling.

Experience Sampling Method

Experience Sampling Method (ESM) refers to a method of data collection in which participants respond to repeated assessments at movements over the course of time while functioning within their natural settings. Three distinct types of ESM have been elaborated by C. N. Scollon, Chu Kim Prieto, Ed Diener. Firstly, interval contingent sampling which refers to data collection in which participants complete self-reports after a designated interval for a preset amount of time. Secondly, event contingent sampling wherein participants complete self-reports when a pre-designated event occurs. For example, after every social interaction and thirdly signal contingent sampling wherein participants complete their self-reports when prompted by a randomly timed signal. This third and the last is typically labeled as ESM. This method has been upheld for ecological validity, for example, it has been noticed that people tend to experience greater pleasant affect in the latter part of the day. It has also been credited with reduction in memory bias. Though this method gives a fine grained detailed picture of human experience, the considerations of investing in time and money and participant and situation issues bring limitations to its widespread application.

In an article about reliability of SWB measures, Allen B. Krueger and David Schkade have analyzed the test retest reliability of two measures of SWB, firstly a standard life satisfaction question and secondly affective experience measures derived from the Day Reconstruction Method. The Day Reconstruction Method (DRM) has Experience Sampling Method (ESL) as its basis which is also called as Ecological Momentary Assessment (EMA) in which participants are prompted at irregular intervals to record their current circumstances and feelings. This method minimizes the role of memory and interpretation but is very expensive and difficult to implement at large samples. To overcome this problem in ESL, the DRM has been developed as a onetime exercise in which participants are required to think about the preceding day, break it up into episodes and describe each episode by selecting from several venues. Thus, though DRM involves memory, it is designed to increase the accuracy of emotional recall by inducing retrieval of the specifics of successive episodes.

World Health Organization Subjective Well-Being Inventory

The WHO has designed this inventory for systematic mapping of areas associated with overall or specific aspects of well-being. For example, investigation regarding specific concerns such as social adjustment, loneliness, depression, perceived health does not

clarify the conceptual concept of such concerns. The WHO has followed the process of Step-wise ethnographic exploration in which a group of interviewers/experts starts with unstructured interviews about the topic of concern and meets at regular intervals to work on the consensus on the list of subjects. These subjects are then made the topic of some focus group discussions for qualitative validation. As a second step, items were developed for each of these hypothetical areas of concern. A questionnaire was developed on a comprehensive scale initially and this comprehensive questionnaire was administered to two samples from Bangalore and Jodhpur. On the basis of responses to these questionnaires, the factors not considered sufficiently robust were dropped in order to reduce the items. A subjective well-being inventory of 40 items such as life compared with the past, confidence of managing unexpected situations, belongingness, relationship with children, anxiety, family and closeness with family, worries about health has been developed. This inventory gives a broad quantitative (statistical representation of various aspects of SWB). In addition to the above discussed scales, some other scales like the Balance of positive/negative experiences, SPANE-B Positive Thinking (SPT), psychological well-being (PWB) have also been discussed by Derrick Wirtz, William Toe, Chu Kim Prieto, Choi and Oishi. The authors of psychological well-being (Deci & Ryan) argue that psychological well-being is distinct from subjective feelings of well-being even if they overlap empirically whereas SWB is defined as people's evaluations of their lives, psychological well-being is thought to represent optimal human functioning. The aspects of psychological well-being, therefore, include one meaning and purpose, being respected by others, optimism, competency, supporting and rewarding relationships. This scale, therefore, gives a statistical indicator of psychological well-being. The Positive Thinking Scale (PTS) is composed of 22 items in yes/no format and represent positive and negative perceptions. This scale again gives specific scores as statistical indicators of positive thinking. Apart from the above scales, Jerusalem M and Schwarzer R have developed a general self-efficacy scale in 1995 which is a self-report scale which is available in the public domain. This 10 item scale was created to assess a general sense of perceived self-efficacy and gives a quantitative score about the same. OECD under the better life initiative project has issued guidelines to measure social progress across 11 domains of well-being ranging from income, job, health, skills, housing to judge how people think and experience their lives. World Health Organization Quality of Life (WHOQOL), Spirituality Religiousness & Personal Beliefs (SRPB) has also issued a 132 question filled test instrument out of which 100 questions are about quality of life and 32 are SRPB questions.

2.5 EXTRACTS OF VARIOUS STUDIES

Undertaken regarding subjective well-being in general or subjective well-being in Police

After a very wide review of literature and attempts to get specific literature about subjective well-being in CAPFs, it is noticed that -

Firstly, there have been subjective well-being studies in general world over and some specific to India, but almost absence of specific studies about SWB in Police. The only study which would be traced is about subjective well-being among Police personnel by E. R. Geetha, D. K. Subba Krishna and S. M. Channabasavanna.

Secondly, there has been no study on subjective well-being in any of the Central Armed Police Forces (CAPFs).

Thirdly, whatever studies are available are about mental stress or psychological well-being or psychiatric morbidity and such aspects. Thus, in an article about paramilitary referrals to psychiatric services by Rohit Verma, Smitha N. Deshpande, Shaily Mina, it has been found that there is a dearth of specialized mental health services for Indian Paramilitary Service Personnel. Those requiring psychiatric evaluation are referred to Govt. Psychiatric Services often with minimum information. Hence, major diagnostic and decision making relies on the clinical evaluation and judgment of the psychiatrist. This study referred to referral cases by CAPFs between 2008 and 2010 and a retrospective chart analysis was conducted. Among the sample of 18 referrals, it was found that there was concurrent history of alcohol and nicotine dependence in 40 % of cases. A large group of 40 % was diagnosed not to suffer from major mental illness and in 67.7 % cases, no final diagnosis could be made. This study has, therefore, concluded that there is an urgent need for intensive training, both to paramilitary physicians as well as general hospital psychiatrists regarding proper assessment for the paramilitary personnel, as there are frequent chances of the cases being undiagnosed or improperly diagnosed.

1. In a specific study of **"Stress and psychiatric morbidity in Central Industrial Security Force (CISF) by Dr. G. Prasada Rao, Dr. P. Geetha Sai, Eva Sharma, Kaja Moinuddin and Dr. P. S. Rao"**, it has been very specifically noted that apart from its declared job mandate, CISF is nowadays increasingly being called upon to perform important duties beyond its charter. These include internal security of the highways, election duties, disaster management etc. This study noted that the CISF hierarchical pattern is different from Police and Armed Forces because of a typical

work environment. The most common psychiatric diagnosis being major depressive disorder and generalized anxiety disorder. It has been noted that CISF personnel are facing considerable amount of stress and the various factors operating in the family and are considered as the causes of stress. The work related stresses are Quote "having no regular timing of work" Unquote, Quote "having to work excess time in need" Unquote. Then Quote "having no well-defined roles" Unquote. Quote "Getting no appreciation from seniors" Unquote, Quote "having no close or personal relations" Unquote. The study also noted that staying away from their families is an important cause of stress. It has, therefore, been recommended regular screening for mental health problems as well as sensitization and education of the personnel about strategies to cope with job related stress and consequent changes in the organizational system to minimize stressful factors. The study has also recommended more cordial work environment by strengthening the interpersonal relationships between the officers and subordinates.

2. In a **"Study about influence of select psychological factors on the psychological well-being of policewomen by Karunanidhi S. and Chitra T., Dept. of Psychology, University of Madras"**, another study by M. E. N. Lipp has been quoted which has found that in Brazilian Police 54 % females were found to have stress as compared to only 40 % males. This finding is supported by Brown & Fielding also quoting some other studies. This report notes that policewomen are at increasing risk of suffering the deleterious consequences of stress which may affect their psychological well-being. One major reason is considered to be work-life balance issues specifically affecting women in a more pronounced way. In addition, other factors such as job attitude and job satisfaction have also been mentioned. Certain personality characteristics such as high emotional stability (low neuroticism, low openness and high conscientiousness) also have positive influence on psychological well-being. This study has, therefore, recommended stress management programmes, training for building positive attitude towards job and enactment of work-life policies. A provision of personality test has also been recommended during the recruitment of women constables for screening the individuals for high neuroticism.
3. In an article on the **social context of well-being by John Helliwell and Robert Putnam**, it has been stressed that social capital is strongly linked to subjective well-being through many independent channels in several different forms. Marriage, family ties, friends, neighbors, workplace ties, civic engagements, all appear

independently and robustly related to happiness and life satisfaction both directly and through their impact on health.

4. In a slightly different **context of slums of Calcutta, a study was conducted by Robert Biswas Diener and Ed Diener**. The title itself suggests the emphasis of the study Quote "making the best of bad situation satisfaction in the slums of Calcutta" Unquote. The study notes that most of the information on poverty stricken communities has been in the form of ethnographies and not empirical studies. 83 participants were interviewed on a measure of life satisfaction, domain satisfaction and recall for positive and negative life events. Each of the participants fell into one of the three categories 1) slum dwellers 2) sex workers 3) pavement dwellers. It was found that on the measures of life satisfaction, respondents scoring only slightly negatively. However, despite the low overall life satisfaction scores, the respondents fell into the positive (satisfied) range in all the nine of the specific life domains. The participants reported fairly satisfied with domains concerned with "self" (for example, morality, physical appearance) and "social relationships" (for example friends, family). Thus, the study concluded that Calcutta's poor as a group while living in sub-standard conditions are satisfied with many areas of their lives.
5. In a paper submitted by "**Swati Mukherjee, Upadesh Kumar and Manas K. Mandal from Defence Institute of Psychological Research, Delhi**", it has been pointed out that most efforts in the field of military psychology are need based rather than idea driven. The idea driven efforts are required in military psychology considering the uniqueness of military environment through non-traditional and innovative methodologies. This is probably the reason why subjective well-being as a comprehensive concept has not been touched by most of the police organizations. This observation in the above study is probably the reason.
6. In a **report on occupational stress and coping in Maharashtra Police personnel, Bal Rakshase from Tata Institute of Social Sciences, Mumbai** has noted that there was no significant difference on the scores of occupational stress between officers and constables. However, there was significant difference on such scores between those below 15 years and those above 16 years. The study also noted that the level of coping differs significantly among constables and officers.
7. In a paper about the **stress in Indian Armed Forces, Surg. Cmde. VSSR Riali, Col. P. S. Bhat and Kalpana Srivastava** have found that though soldiering is stressful and evidence exist regarding the stress consequences on Indian soldiers,

there is no evidence to suggest a stress epidemic in Indian Armed Forces nor is there any evidence of increasing stress related illness over the last decade. Reports in lay press on suicides and fratricides tend to be sensationalized and fail to report the relative low rates in Armed Forces compared to matching samples of civil population. The study notes that the number of welfare measures in the last decade have an effect in containing the exceptionally high level of stress. On the question of whether this is enough and everything is perfect, it is noted that Indian studies in this field have been sporadic and scanty when compared to the large number of studies from Vietnam, Somalia, Afghanistan, Kosovo and other operational areas, most combat psychiatric research work from the USA and Europe is done by the psychiatrists posted in field units. Therefore, it is perhaps time to experiment with a few field psychiatric units in the operational commands of the Indian Army. The study has noted following measures regarding welfare which have contributed in reducing stress:-

- Liberalized leave policy including provision to avail full casual leave at one go.
- Increased provision of free warrants to home town from field areas to twice a year.
- Thrust on provision of maximum government family accommodation in peace areas by completion of married accommodation projects (MAP).
- Enhanced officer-soldier interaction.
- Establishment of Rest and Recoup Centre's in operational areas.
- Improved financial condition following last pay revision.
- Significant enhancement of hardship related allowances.
- Establishment of educational institutions for the wards of the soldier under Army Welfare Education Society.
- Recognition of various technical trades by collaboration with various Universities.
- Establishment of placement cells at regimental centre's for better post retirement prospects.
- Modification of pay distribution method by direct collaboration with banks.
- Establishment of effective and faster grievance redressal by establishing Armed Forces Tribunals.

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- Establishment of railway booking centre's even at forward areas.
 - Measures to make online train reservation at unit level obviating the use of warrants/concession forms.
 - Creation of pool of trained counsellors at unit level by ongoing training programmes for RTJCOs and NCOs at psychiatric centres.
8. In a paper titled the **"Woes of waiting wives : Psychiatric Battle at Home Front by Lt. Col. Jyoti Prakash, Wg. Cmdr. R. D. Bavdekar, Col. S. B. Joshi**, it is noted that very few studies have been undertaken related to stress affecting Indian Army soldiers and other Paramilitary Forces deployed in operational situations because of security concerns, practical difficulties and other reasons and studies on their families to safeguard their family interest during the period of absence of soldiers have been even fewer. The study has identified stresses at different levels -Ashanka (Pre-separation) which is characterized by general anxiety within and between the family members. Significantly higher depressive affect scores were reported in wives of Naval sailors who were deployed as against wives of those not deployed. The second stressor is Viraha (Separation). The stressors which affect during the separation are disruptions of life patterns and routines, assumption of new tasks and functions which includes unilateral decision making, lower standard of living, inability to plan for future, uncertainty, deprivation of soldiers support especially in terms of children's welfare. The third stage is Punar Milan (Reunion). The joy or relief of reunion is short lasting and is soon masked by the distress caused due to adopting or modifying changes brought about by war. Many stresses at this stage have been identified such as family conflict over what is done at home. Criticism over maintaining contact, family rearrangement i.e. reorganization of family roles and routines, shifts in social support network (soldiers may disapprove of continuing contact with these individuals), strain or jealousy regarding potential or real, extramarital affair etc. There have been various effects of stress not only on the soldier but on the entire family. The families have evolved on some coping strategies, for example, wives beyond the child bearing stage viewed their marriages with satisfaction generally practice this pattern of seeking resolution and expressing feelings. Reduction of anxiety, establishment of independence through self-development, dependence on religion were some of the coping strategies. This study has pointed out functional coping methods like increased social support; avoid unproductive worrying, increased flexibility and also dysfunctional coping

methods such as making radical changes like changing or selling homes, social withdrawal, substance abuse etc. The study has, therefore, recommended preventive strategies such as comprehensive preparation of both the soldier and family members for all aspects of deployment, frequent and early contact with other families coping with similar circumstances, provision of single office or contact point for many families who do not live at or near a military installation and also interventions by Wives Welfare Associations, NGOs etc. apart from community interventions also.

9. In a study regarding "**Communication with Police Supervisors and Peers as a buffer of work related traumatic stress by Christian Stephens and Nigel Long**, it is noted that police work is a stressful occupation, potentially traumatic experiences such as life threatening physical assault or witnessing disturbing images of death are often part of police work. In the case of traumatic stress, communication with peers has been noticed to have much more impact than communication with the supervisors on stress relieving. However, negative communication with supervisors had significantly strong adverse impact and acted against stress relieving.
10. In an article, "**The social context of well-being**" by **John F. Helliwell and Robert D. Putnam**, evidence on the determinants of life satisfaction, happiness and self-assessed health status from several different national and international surveys has been discussed and have concluded that social capital (social networks and associated norms of reciprocity and trust and its effect on individuals and groups) is strongly linked to subjective well-being through many independent channels and in several different forms. Marriage and family, ties to friends and neighbors and work-life ties, civic engagement, trust worthiness have strong positive impact on subjective well-being.
11. **Peter B. Kraska and Victor E. Kappeler**, have in an article about "**Militarizing American Police**", published by University of California Press discussed the rise and normalization of paramilitary units and have discussed negative implications of increasing militarization of policing whereby more and more work or activities of field level police is taken over by police paramilitary units.
12. In a **case study of Guwahati about urban quality of life by Daisy Das**, it has been noted that dimensions of quality of life are well knit with economic, social and physical environment and the impact of objective conditions on subjective

satisfaction has been discussed and need to identify such objective conditions has been emphasized.

13. In a study titled "**Perceived organizational support and affective commitment: the mediating role of organization based self-esteem in the context of job insecurity**", it was noted that research on the relationship between perceived organizational support and affective organizational commitment has primarily adopted a social context perspective. The study has focused on the mediating role of organization based self-esteem (OBSE) and tested inter-relationship between OBSE, perceived organizational support and affective commitment and have recommended effective workplace support to employees to overcome workplace insecurity by effectively enhancing organization based self-esteem so as to maintain commitment levels.
14. In a study titled "**Welfare policy and subjective well-being across Nation**" by Alexander Pacek and Benjamin Radcliff, the role of specific factors on life satisfaction and happiness has been discussed. Considering individual responses in 18 industrial democracies from 1981 to 2000, this study has found a direct correlation between welfare measures in the country and life satisfaction and has cautioned against commodification of individuals.
15. While analyzing **accessibility dimension of urban quality of life**, Sedigheh and Koohsari have discussed the concept of quality of life, it has been concluded that only objective knowledge of urban spaces or any other phenomenon cannot be a proper guide to state about quality of life since the users or the stakeholders have their own attitudes and imaginations with respect to their different characteristics which ultimately affect the connections with the physical space.
16. **Smt. Rashmi Hunnr, Dr. M. M. Bagali and Dr. S. Sudarshan** have in an article "**Workplace stress – causes of workplace stress in Police Department**" – A proposal for stress free workplace" have identified five categories associated with occupational stress 1) Factors unique to the job 2) Role in the organization 3) Career development 4) Interpersonal work relationships and 5) Organizational structure/climate. The study has stated that because of the work stress, 80 % of men will have procrastinating attitude, impatience, irritability etc. There would also be suicidal attempts in extreme cases. The study has noted that it is very difficult to make police department stress free, but a few steps can surely be taken to reduce the impact such as creating a transparent system, setting clear expectations, having regular and consistent reward and recognition programme, emphasizing on training

and employees development and made detailed recommendations about specific training programmes focusing specific dimensions and utilizing applicable methodology. For example, the dimension of role ambiguity can be addressed with the method of storytelling, building blocks, small group exercises on active listening or for the dimension of under participation, the techniques of on stage activities, group discussions, presentations have been recommended. For the problem of powerlessness, coordination games, classroom lectures have been recommended. The study has recommended similar methodology for role conflict, unreasonable group and political pressure, powerlessness, poor peer relationships, low status and strenuous working conditions.

17. In an article about the **quality of life from the perspectives of older people, Zahava Gabriel and Ann Bowling** have emphasized that the domains of quality of life are interlinked and interact with each other. The study, therefore, emphasize on reflected commonly held core value, greater recognition, good social relationships, help and support, neighborhood that gives pleasure, engaging in hobbies, leisure activities, impetus to positive psychological outlook and acceptance of circumstances which cannot be changed.
18. In an article published in American Journal of Economics and Sociology about **Quality of life theory derived from Maslow's Developmental Perspective by M. Joseph Sirgy**, it has been argued that a QOL theory can be developed on the basis of Abraham Maslow's need hierarchy theory. Quality of Life (QOL) is defined in terms of hierarchical need satisfaction level of most of the members of a given society and progressive increases in QOL are accompanied with hierarchical changes of these societal institutions.

SUBJECTIVE WELL-BEING AMONG POLICE PERSONNEL

In the only article specifically written on **subjective well-being of police personnel, P. R. Geetha, D. K. Subba Krishna and S. M. Channabasavanna** focused on SWB aspect among police personnel by administering SWB inventory and GHQ to 201 policemen selected randomly from Bangalore City. Policemen scored significantly high in all dimensions except in social support when compared to urban middle class working in factories. The police who scored low in General Health Quotient (GHQ) had significantly higher scores in all dimensions of subjective well-being except in social contact. This scheme utilized step-wise multiple duration analysis to correlate socio demographic and clinical factor with a few dimensions of SWB.

Even though 29.7 % of the sample expressed stress in interview in the area of job as a whole, they have shown good adjustment in all dimensions except in social contact and social support. Secondly, normal range of total positive and total negative scoring showed that they enjoy positive health. Thirdly, contrary to the expectation of the team, police job stress did not have negative spillover or negative effects over other spheres of life. Fourthly, inspite of being in a stressful job, police personnel maintained a good level of SWB. The study held that the police officers might not be experiencing stress more than any other employed individual. This might be related to various stress buttressing factors like hardy, positive coping skills, good family support and adequate social and organizational reward. Fifthly, the policemen have perceived family being supportive and it was noticed that expectation increases with education and may cause dissatisfaction in achievements if it is not proportionate to expectation. Younger newly joined are more unhappy may be because of increased expectations. The study, therefore, concluded that these findings cannot be generalized with the police working in other states. During interviews, it was learnt that police working in Karnataka State were happier than the people working in other states as they are paid better salary, majority of them stayed with their family and public were more cooperative and law abiding.

STRESS IN POLICE

Dr. Pragya Mathur in her doctoral thesis on stress in Police in India found that more than half the police personnel disclosed that their job tends to directly affect their health and evidence of somatic warning signs of stress was observed in a sizeable percentage of the sample. She has also concluded that subordinate officers were the most stress group and also reported the highest score on somatic symptoms. Similarly, the group with a tenure of more than 20 years reported the highest mean on the stress index. The State Police reported a higher mean of stress index than the Central Police Organizations. She has, therefore, suggested for intervention strategies in handling police stress and more studies on the same.

- (i) There have been various efforts to institutionalize regular two way communication in police station followed by action. (This significantly contributes to the meaningfulness in work - an aspect enhancing productivity aspect of QOL) in the form of Samwad Samiti (Dr. Suresh Khopde, IPS Retd.) There have also been similar efforts in M.P. in Training Sector for institutionalized informal but purposive two way communication (Vineet Kapoor, Supdt. of Police).

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- (ii) In ITBP & CISF also, there have been efforts to cultivate lady wives (wives of the officers) into counselors through counselors skills training and then assigning them as mentors for a specific number of wives of SOs & ORs so as to be in continuous touch and to act as a friend philosopher guide & facilitator.
 - (iii) In ITBP & CISF, there have been efforts to create "Buddy Pair Systems" - to the extent possible and the buddies were asked to write one page about his buddy partner and one about himself. The Company Commander was also supposed to write half a page about everyone in his company. All this was to create personal profile of a member of the Force in his own eyes - in the perception of his buddy - and from his Company Commanders angle. This was supposed to be updated periodically. Such personal information sheets can be a very important tool from the objective of ascertaining very positive or very negative indicators. The former can be constructively used for the organization and the latter points out need for immediate intervention and corrective action.
 - (iv) In CISF, there have institutionalized training of trainers course for counselors skills training so that even the cutting edge level officials such as Havildar Major, Company Commander with this dimensions and with counseling skills.
 - (v) Thus, such efforts are generally seen in all Forces indicating the need for compilation.

Organizational Efforts

Apart from the schemes which are strictly termed as welfare measures, there have been efforts which may not be strictly termed as welfare measures but which ultimately contribute in understanding Subjective Well Being and enhancing it.





*Talk to yourself once in day...
otherwise you may miss meeting an
excellent person in this work world.*

– Swami Vivekanand



METHODOLOGY

3.1 Research design

As seen above, Subjective Wellbeing is most often conceptualized as a broad domain of interest rather than specific construct. The essential elements of Subjective Wellbeing include affect status of positive and negative emotions within an individual's subjective experience and a cognitive evaluation of the conditions and circumstances of his or her life in positive and satisfying terms. Life satisfaction judgments represent broad cognitively based evaluations of some specific aspect of one's life. For example, material satisfaction (material wellbeing), emotional satisfaction (emotional wellbeing and intimacy), work related satisfaction are some domains of satisfaction which are assessed in life satisfaction judgments.

It has also been seen that most of the instruments adopted to assess Subjective Wellbeing are self-report measures. The combination of instruments is designed in such a way that motivated or deliberate responses would be automatically eliminated or adjusted to.

Welfare schemes in CAPFs are not same in all organizations this may be because of differences in the operational mandate of different CAPFs. It is submitted that in spite of differences in the operational mandates, the uniformity of welfare schemes is desirable.

Thus, on one hand Subjective Wellbeing itself is a composite concept and a broad domain of psychological indicators which is not possible to be reduced to a simple figure quantitatively and on the other hand welfare schemes themselves differ across the CAPFs as mentioned above. Thus, an effort to have one to one cause effect relationship between the two may be misleading because of the very pervasiveness of both the constructs. The need is, therefore, to holistically map and assess the status of Subjective Wellbeing in CAPFs through various instruments which would take care of possible distortions likely in a single instrument methodology. Taking into account the above considerations, extensive deliberations were conducted to develop this project methodology and it was decided to devise a combination of qualitative as well as quantitative tools so as to support quantitative findings with a qualitative analysis and to ensure that the ultimate outcome becomes meaningful from policy perspective in the CAPFs and Police.

It has also been anticipated that welfare schemes may not be the only factor affecting

Subjective Wellbeing and, therefore, in the initial proposal itself it was envisaged that this study would bring out other factors in the organizational practices which would have significant influence on Subjective Wellbeing. Therefore, from this perspective, understanding and assessing the composition of Subjective Wellbeing becomes more relevant from policy perspective.

3.2 Objectives and Hypotheses

Objective

- To study the quality of life and subjective well-being of the paramilitary forces in ITBP and CISF as well as the Maharashtra police force in the context of impact of welfare schemes.

Sub-objectives

- To study the QOL of paramilitary forces in ITBP, CISF and Maharashtra Police.
- To study subjective well-being of the above mentioned group.
- To study the locus of control of the above mentioned group.
- To study the impact of welfare schemes on all the above.
- To study their work life balance.

Research questions

- What is the composition of Subjective Wellbeing in ITBP, CISF and State Police?
- How do they perceive the quality of life and which factors in which priority do they consider for attaining a better quality of life?
- What is the impact of locus of control on their perception of quality of life and life satisfaction?
- What is the status of their work life balance?
- How can the Subjective Wellbeing be enhanced in CAPFs and Police Organizations?

Hypotheses

- a. There will be positive correlation between quality of life of the paramilitary

personnel and their level of satisfaction.

- b. There will be positive correlation between quality of life of the paramilitary personnel and internal locus of control.
- c. There will be positive correlation between quality of life of the paramilitary personnel and their positive affect.
- d. There will be no difference in the QOL of the CISF and ITBP personnel.
- e. There will be no difference in the QOL of the different ranks in CISF and ITBP personnel.
- f. There will be no difference in the QOL of the paramilitary forces (CISF, ITBP) and the Police.
- g. There will be a positive impact of the welfare schemes on the QOL of the paramilitary personnel.
- h. There will be no difference in the desired QOL for the paramilitary forces (CISF, ITBP) and the Police.
- i. There will be no difference in the life satisfaction for the paramilitary forces (CISF, ITBP) and the Police.

3.3 Tools & Methods for data collection

- **Com Qol A-5 (ComQol-S5), Standardized tool of quality of life By Robert A. Cummins, School of Psychology, Deakin University, 1997**, itemed which covers three dimensions of QOL, -Factual, Importance (Given by) and Satisfaction (Perceived by respondents) across 7 areas namely – Material Well-being, Health, Safety, Productivity, Intimacy, Place in Community, Emotional Well-being . Its **reliability** has been tested through 17 studies in various ways/ (test retest, Cronbach's alpha internal reliability.) which has been proved highly significant ranging from 0.75 to 0.92 for different domains in different combinations.

Validity: content, construct and concurrent validity of the test have been extensively

Studied and established which is also highly significant and makes the test robust and trustworthy.

- **Life Satisfaction Scale (LSS): A Likert type scale** developed at Jnana Prabodhini's Institute of Psychology 2001, Semi-standardized, 60 items covering

six areas of life namely –Satisfaction in General, Economic, Inter Personal Relations, Family life, Work Related, and Socio-Spiritual.

Reliability –Split Half Reliability- The split half reliability was calculated area wise and for total scores for the current sample (N=744). The area wise coefficient value range from **0.35 to 0.49** for different areas, these values are highly significant, denoting that the test is highly reliable. The split half coefficient for total score is 0.74 which is pretty high and indicates that the two sets of LSS can also be used as parallel forms.

Validity – Concurrent Validity-When the concurrent validity of LSS was seen through its correlation with Cummins QOL A-5, Standardized tool of quality of life (Satisfaction dimension) it was found that the values were significantly high. ($r = 0.22$ $p > 0.000$) the correlations of sub factors of both the tests were also found significant ($r = 0.132$ to 0.218).

Content Validity- The content validity of LSS was obtained by inter rater consistency method. The values of inter rater agreement for the areas are 3.5 (five being the maximum) and above, denoting satisfactory validity of the test.

- **My Idea of QOL:** A forced choice scale developed at Jnana Prabodhini's Institute of Psychology, Non standardized, 28 items on 7 areas similar to COM QOL (material-wellbeing, health, safety, productivity, intimacy, place in community, emotional wellbeing) in paired format.

Validity-Concurrent Validity- The concurrent validity of My Idea of QOL was confirmed by comparing it with the "Importance" dimension of Cummins QOL, the value of all the 7 areas in My Idea of QOL and those in Cummins QOL denote moderate correlation (around 0.114.). Also to confirm the validity other way inter rater consistency was calculated for all the items and areas, results show that these values range from 3.5 to 4.5 for the areas which also is an indicator of strong validity of the test.

- **Affect Scale:** a checklist of 16 items based on the PANAS (Positive and Negative affect scale) developed by Watson, Clark, and Tellegen (1988b).

It shows the level of distress a person is experiencing at a given duration of time.

Reliability and Validity

Reliability reported by Watson (1988) was moderately good. For the Positive Affect Scale, the Cronbach alpha coefficient was 0.86 to 0.90; for the Negative

Affect Scale, 0.84 to 0.87. Over an 8-week time period, the test-retest correlations were 0.47-0.68 for the PA and 0.39-0.71 for the NA.

Validity-The PANAS has strong reported validity with such measures as general distress and dysfunction, depression, and state anxiety.

- **Internal- External Scale:** Developed by Rotter, 1966, standardized, forced choice scale, 29 pairs of items. Assesses the locus of control. The questionnaire measures general QOL which corresponds to achievements and subjective evaluations and reactions of *Dijker's Model*. <http://www.parqol.com/page.cfm?id=64>

Reliability & Validity –Split half reliabilities of 0.65 for male and 0.79 for females and Kuder Richardson co efficient for various samples in the 0.69 to 0.76 range. Test retest reliability in various samples with 1 and 2 months intervals ranged from 0.49 to 0.83.

Correlation with a measure of social desirability ranged from -0.17 to -0.35 with a median of -0.22 and correlations with various measures of intelligence. Rotter (1966) also reported briefly 2 factor analyses both of which suggested one general factor. A number of other studies are presented, addressing the construct validity of the scale, such as correlation with story completion and semi structured interview measures of Locus of Control, analyses of social class differences and controlled laboratory task.

- **Work life balance Questionnaire:** An open ended Questionnaire developed by Jnana Prabodhini's Institute of Psychology for this specific purpose. Contains 18 questions about various aspects of work and family life.

It covers five areas- Material Well-Being, Psychological Well-Being, Relationship (Intimate), Job Responsibility (Work Culture) and Personal Growth

- **Welfare schemes checklist:** In addition to the above, a specific questionnaire addressing different welfare schemes, was also designed and administered to a selected sample. It measures the awareness and consumption of the welfare schemes. It covers 5 areas namely Medical Related Assistance, Educational Institutions, Welfare of retired personnel, Special Facilities, Other Facilities and Family Welfare. The respondents were expected to put tick marks in the respective columns applicable to them. (Total 22 items.)

Tools for qualitative analysis

The Qualitative Analysis for the project has been done in three parts.

i) The first part covered designing of Research specific instrument on the basis of Focus Group Discussion.

As mentioned above, a combination of qualitative and quantitative techniques was considered useful and required for such a pervasive concept of Subjective Wellbeing. Therefore, to understand the concepts and organizational issues subjectively relevant to the personnel, before setting the main objective and sub objectives, focus group discussions were conducted at different locations. These focus groups comprised of proportionate representation of different ranks in a group of 20 – 25. These discussions were recorded and transcribed. On the basis of this outcome, the Work Life Balance (WLB) questionnaire was designed specifically relevant to CAPFs and Police Organizations.

ii) The second part covered three cross sections.

1. The respondents of Work Life Balance Questionnaire specifically identified on the basis of their responses (very positive and very negative - both extremes covered). This analysis was generally done on the same day or immediate next day so as to ensure availability of the marked individuals.
2. Interviews of officers in CISF and ITBP from AC to DIG.
3. Interviews of lady personnel.

The second part of qualitative analysis is analysis of Work Life Balance responses of especially 10 % of top and bottom of Life Satisfaction Scale respondents. This was done to ascertain the issues and coping patterns of both the ends.

The voice recordings of the interviews were transcribed and analyzed, maintaining complete confidentiality of the content. For the test "Work Life Balance" which is an open ended instrument, specific themes were assigned to individual responses and the themes were entered into excel – For Thematic analysis.

3.4 Data collection:

These tools were administered personally by visiting various locations (Appendix: II) as mentioned above and by organizing specific sessions for a group of 55-60 persons (single

or sometimes in parallel sessions) comprising of respondents from different ranks. The personnel were explained in detail about the necessity to fill up all the responses independently without consulting each other. Various doubts were also clarified at the time of filling up the responses in order to avoid any confusion in understanding and thereby in responses. Strict adherence to the testing norms was maintained maximally.

Considering the practical limitations of getting the same group for selection of representative persons for interviewing in details later, a general analysis of the work life balance responses was done on the same day and some specifically selected personnel showing significantly positive or significantly negative psychological mindset were identified and interviewed on the next day. These interviews were recorded and transcribed later.

In order to comprehensively understand the issues related to Subjective Wellbeing, senior officers up to the level of DIG from ITBP as well as from CISF were also interviewed. These interviews also have been transcribed and are included in the Qualitative analysis section.

Thus, as mentioned above, different inputs have been utilized to arrive at a holistic picture about the status and composition of Subjective Wellbeing and impact of welfare schemes on it.

- **Data collection Procedure-**

The data collection procedure started with establishing rapport with the participant explaining the project in brief, filling up a personal detail form. This followed with administration of six psychological tests. The tests were administered in a controlled and comfortable environment. One trained administrator and one observer were present throughout. They gave instructions and helped the participant whenever regardless doubts they had. This procedure was kept uniform to ensure that the collected data was valid and authentic.

- **Data Management:**

For quantitative analysis six tests were used

- ComQOL
- My Idea QOL
- Life Satisfaction Scale
- Affect Scale
- Locus of Control
- Welfare schemes

Responses to ComQOL and Welfare schemes were first scored manually and then the scores on the tests were entered in excel-format. The responses on the remaining tests i.e. Affect Scale, Locus of Control, Life Satisfaction Scale and My Idea QOL were directly entered in excel-. After entering them, data was scored as per program made in excel. Then the data was processed. Data was analyzed by using SPSS version 17. The following statistical analyses were performed on the data.

- Descriptive Statistics
- t test
- ANOVA (One Way)
- Correlation
- Multiple Regression

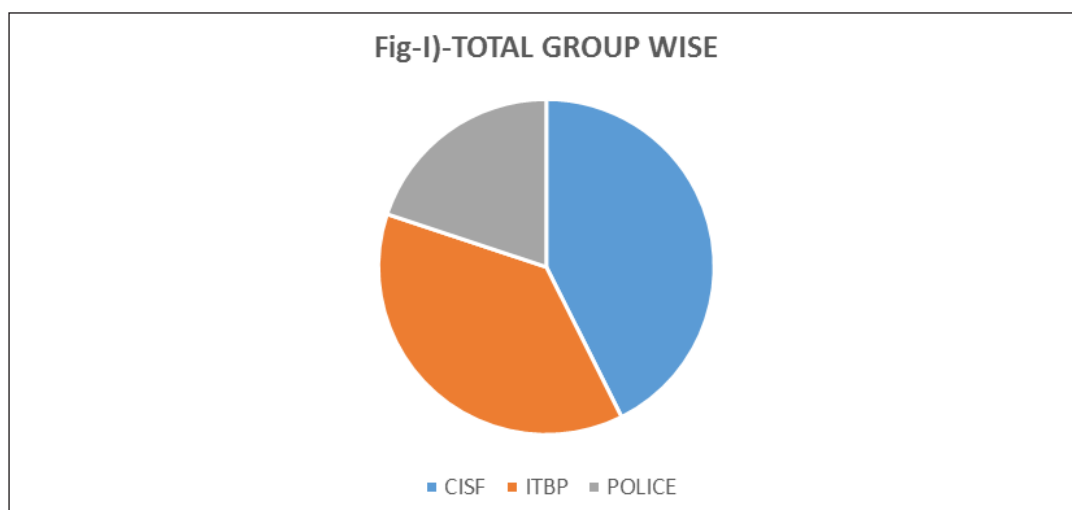
3.5: Sampling

A combination of purposive sampling (for selection of units) and stratified random sampling for selection of personnel with in the units has been used to cover various units performing duties in different work environments.

● **Table-I) Total Group Sample Distribution N=744**

CISF	ITBP	Police	Total
317	279	148	744

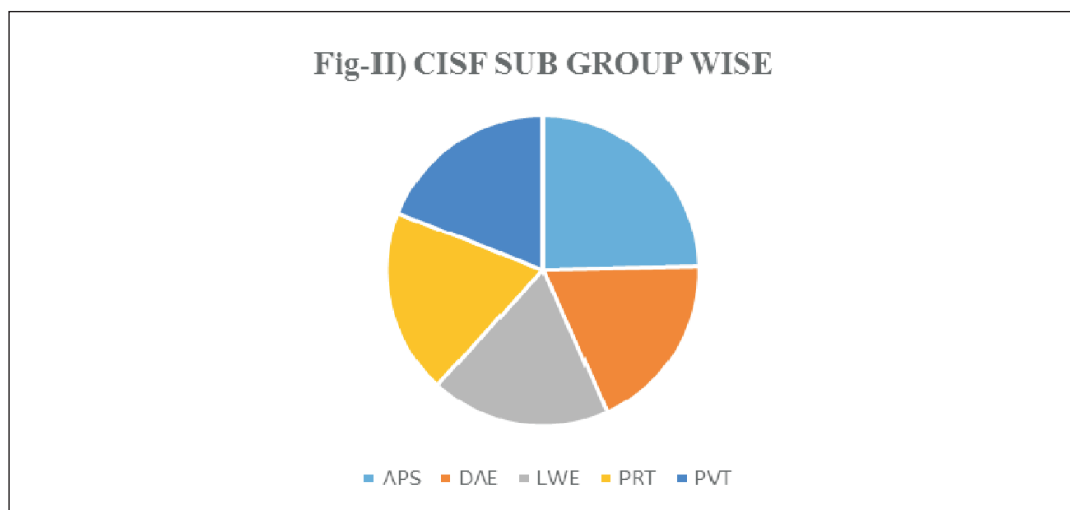
* (CISF-Central Industrial Security Force, ITBP- Indo Tibetan Border Police)



● **Table-II) CISF Sub Group Sample Distribution-(N=317)**

APS	DAE	LWE	PRT	PVT
78	59	59	61	60

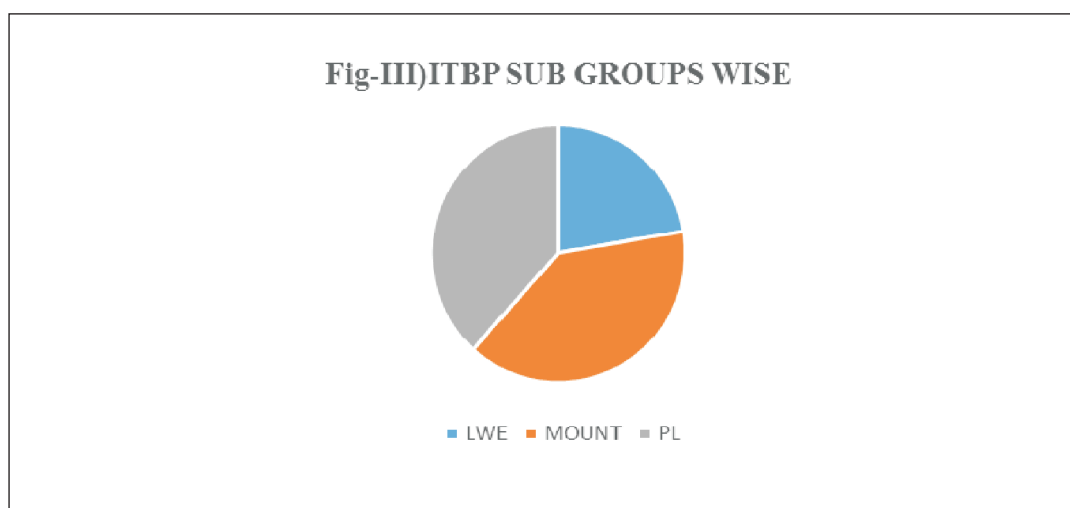
* (APS-Airport, DAE-Department of Atomic Energy, LWE-Left Wing Extremism, PRT-Port and PVT-Private)



● **Table-III) ITBP Sub Group Sample Distribution (N=279)**

LWE	MOUNT	PLAINS
62	110	107

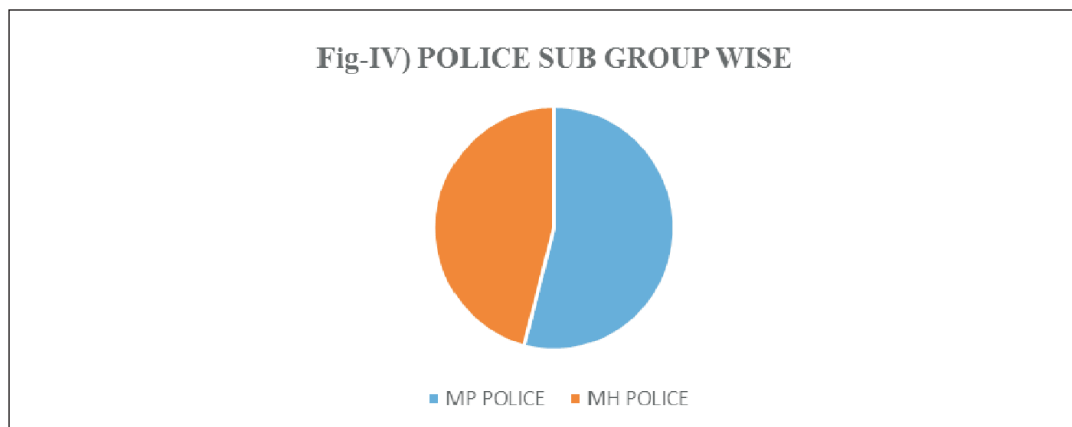
* (LWE -Left Wing Extremism, MOUNT-Mountain and PL- Plains)



● **Table-IV) Police Sub Group Sample Distribution (N-148)**

MP POLICE	MH POLICE
80	68

* (MP-Madhya Pradesh Police and MH-Maharashtra Police)



● **Table-V) Work Experience wise sample distribution**

Group No	Work Experience (Year)	CISF	ITBP	Police	Total
1	Below 10	152	157	57	365
2	10-15	55	46	18	119
3	15-20	19	8	16	43
4	20-25	22	23	15	60
5	25-30	37	36	23	97
6	Above 30	32	9	19	60
Total					744

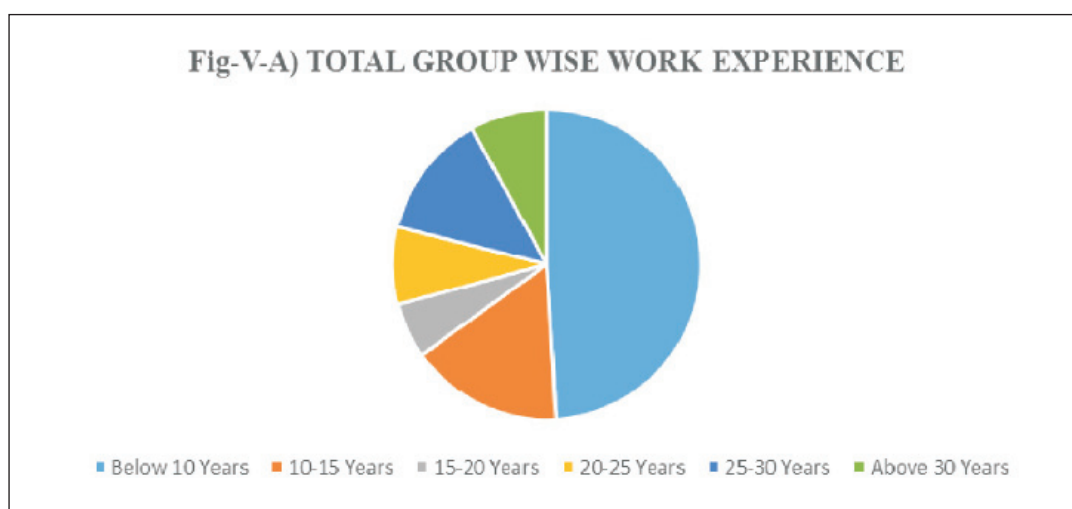


Fig-V-B) CISF WORK EXPERIENCE WISE

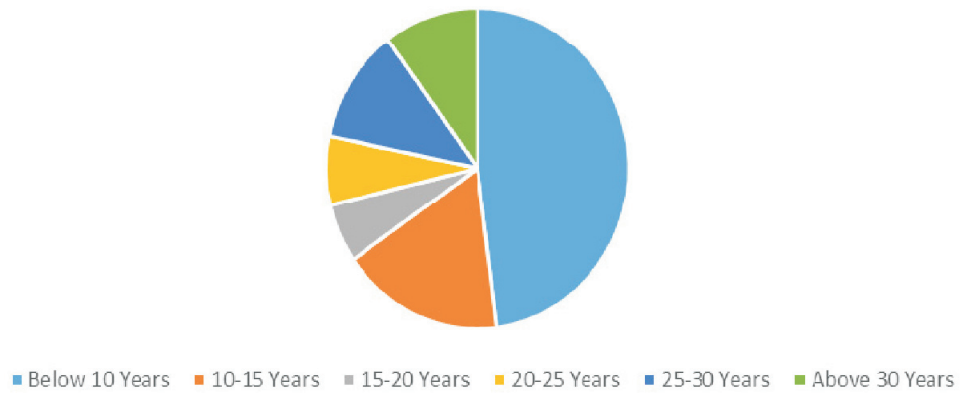


Fig-V-C) ITBP WORK EXPERIENCE WISE

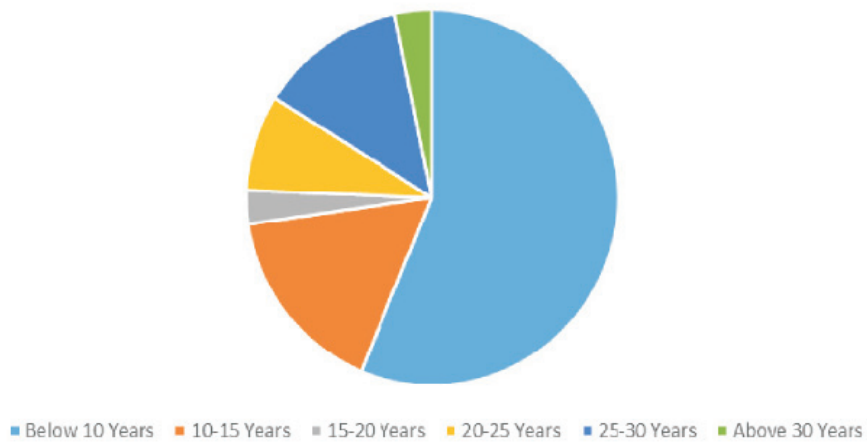
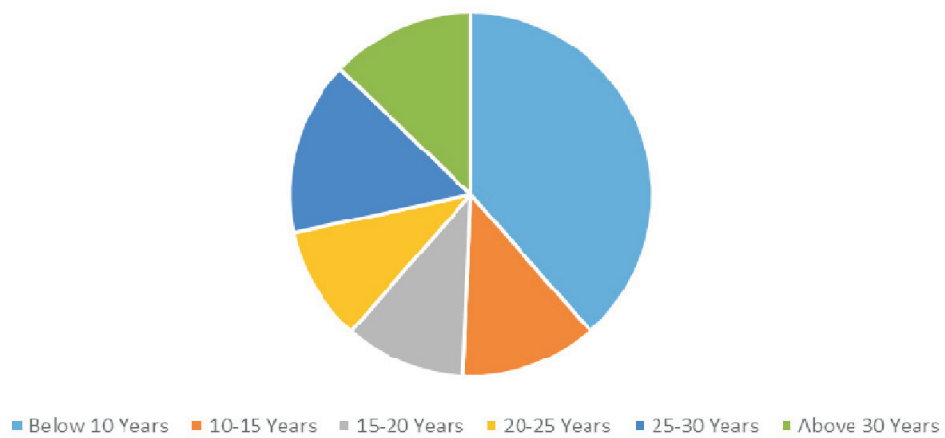


Fig-V-D) POLICE WORK EXPERIENCE WISE



● **Table-VI) Education wise sample distribution**

Education Levels	CISF	ITBP	Police	Total
Up to 10 th	65	68	25	158
Up to 12 th	109	123	50	282
Up to Graduation	111	73	62	246
Up to PG	28	10	11	49
Total				735
Missing details	4	5		9

Fig-VI-A) TOTAL GROUP EDUCATION WISE

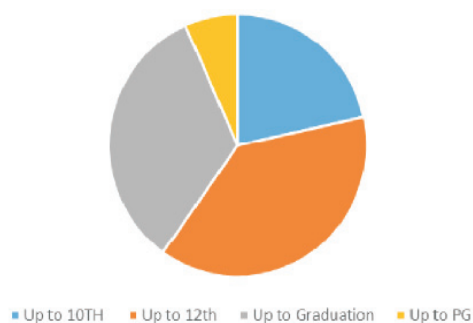


Fig-VI-B) CISF EDUCATION WISE

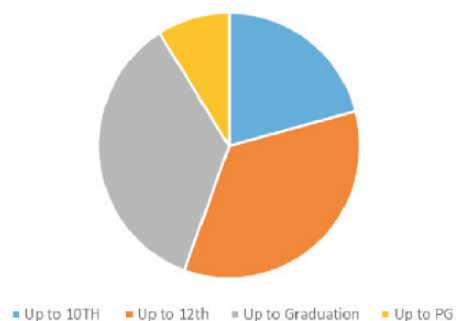


Fig-VI-C) ITBP EDUCATION WISE

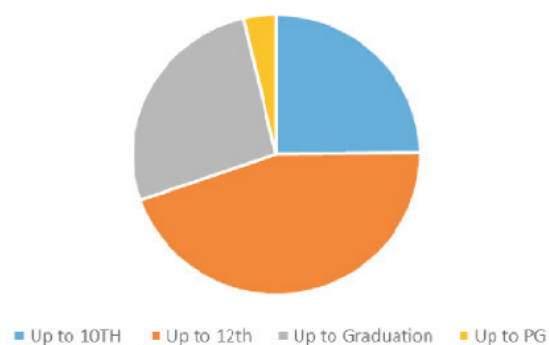
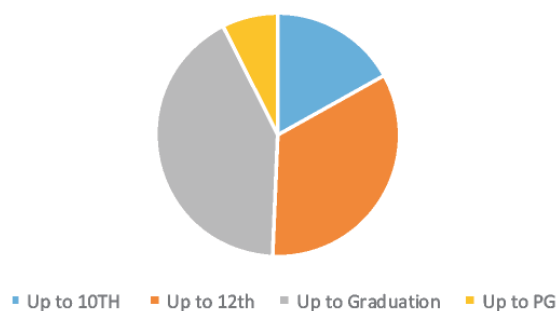


Fig-VI-D) POLICE EDUCATION WISE



● **Table-VII) Designation wise sample distribution**

Designations	CISF	ITBP	Police	Total
Constable/ Head Constable	238	201	124	562
Inspector / Sub Inspector	66	71	24	161
Assistant Commandant	13	7	0	20
Total				743

Fig-VII-A) TOTAL GROUP WISE DESIGNATION

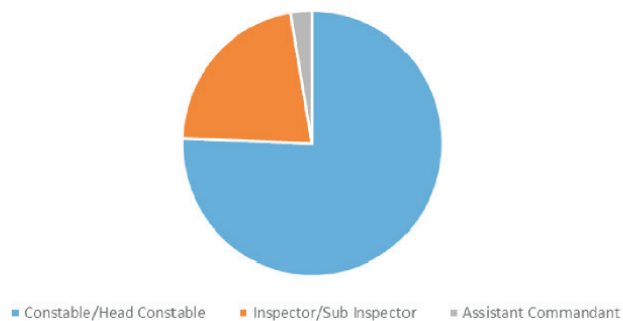


Fig-VII-B) CISF DESIGNATION WISE

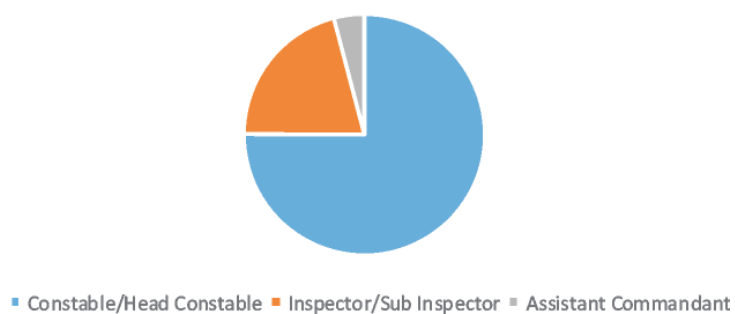


Fig-VII-C) ITBP DESIGNATION WISE

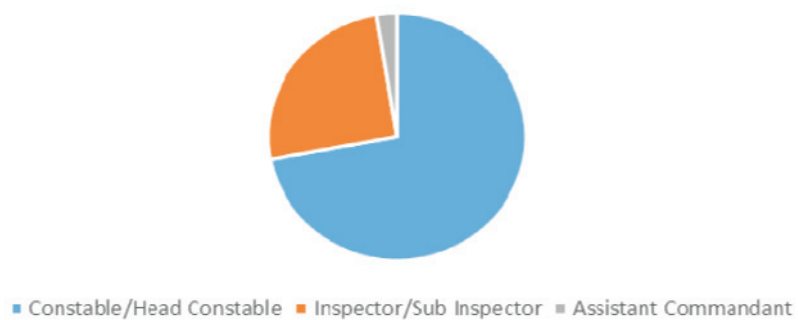
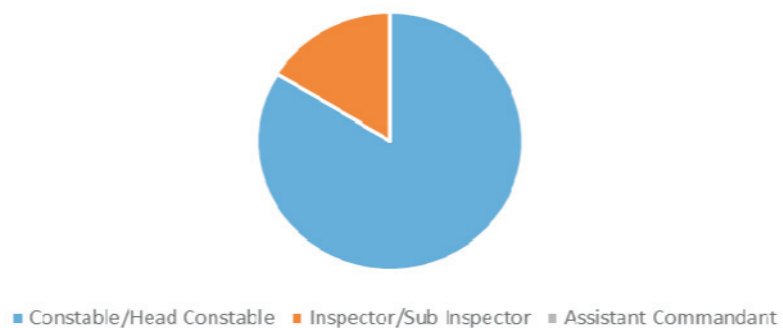


Fig-VII-D) POLICE DESIGNATION WISE





*All skilled work can be pleasurable
provided the skill required is either
variable or capable of indefinite
improvement.*

– Bertrand Russel



DATA ANALYSIS, INTERPRETATION AND DISCUSSION

The analysis of data and interpretation for this project has been done keeping in mind the objectives, sub-objectives and research questions as enlisted in the chapter on methodology.

4.1 SUB OBJECTIVE :

To study QOL of Central Armed Police Forces (CAPFs): ITBP & CISF and State Police of Madhya Pradesh and Maharashtra.

The instruments which would be addressed to this sub-objective are:

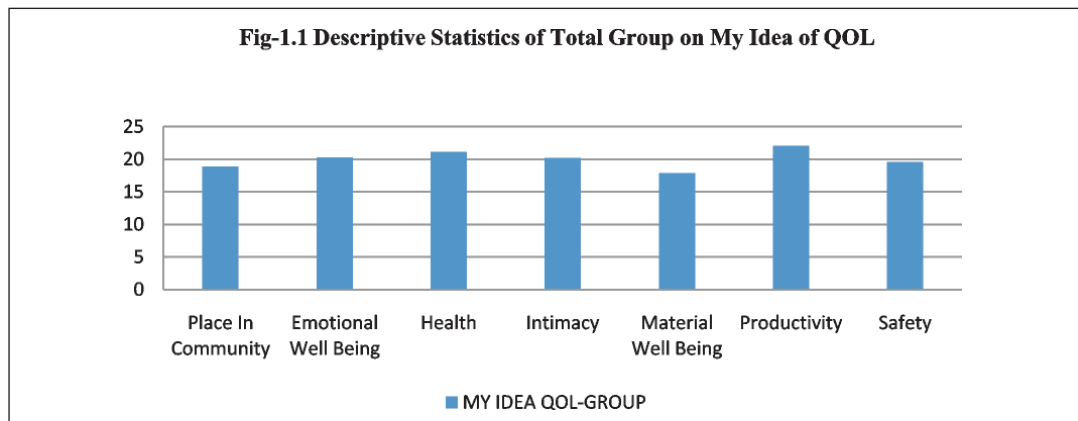
- ❖ My idea of Quality of life (MYQOL) and quality of life (QOL) Cummins (Factual, importance, satisfaction).

These two instruments and related analysis would comprehensively give the perceptive about what is the concept of quality of life in the eyes of personnel, which are the areas of life more important to them than others and the extent of their perceived satisfaction in these areas.

4.1 A Comparison across three groups on My Idea of Quality of Life (MYQOL)

Table-1.1 Descriptive Statistics of Total Group on My Idea of QOL (N=744)

GROUP		PC	EWB	HL	INT	MWB	PRO	SAF
Total	Mean	18.84	20.26	21.09	20.21	17.88	22.01	19.54
	SD	3.827	3.804	3.487	3.913	4.432	3.062	3.456



My idea of QOL tries to assess the relative importance given by individuals of different aspects of life. The instrument has 28 pairs of questions. Each pair has two different aspects of life clubbed together. A respondent is supposed to give priority to one over other. They can't be rated equally. The extent to which they would prefer one aspect over other will vary. Thus it can be maximum 4 : 1, with difference of 3 or minimum 2 : 3 with the difference of only one. The relative importance of the aspects of Health (H), Emotional Well Being (EWB), Material Well Being (MWB), Intimacy (INT), Safety (SAF), Productivity (PRO), and Place in Community (PC) are assessed on the basis of Group Mean Value.

Table 1.1 shows that for the entire sample comprising of all the three organizations (i.e. CISF, ITBP and State Police) Productivity (PRO) is of highest importance followed by Health (HL), Emotional Well Being (EWB), Intimacy (INT), Place in Community (PC) and lastly Material Well Being (MWB).

The questions related to Productivity in 'My ideal of QOL' are focused on getting an opportunity to do creative work, to enhance one's educational qualifications, to participate in cultural or social programmes, an opportunity to provide meaningful social service, proactive role in various programmes or functions, an opportunity to progress meaningfully.

Similarly the questions assessing importance given to Health are related to medical facilities available, regular exercise and scope for regular exercise, absence of chronic illness etc.

The questions related to Emotional Well Being focus on Freedom of expression and thoughts, fair and impartial behaviors by others, ability and scope to spend time for oneself, setting an opportunity to do something which one wishes to do, experiencing positive emotions.

This order of priority with Productivity at the top is significant for any organization. Thus if the quality of life in the eyes of the personnel is to be enhanced then the aspects affecting productivity, Health, Emotional Well Being, Intimacy, Place in Community will have to be given importance and practical realization for the personnel in welfare programmes as well as organizational practices. (They need to be inculcated in organizational structure and processes).

It is also important to note that contrary to common perception, Material Well Being

(MWB) has been given least importance in the factors which in their opinion, shapes the quality of life. This means that any welfare or administrative measure focusing of MWB are not likely to produce mark able desired results or are not likely to enhance the quality of life perception of the personnel significantly.

Importance wise productivity – Health – Emotional Well Being – Intimacy need to be focused for that purpose as per the results.

Table-1.2 Comparison on Concept of My Idea of QOL across three groups

GROUP		PC	EWB	HL	INT	MWB	PRO	SAF
CISF (N=317)	Mean	18.59	20.57	21.17	20.51	17.71	21.89	19.57
	SD	3.827	3.497	3.544	4.017	4.368	2.966	3.449
ITBP (N=279)	Mean	19.37	20.20	20.89	19.80	17.82	21.82	19.59
	SD	3.685	3.852	3.339	3.537	4.391	3.079	3.422
POLICE (N=148)	Mean	18.39	19.68	21.28	20.34	18.33	22.61	19.41
	SD	3.999	4.270	3.640	4.304	4.641	3.174	3.551
(ANOVA)Between Group-p value		0.012	ns	ns	ns	ns	0.025	ns

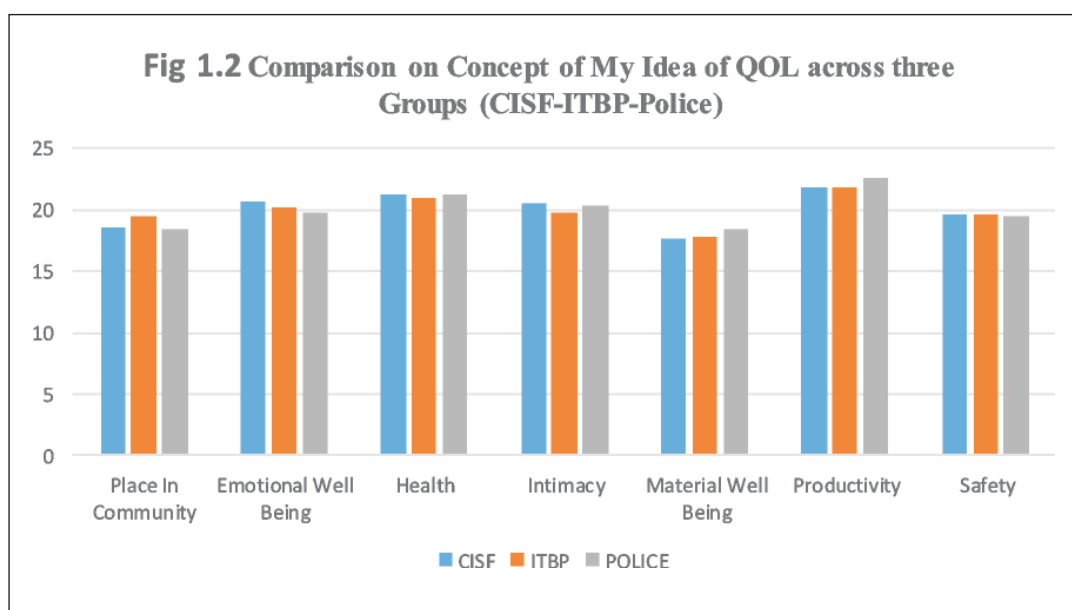


Table 1.2 shows the relative importance given to different aspects in the three organizations CISF, ITBP and Police under study. It may be seen that the general pattern of Productivity – Health – Emotional Well Being – Intimacy – Safety – Place in Community – Material Well Being as reflected in composite group is the same for individual organizations.

The employees, though perceive moderate satisfaction from material sources, their importance to M W B is lowest in shaping G O L.

While observing the intra group differences a few interesting facts emerge. All the three groups irrespective of significant vertical i.e. between group differences the prioritizing pattern remains same. Thus Productivity score is highest for Police – followed by CISF and ITBP.

Similarly, Place in Community importance given is significantly higher in ITBP – followed by CISF and they State Police.

The former pattern can be explained on the basis of ever demanding situation which the Police face. In fact the very identity and very existence of individuals depends on their result orientation. Since the demand for the result orientation is not at the same level, in rest of the organizations, the extent of importance accorded is relatively at a lower level.

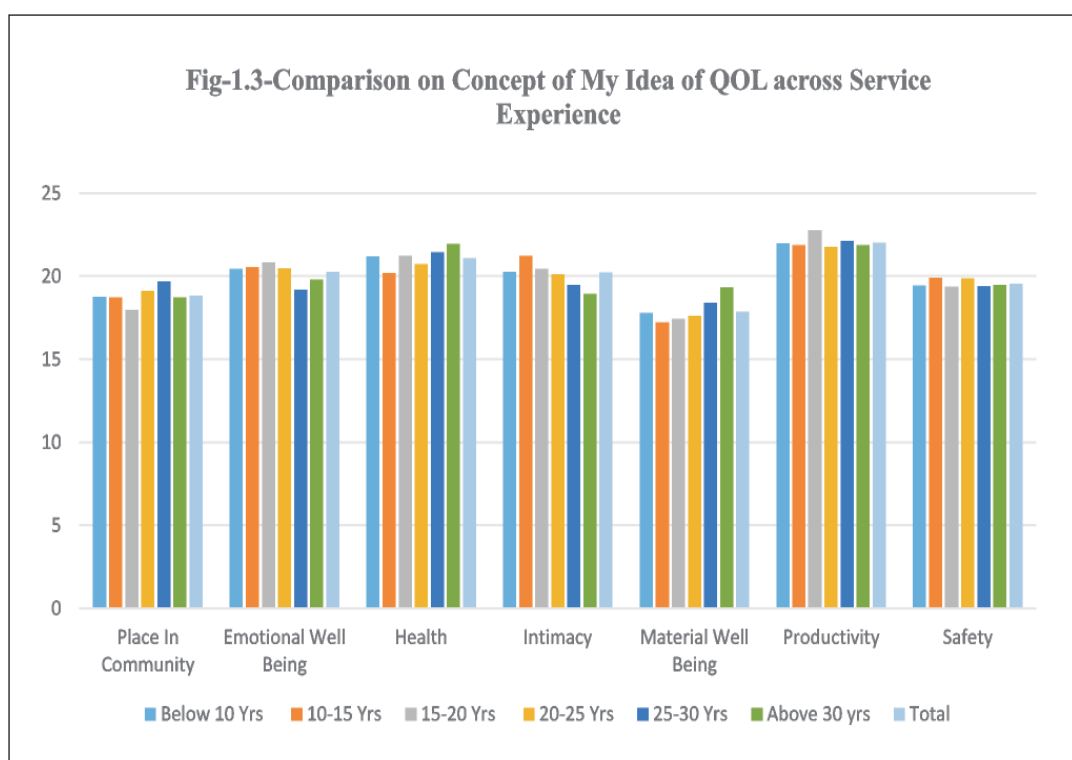
Importance for the Organization

Since the idea of Quality of Life QOL is shaped and influenced by Productivity – then Health and then Emotional Well Being aspects of Life, various efforts can constructively contribute in all these areas.

Thus meaningful involvement in result oriented constructive work, administrative practices with inbuilt encouragement and role for physical exercises, yoga as a routine, trying to identify what exactly one wants to do and giving to the extent possible, will contribute in making a routine job appear meaningful. This is of course (Page 4), easier said than done but some steps in its direction will go a long way.

Table-1.3 Comparison on Concept of My Idea of QOL across Service Experience

GROUP NO	SERVICE EXP YEAR		PC	EWB	HL	INT	MWB	PRO	SAF
1	Below 10 (N=365)	Mean	18.75	20.43	21.20	20.26	17.80	21.99	19.45
		SD	3.864	3.895	3.574	3.909	4.550	3.267	3.572
2	10 TO 15 (N=119)	Mean	18.71	20.53	20.19	21.23	17.22	21.88	19.89
		SD	3.408	3.617	3.274	3.894	3.865	2.759	3.053
3	15 TO 20 (N=43)	Mean	17.98	20.81	21.21	20.44	17.44	22.77	19.37
		SD	4.590	3.936	3.211	3.731	4.532	3.265	3.619
4	20 TO 25 (N=60)	Mean	19.13	20.48	20.72	20.12	17.63	21.77	19.87
		SD	3.666	3.367	2.731	3.641	4.365	2.560	3.270
5	25 TO 30 (N=97)	Mean	19.66	19.20	21.43	19.48	18.42	22.10	19.40
		SD	4.208	3.387	3.500	3.932	4.153	2.748	3.287
6	Above 30 (N=60)	Mean	18.72	19.77	21.92	18.95	19.33	21.85	19.48
		SD	3.173	4.327	3.929	3.916	4.929	3.167	3.869
	Total (N=744)	Mean	18.84	20.26	21.09	20.21	17.88	22.01	19.54
		SD	3.827	3.804	3.487	3.913	4.432	3.062	3.456
	(ANOVA) Between Group-p value		ns	0.05	0.021	0.003	0.045	ns	ns



If the concept of QOL in the eyes of the personnel is studied on the basis of their age groups it may be seen that importance given to Emotional Well Being (EWB) and Intimacy (INT) of the groups below 25 years of experience is generally higher than those above 25 years (Vertical Trend). This may be because till that group the aspects related to freedom of expression and thought, meaningful family relationships, experiencing stability and emotional satisfaction, importance given to getting an opportunity to do something s/he wishes to do, importance to spend quality time with friends, get dominated by the importance given to other aspects, though Emotional Well Being (i.e. Horizontal trend) remains consistent however.

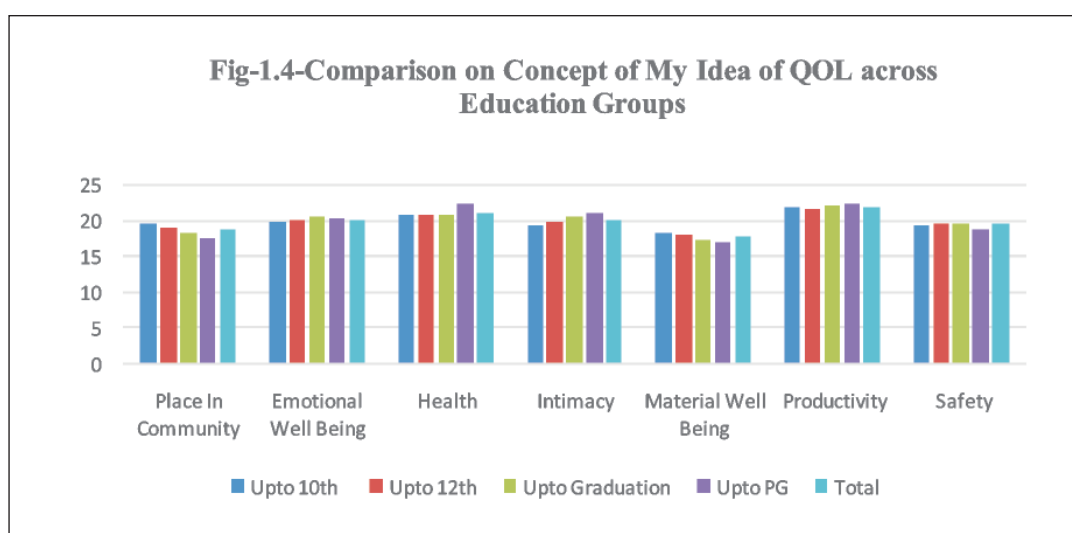
Also importance given to Health for group 4 is at a lower level than other groups.

On all the remaining areas i.e. Intimacy, Material Well Being (MWB), Place in Community (PC), Safety, no significant difference across groups is observed.

This shows that overall concept about what defines QOL is quite consistent in this sample.

Table-1.4 Comparison on Concept of My Idea of QOL across Educational level

EDUCATION		PC	EWB	HL	INT	MWB	PRO	SAF
Upto 10 th (N=158)	Mean	19.60	19.93	20.92	19.41	18.46	21.89	19.43
	SD	3.851	3.721	3.321	3.954	4.387	3.265	3.254
Upto 12 th (N=282)	Mean	19.06	20.18	20.98	19.96	18.20	21.70	19.68
	SD	3.813	3.798	3.419	3.832	4.349	2.990	3.587
Upto Graduation (N=246)	Mean	18.34	20.54	21.04	20.79	17.39	22.25	19.63
	SD	3.751	3.910	3.547	3.692	4.363	2.900	3.368
Upto PG (N=49)	Mean	17.59	20.43	22.47	21.16	17.00	22.51	18.84
	SD	3.802	3.500	4.042	4.629	4.605	3.222	3.864
Total (N=735)	Mean	18.84	20.26	21.09	20.20	17.90	21.98	19.55
	SD	3.835	3.800	3.499	3.905	4.397	3.044	3.464
(ANOVA) Between Group-p value		0.001	ns	0.039	0.001	0.027	ns	ns



It is interesting to see the importance or concept of their idea of QOL, for groups having different levels of education.

It is seen that level of education does not significantly change their idea of QOL as far as Emotional Well Being, Productivity, Safety areas are concerned which means that these areas are given equal level of importance by all the groups irrespective of their education.

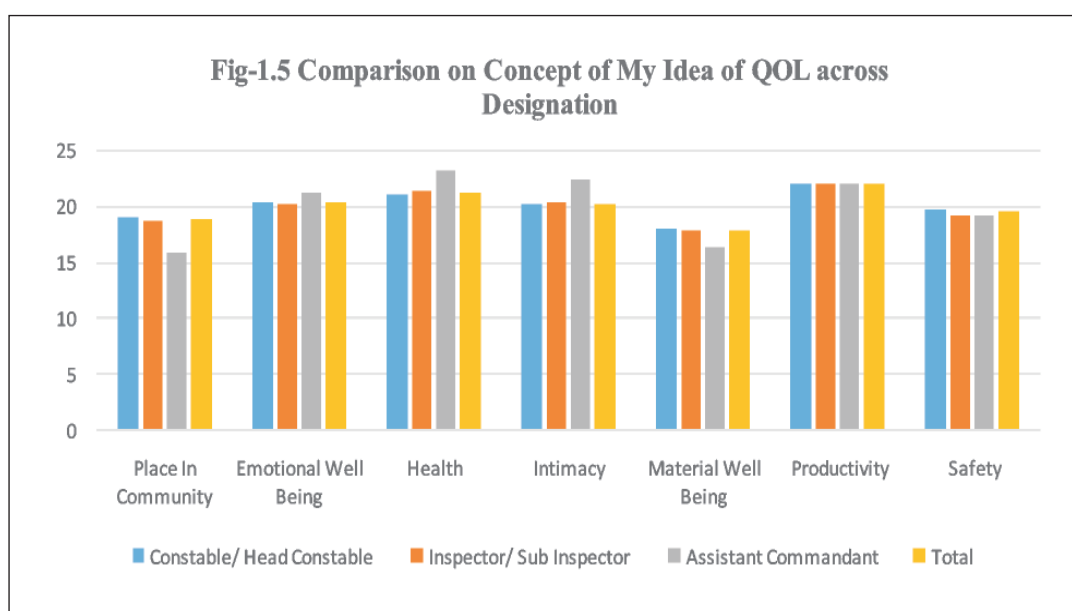
However for the other areas there are some important indicators. Thus Place in Community (PC) the group having lower educational level (i.e. below 10th) seems to give top importance to as compared to other groups. This is also because of the fact that higher educational qualifications obviously bring with them higher recognition and higher place in the community. This also underlines the importance or focus of activities which may enhance their feeling of being valued or getting respect in the society. Thus club functions,

important positions or positions of responsibility in any structure, informal interaction with seniors in the organization, opportunity to express the opinion clearly when a decision is to be taken, are such activities (as included in MYQOL) which contribute to the feeling of having a Place in Community. It seems that such craving reduces with increase in the educational qualifications.

In case of Health, Intimacy and Material Well Being (MWB) the higher educational group shows more sensitivity and give significantly more importance to them as compared to the low educational group.

Table-1.5 Comparison on Concept of My Idea of QOL across Designation

DESIGNATION		PC	EWB	HL	INT	MWB	PRO	SAF
Constable/ Head Constable (N=562)	Mean	18.97	20.26	20.95	20.09	17.95	21.99	19.64
	SD	3.853	3.892	3.495	3.867	4.392	3.159	3.501
Inspector / Sub Inspector (N=161)	Mean	18.75	20.14	21.35	20.41	17.78	22.06	19.24
	SD	3.507	3.570	3.310	4.081	4.664	2.774	3.170
Assistant Commandant (N=20)	Mean	15.85	21.15	23.10	22.30	16.40	22.00	19.10
	SD	4.428	3.200	4.038	3.213	3.455	2.636	4.376
Total (N=743)	Mean	18.84	20.26	21.09	20.22	17.87	22.01	19.54
	SD	3.825	3.806	3.486	3.911	4.433	3.063	3.458
(ANOVA) Between Group-p value		0.002	ns	0.014	0.035	ns	Ns	ns



A comparison of concept of QOL across designations also brings out a few important points. Firstly, the general horizontal trend of Productivity – followed by Health – and last in the priority Material Well Being, remains the same. Secondly, senior officers seem to

give less importance to Place in Community aspect.

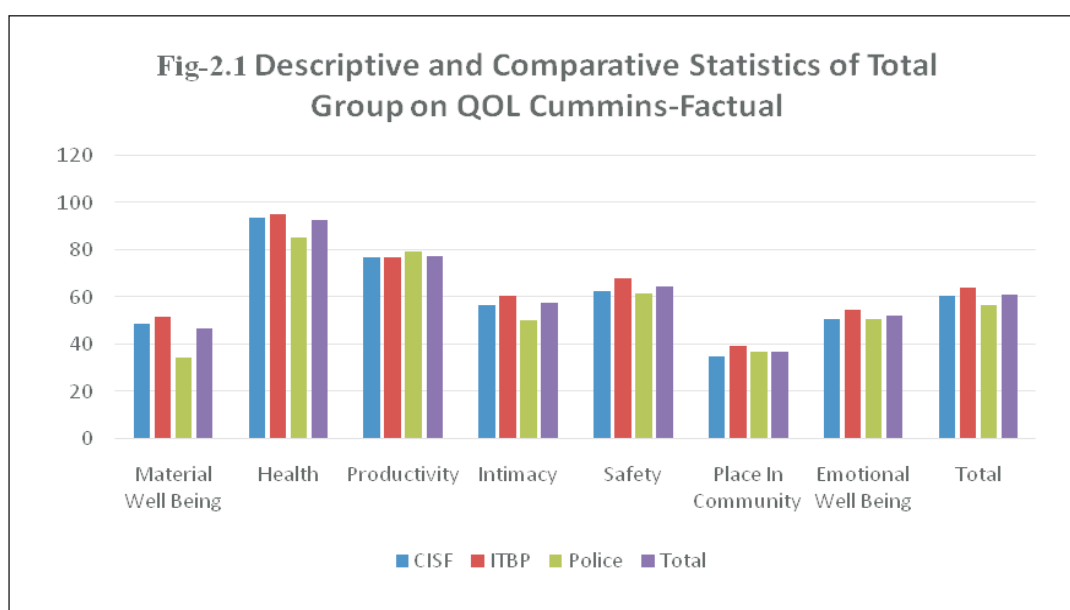
This may be because of two reasons. Senior officers may be excessively oriented towards their career and therefore are not much bothered about this aspect or because of their seniority they must be actually getting that recognition in the community. Since they already have it, they may not be rating it high in MYQOL.

However, juniors seek and crave for recognition in the referenced groups and we need to keep these group specific needs in mind while developing various group exercises or in welfare programmes.

4.1 B Comparison across three groups on QOL-Cummins

Table-2.1 Descriptive and Comparative Statistics of Total Group on QOL Cummins-Factual

GROUPS		MWB	HL	PR	INT	SAF	PC	EWB	TOT
CISF (N=317)	Mean	48.87	93.64	76.87	58.68	62.85	34.88	50.66	60.92
	SD	12.45	8.93	9.13	20.90	15.94	14.63	16.25	7.23
ITBP (N=279)	Mean	51.91	95.55	76.88	60.75	68.19	39.73	54.81	63.97
	SD	11.61	7.20	8.73	20.74	16.98	14.64	14.17	6.69
POLICE (N=148)	Mean	34.46	85.25	79.39	50.28	61.49	36.99	50.90	56.97
	SD	15.14	15.56	10.08	20.38	18.50	15.35	15.62	7.32
Total (N=744)	Mean	47.14	92.69	77.37	57.78	64.58	37.12	52.26	61.28
	SD	14.27	10.76	9.22	21.07	17.08	14.92	15.48	7.49
(ANOVA) Between Group-p value		0.000	0.000	0.012	0.000	0.000	0.000	0.002	0.000



The Cummins QOL (Factual) is a questionnaire which assesses the actual status of certain aspects which have direct impact on SWB. In this instrument direct questions are asked about the existing status of Material Well Being (MWB), Health (H), Productivity (PR), Intimacy (INT), Safety (SAF), Place in Community (PC) and Emotional Well Being (EWB).

Some of the questions are the factual status of income, income in comparison with other (MWB), Health problems (HL), Numbers of hours doing paid work (PR), spending time with friends, instances of being taken care of while in distress (Intimacy), instances of restlessness, anxiety or number of times s/he gets peaceful sleep (Safety). Instances of importance in the community, Number of times actual help being sought by other members of the society (PC). Responses to these questions do not reflect perception or feelings, but actual status, since the questions draw concrete information.

On the basis of analysis of responses, following inferences can be drawn.

Firstly, in the overall factual quality or Life (QOL), Health (H) appears to be highest, followed by Productivity, Safety, Intimacy and Emotional Well Being, Material Well Being and Place in Community.

Thus, Material Well Being (MWB) and Place in Community (PC) are the factually lowest areas, which need attention. This is true for all the three organizations in general.

As far as Material Well Being (MWB) is concerned, it may not be possible to immediately introduce decisive changes to enhance the same.

However, from the organization's administrative perspective, the Place in Community is a matter of grave concern in all the three organizations and steps to improve the factual status in the same need to be introduced, in routine administrative as well as through welfare schemes.

Thus various measures recognizing their individuality, craving for creative role, specially identifiable leaders role need to be undertaken. Considering the size of the forces, this may not be immediately and easily possible but keeping section as a unit some measures – can definitely be initiated. In general, the occasions for meaningful interactions beyond their immediate work situation and family situation need to be conceived of and institutionalized.

Secondly, for individual organizations also, the pattern of Health – Productivity – Safety

– Intimacy – Emotional Well Being - Material Well Being – Place in Community seems to be the same.

Thirdly, in almost all these areas ITBP scores highest followed by CISF and then State Police. Thus factual quality of Life score for ITBP is better than CISF and Police in all the spheres under consideration.

However, particularly in productivity, State Police stands above ITBP followed by CISF. The reason for this can be understood on the basis of nature of work of State Police which obviously ensures a certain important place in community. Similarly ever demanding and dynamic work situations with reference to prevention and detection of crime, law and order management, VIP security, Counter Terrorist Operations etc., ensures proper scope for leadership role as compared to ITBP and CISF.

Similarly, in Factual Safety, Police ranks lowest, indicating that occasions on which they feel anxious, restless, short of proper sleep are more often in State Police.

In Intimacy also, Police rank lowest indicating that the number of leisure occasions with family or a feeling that someone cares for them while in distress or someone is there to help them when required are the areas in which specific attention and steps are desirable.

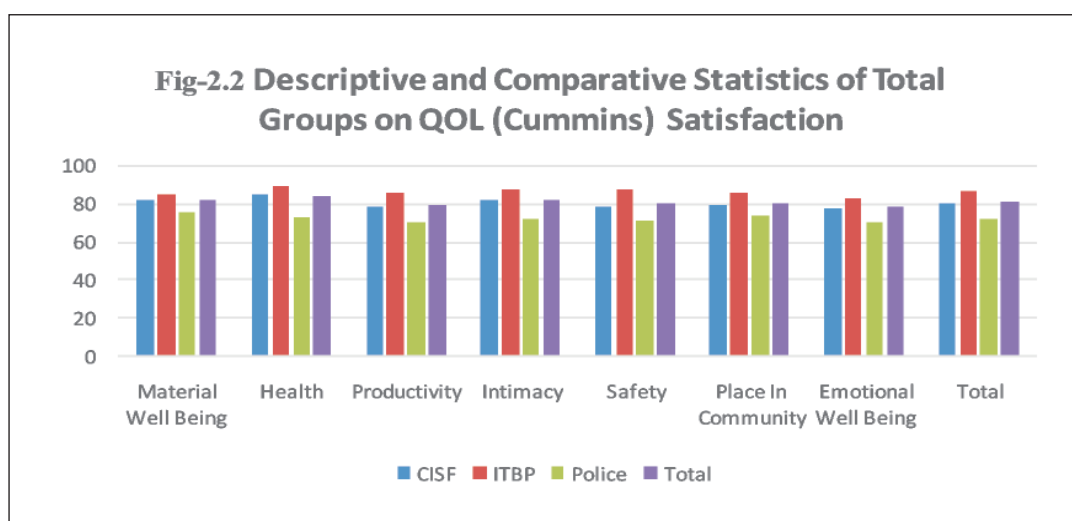
Fourthly, it is pertinent to note that in spite of hard and extra hard areas of postings of ITBP personnel, they score high on all points of QOL Factual Status. This means that either because of some conscious efforts or because of the very nature of duty and deployment the administrative and operational practices in ITBP are much more conducive to higher factual status in all spheres of QOL. Some of these may be inclusion of physical activity in daily routine, scope for pursuing some leisure pastime, scope to have leisure time with peer group etc. Special emphasis on good quality ration and food, a lot of family functions/get-togethers and related activities and a general proximity with nature. But this aspect needs further research exploration. So that these practices could be replicated for other similar organizations.

At the level of officers the practice of 'social call on' is almost not observed in CISF, making family interactions and a general appreciation of each other's problems almost a rarity. Whereas in ITBP, may be because of the campus and regimental type arrangements of formations, there is inbuilt intimate interaction in the functioning and in through welfare schemes in general. In a nutshell, it may be said that practices which seem to be instrumental in higher scores in ITBP for all the indications needs to be further studied for

replication. Fifthly, it also needs to be seen the job practices and when they encourage positive QOL concept or otherwise.

Table-2.2 Descriptive and Comparative Statistics of Total Groups on QOL (Cummins)-Satisfaction

GROUPS		MWB	HL	PR	INT	SAF	PC	EWB	TOT
CISF (N=317)	Mean	81.97	84.81	78.54	82.07	77.97	79.28	77.13	80.25
	SD	18.42	17.97	22.44	21.95	23.55	18.99	22.62	13.48
ITBP (N=279)	Mean	84.65	88.95	85.24	87.16	87.04	85.24	83.15	85.92
	SD	17.55	17.83	19.70	18.08	20.30	15.37	21.37	11.75
POLICE (N=148)	Mean	75.34	72.86	70.27	71.73	71.17	73.87	70.38	72.23
	SD	20.80	26.25	24.78	21.71	22.72	18.96	25.03	16.51
Total (N=744)	Mean	81.65	83.98	79.41	81.92	80.02	80.44	78.05	80.78
	SD	18.880	20.662	22.597	21.248	22.980	18.186	23.115	14.405
(ANOVA) Between Group-p value		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000



The QOL scale also consists of the indicators of satisfaction in the same areas in which factual Quality of Life is studied viz. Material Well Being (MWB), Health (HL), Productivity (PR), Intimacy (INT), Safety (SAF), Place in Community (PC), Emotional Well Being (EWB). It thus assesses whether the factual levels correspond to perceived satisfaction levels or if there are discrepancies within.

Table 2.2 shows the mean level satisfaction in these QOL area for all three groups. These actual satisfaction scores are drawn on the basis of responses to direct questions such as how satisfied one feels about a particular aspect of the aspects.

It may be seen on the basis the ANOVA test that -

Firstly, overall, HL – INT – MWB – PR – PC – SAF – EWB seems to be general trend for all groups on perceived satisfaction QOL Cummins.

Secondly, MWB i.e. Material Well Being is factually at the lowest for all three groups, but it is not so at satisfaction level. This means that the personnel have generally reconciled with the factual status of MWB and feel relatively satisfied with what they have. This process again underlines the importance of mental orientation and deliberate efforts for proper perspective such as group sessions, group exercises, counseling exercises which help in such reconciliation.

Thirdly, though safety is at a relatively better position at factual level in all the three organizations, it is relatively very low for satisfaction level, especially in CISF and State Police. This means that the extent of restlessness or anxiety or continuous botheration is more in these organizations than their (personnel's) own account of description. Therefore from policy perspective, an attempt to improve positive thinking becomes important. It may also be seen that the order of priority or scores on factual and satisfaction scales is as follows:

Table-2.2 A)

CISF	Factual	HL	PR	SAF	INT	EWB	MWB	PC
	Satisfaction	HL	INT	PW	PC	PR	SAF	EWB

Table-2.2 B)

ITBP	Factual	HL	PR	SAF	INT	EWB	MWB	PC
	Satisfaction	HL	INT	SAF	PR	PC	MWB	EWB

Table-2.2 C)

POLICE	Factual	HL	PR	SAF	EWB	INT	PC	MWB
	Satisfaction	HL	MWB	PC	INT	SAF	PR	EWB

Here it is seen that ITBP is score wise at the higher pedestal in all the aspects. Secondly, in case of Emotional Well Being (EWB), the satisfaction is at a lower level in the factual status in all the three organizations under consideration, which means that there is a need to devise ways and programs to help the personnel to feel that they are able to do what they really want to and he has a scope to realize his dreams within the organization.

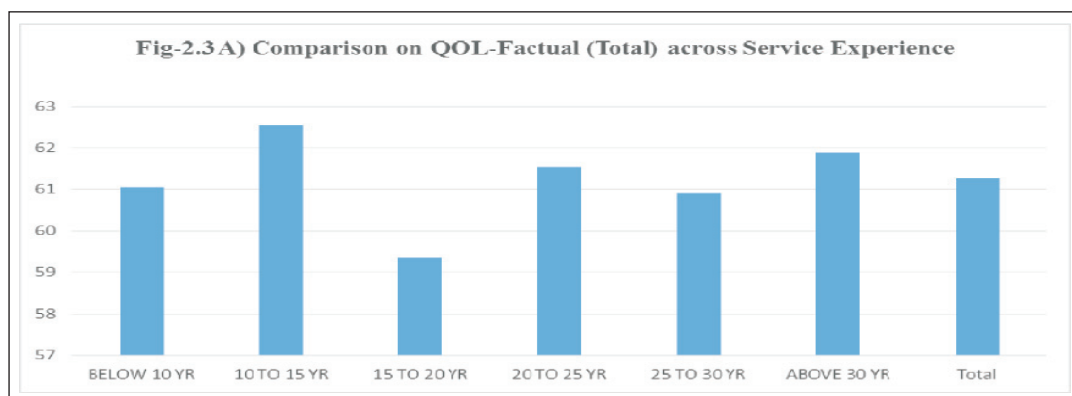
Thirdly, in State Police, factual Productivity score is higher but satisfaction regarding the same is low, what they actually do in job does not correspond to what they wish to do.

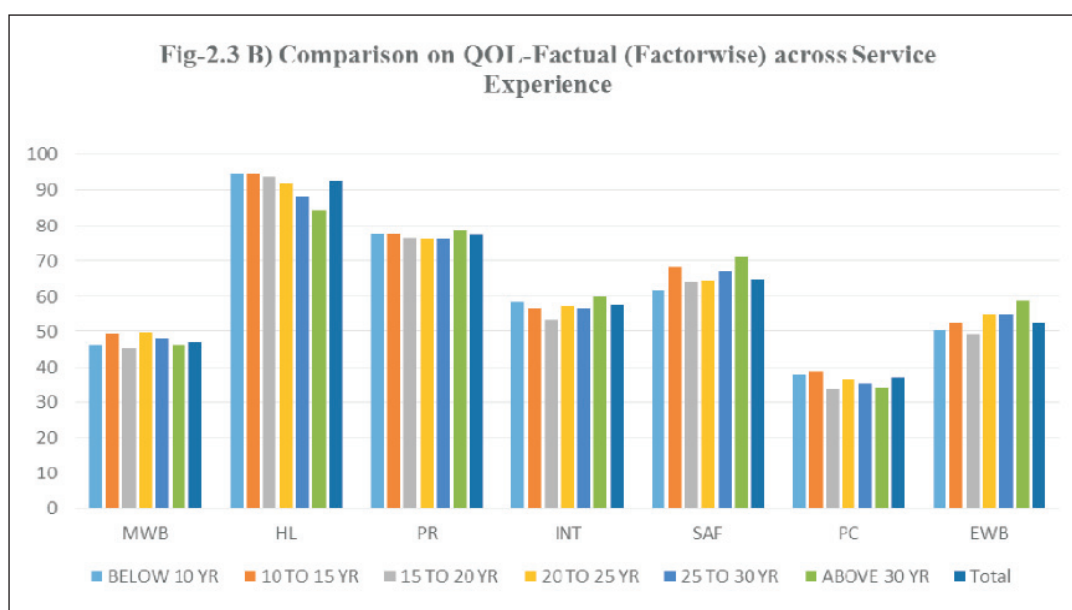
Fourthly, the process of reconciliation with reality is evident in aspect of Place in Community (PC). It is seen that factual scores (PC) are low but satisfaction levels are relatively higher in CISF. This means that whatever social relevance or importance they have in their community; they have learnt to derive satisfaction out of it. This approach needs to be cultivated for other aspects as well. Various exercises – individual or group level can be introduced for this purpose. For ITBP and State Police however the PC satisfaction is lower than factual.

On the whole, Emotional Well Being (EWB), Productivity (PR) and Place in Community (PC) are the areas requiring interventions at policy level.

Table-2.3 Comparison on QOL-Factual across Service Experience

GROUP NO	SERVICE EXP YEAR		MWB	HL	PR	INT	SAF	PC	EWB	TOT
1	Below 10 (N=365)	Mean	46.16	94.61	77.69	58.65	61.80	37.99	50.41	61.05
		SD	13.80	8.16	9.31	21.49	16.35	14.46	16.02	7.34
2	10 TO 15 (N=119)	Mean	49.30	94.68	77.73	56.72	68.14	38.87	52.45	62.56
		SD	15.37	9.12	8.55	16.71	17.14	13.86	14.93	7.40
3	15 TO 20 (N=43)	Mean	45.16	93.80	76.36	53.10	64.15	33.72	49.22	59.36
		SD	13.88	8.35	9.95	19.50	18.77	15.21	13.71	7.58
4	20 TO 25 (N=60)	Mean	49.72	91.94	76.25	57.36	64.44	36.53	54.58	61.55
		SD	13.63	9.33	8.09	22.71	19.94	16.81	15.75	8.43
5	25 TO 30 (N=97)	Mean	48.02	88.14	76.20	56.79	66.92	35.40	54.81	60.90
		SD	14.12	14.72	9.16	23.21	16.60	16.18	13.65	7.53
6	Above 30 (N=60)	Mean	46.25	84.31	78.47	60	71.11	34.17	58.89	61.88
		SD	15.53	15.88	10.55	22.06	14.67	14.85	14.63	7.26
	Total (N=744) (ANOVA) Between Group-p value	Mean	47.14	92.69	77.37	57.78	64.58	37.12	52.26	61.28
		SD	14.27	10.76	9.22	21.07	17.08	14.92	15.48	7.49
			ns	0.000	ns	ns	0.000	ns	0.001	ns



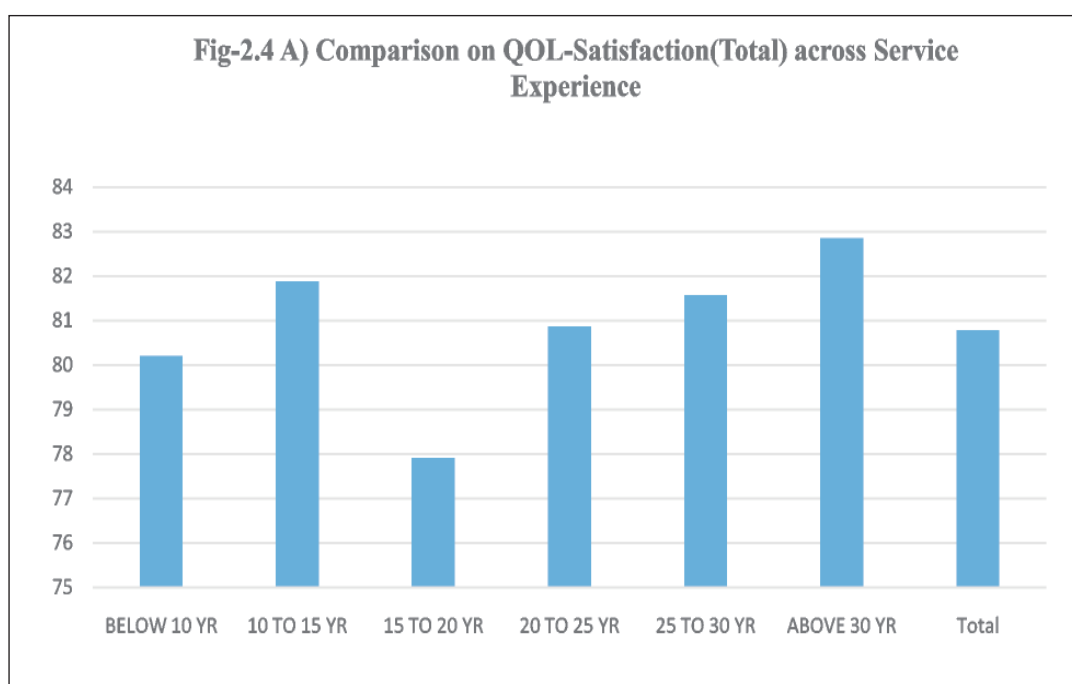


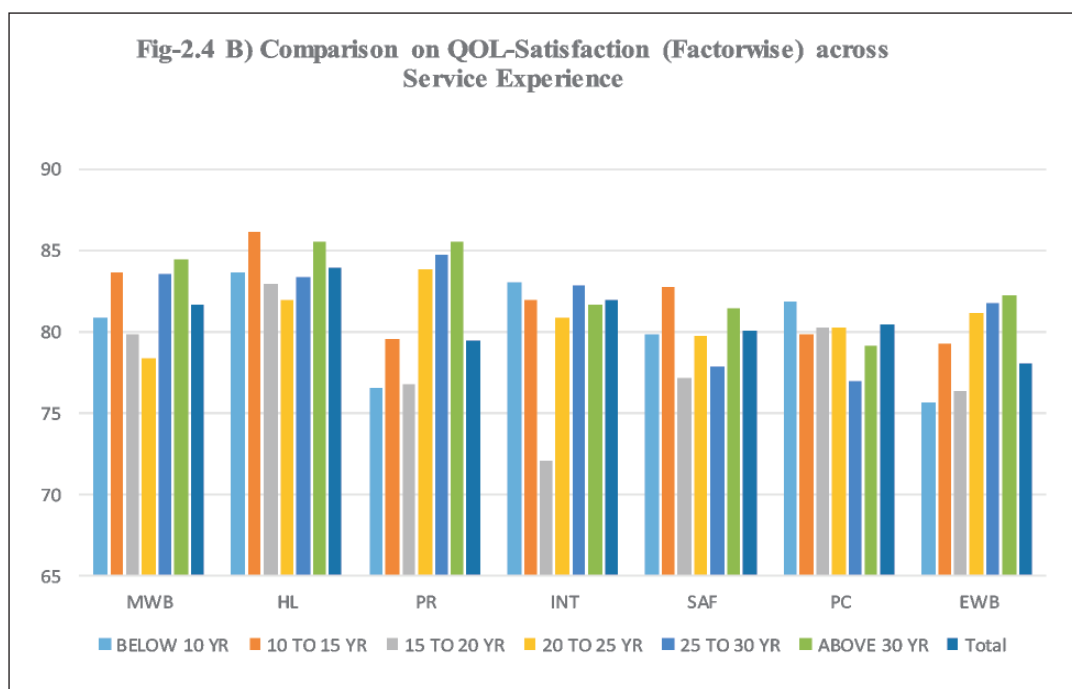
Factual Quality of Life (QOL) is not significantly different in (Material Well Being, Productivity, Intimacy and Place in Community) when different levels of service experience are considered. However, in case of Health and Emotional Well Being there are significant differences. In case of Health, the scores of factual QOL are decreasing as service experience is increasing. This is obvious, since health problems increase with increasing age. In case of EWB Groups 1 – 2 – 3 i.e. up to 20 years of experience need special attention and efforts to ensure required extent of meaningfulness in work or something which one really wants to do – out of the available job types – need to be targeted.

Similarly the new recruits – Group 1, feel low in the aspect of safety. Thus specific orientation programmes, group interaction and communication exercises to develop positive attitude as well as physical exercises, need to be inculcated in the processes.

Table-2.4 Comparison on QOL-Satisfaction across Service Experience

GRP NO	SERVICE EXP YEARS		MWB	HL	PR	INT	SAF	PC	EWB	TOT
1	Below 10 (N=365)	Mean	80.82	83.65	76.52	83.06	79.86	81.83	75.66	80.20
		SD	18.58	19.51	23.79	21.92	23.73	16.89	24.87	14.38
2	10 TO 15 (N=119)	Mean	83.61	86.13	79.55	81.93	82.77	79.83	79.27	81.87
		SD	16.089	19.202	20.74	17.837	18.14	17.477	19.28	12.32
3	15 TO 20 (N=43)	Mean	79.84	82.95	76.74	72.09	77.13	80.23	76.35	77.90
		SD	17.27	25.32	24.43	26.15	23.00	16.76	23.91	16.14
4	20 TO 25 (N=60)	Mean	78.33	81.94	83.88	80.83	79.72	80.28	81.11	80.87
		SD	24.79	26.62	19.64	20.081	21.50	23.668	22.22	14.58
5	25 TO 30 (N=97)	Mean	83.51	83.33	84.70	82.82	77.84	76.98	81.78	81.56
		SD	20.19	21.24	21.33	20.477	25.76	20.61	21.12	15.76
6	Above 30 (N=60)	Mean	84.44	85.56	85.55	81.67	81.39	79.17	82.22	82.85
		SD	17.592	19.278	19.03	20.744	23.78	17.52	21.23	14.61
	Total (N=744) (ANOVA) Between Group-p value	Mean	81.65	83.98	79.41	81.92	80.02	80.44	78.04	80.78
		SD	18.88	20.66	22.59	21.248	22.98	18.186	23.11	14.40
			ns	ns	0.002	0.06	ns	ns	ns	ns





If satisfaction is studied, in the same areas where factual QOL is considered, it can be seen that:

There is no significant difference in the areas of Material Well Being, Health, Safety, Place in Community and Emotional Well Being. That is, there is consistency in factual and satisfaction level.

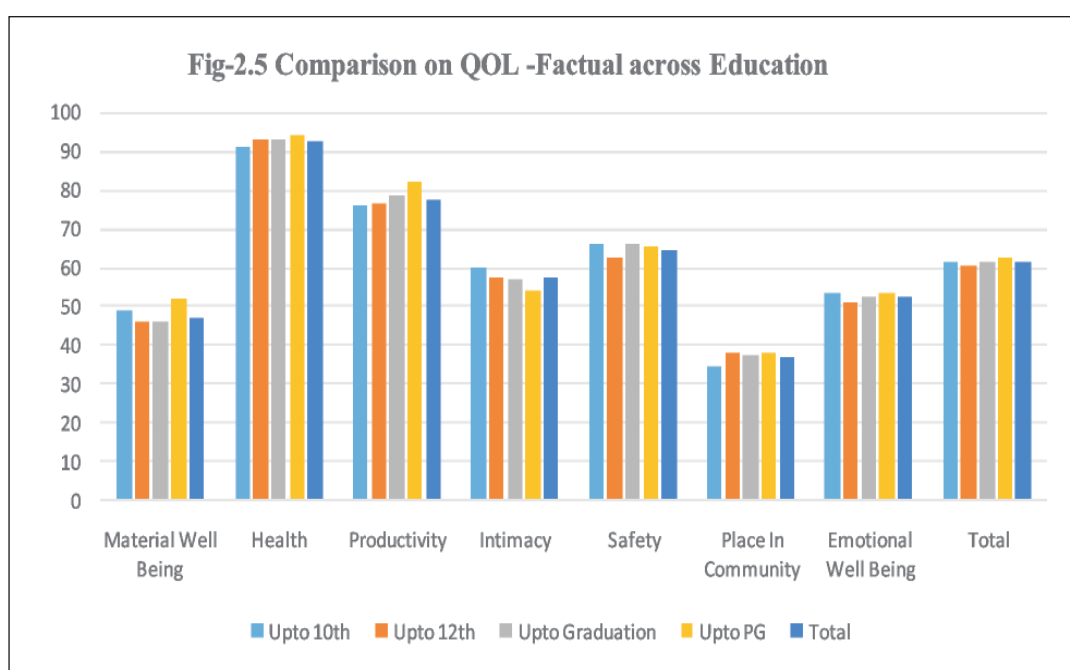
However, the younger groups i.e. Group 1, 2, 3 are less satisfied with their productivity – Meaningful work in their perception – it is apparent that younger group seeks more challenging tasks – which may not sufficiently exist in their work.

All the experience grows, there seems to be reconciliation with reality and consequently there is more comfort with plateau in Productivity.

Similar results are seen in the areas of intimacy with younger groups especially Group 4, show less satisfaction than remaining groups. The groups with service experience of 15 to 25 Years are at such a level of career where career responsibilities become extremely important because of attaining a certain level of seniority and imminent progress and are likely to compromise the quality for intimate relationships while pursuing professional achievements. Group 1 and 2 are those who have just begun their family life and therefore derive more satisfaction from it. Similarly for older age Group – Productivity plateau is attained, and therefore they seem to give more importance to family commitments and intimacy.

Table-2.5 Comparison on QOL -Factual across Education Levels

EDUCATION		MWB	HL	PR	INT	SAF	PC	EWB	TOT
Upto 10 th (N=158)	Mean	48.95	90.82	76.00	59.76	65.77	34.55	53.69	61.36
	SD	13.26	11.87	8.99	21.12	18.28	14.90	14.98	7.47
Upto 12 th (N=282)	Mean	46.25	92.97	76.42	57.54	62.38	38.18	51.15	60.70
	SD	13.17	11.73	9.32	21.55	17.12	15.08	15.22	7.24
Upto Graduation (N=246)	Mean	46.21	93.16	78.56	57.25	66.16	37.36	52.30	61.57
	SD	15.40	9.28	8.55	20.36	16.20	14.56	15.18	7.50
Upto PG (N=49)	Mean	51.87	93.88	81.80	54.25	65.31	37.76	53.74	62.66
	SD	16.07	7.94	9.87	19.99	16.17	15.41	19.40	8.41
Total (N=735) (ANOVA) Between Group-p value	Mean	47.19	92.63	77.40	57.70	64.57	37.10	52.26	61.26
	SD	14.24	10.80	9.16	20.96	17.07	14.92	15.47	7.46
		0.017	ns	0.000	ns	0.05	ns	ns	ns



If the factual QOL is observed across the educational levels of the personnel it is seen that:

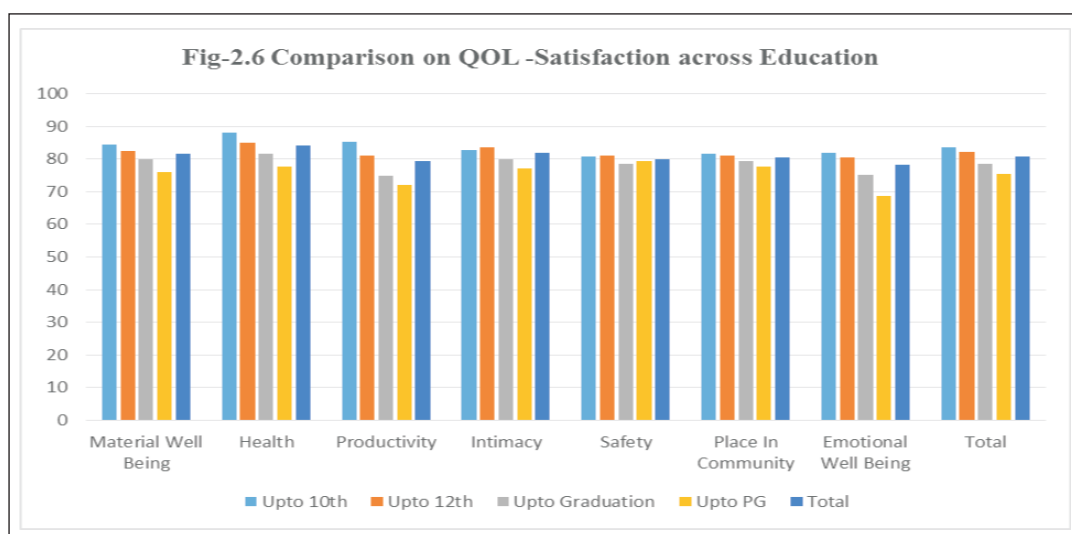
1. In Material Well Being (MWB) post graduate level has highest scores.
2. Surprisingly the group having educational level of 10th Std, is slightly above the group of 12th Std and Graduate level. This may be because of the fact that most of them are young Constables have no pressing financial commitments and may also have some land as property at native places.
3. In productivity also the higher education group has higher scores because of meaningful assignments. Thus this element of meaningfulness needs to be

introduced at lower levels as well.

4. Inversely the factual QOL in intimacy is in favor of lower education background group. This descending manner is also supported by previous research on general population which shows similar trend (Savalekar – 2001)
5. There are significant differences between groups on Safety i.e. absence of restlessness or anxiety and Emotional Well Being, though the trend is not linear.

Table-2.6 Comparison on QOL -Satisfaction across Education Levels

EDUCATION		MWB	HL	PR	INT	SAF	PC	EWB	TOT
Upto 10th (N=158)	Mean	84.28	87.97	85.23	82.59	80.8	81.65	81.75	83.47
	SD	17.67	18.03	20.69	20.89	24.97	17.16	22.71	13.71
Upto 12th (N=282)	Mean	82.51	85.05	81.15	83.57	80.97	81.15	80.38	82.11
	SD	19.67	20.95	21.51	19.73	21.88	18.92	20.69	13.94
Upto Graduation (N=246)	Mean	79.88	81.5	74.86	80.01	78.39	79.4	75.07	78.45
	SD	18.88	21.08	23.8	22.21	23.07	17.89	23.56	14.71
Upto PG (N=49)	Mean	75.85	77.55	72.11	77.21	79.25	77.55	68.71	75.46
	SD	16.69	17.86	23.17	25.62	22.45	18.18	28.79	15.36
Total (N=735)	Mean	81.56	83.99	79.32	81.75	79.95	80.43	78.12	80.73
	SD	18.9	20.38	22.62	21.3	22.99	18.16	22.97	14.43
(ANOVA)BetweenGroup-p value		0.015	0.001	0.000	ns	ns	ns	0.000	0.000



As far as QOL satisfaction across educational background is concerned, there seems to be inverse pattern in the level of satisfaction in many areas like Material Well Being, Health, Productivity, and Emotional Well Being.

It is observed that those having lower level of education show significantly higher levels of satisfaction. This is also supported by earlier research. Also as seen in the review of Literature contrary to the expectation lower education (and financial) level group does not necessarily show low levels of satisfaction. Increasing social status and educational levels possibly make people to aspire for more and the gap between existing level and what is aspired for contributes to lowering of satisfaction levels. Thus from policy perspective the activities and programmes to orient and develop a proper orientation and approach is a step needed in this regard.

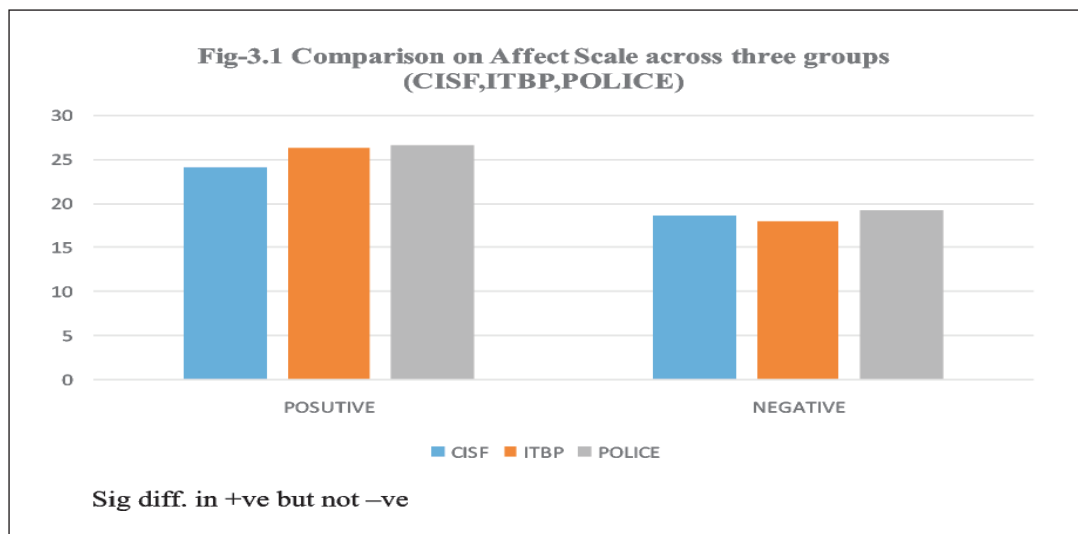
4.2 SUB OBJECTIVE 2

To study the status and composition of Subjective Well Being (SWB) of the above mentioned Groups (i.e. ITBP, CISF, Maharashtra and MP Police).

Since SWB, as discussed earlier, consists of Affective component (Positive and Negative affect) and cognitive component (Life Satisfaction), the instruments used for this sub objective are (1) Affect Scale and (2) Life Satisfaction Scale (Table 3.5 to 3.6)

Table- 3.1 Comparison on Affect Scale across three groups

GROUP		POS	NEG
CISF (N=317)	Mean	24.03	18.50
	SD	4.853	4.877
ITBP (N=279)	Mean	26.16	17.96
	SD	4.470	4.244
POLICE (N=148)	Mean	26.48	19.09
	SD	5.145	5.719
Total (N=744)	Mean	25.31	18.42
	SD	4.897	4.848
(ANOVA)		0.000	ns
Between Group-p value			



Sig diff. in +ve but not -ve

The scope of Affect Scale:

Subjective Well Being is a complex and composite construct of happiness. It comprises of the measure of pleasant and unpleasant emotions and experiences.

The former, i.e. the experience of pleasant and unpleasant emotions is known to be affect (affective component of SWB). These affective evaluations take form of emotions and moods.

Generally researchers have focused on some basic positive and negative emotions and the respondents are asked to comment on their occurrence and frequency. It is also noticed that certain emotions have spillover effect. Thus individuals experiencing high level of sadness are also likely to feel other negative emotions, according to some authorities.

There have also been differing views on whether positive and negative emotions can be experienced simultaneously. Thus the affective component is ongoing evaluation of one's own life, based on experience of positive and negative emotions in the recent past. It is also important to note that the emotions are reactions to events occurring and therefore may not be short-lived.

While comparing the overall emotional status in recent past for about one month, ITBP is observed to have experienced significantly more frequency of positive emotions than CISF or Police.

There are significant group differences as far as positive affect is concerned, but not

negative. This means that though all the organization is at a comparable level for negative experience, the same is not true for positive emotions. It is also important to note that unlike trends in other indicators, CISF ranks even below State Police in experiencing positive emotions.

The related instrument tries to measure positive emotions such as a sense of belonging, sense of intimacy, closeness emotionally, happiness, peace etc.

If CISF has shown significantly lower levels as for these positive emotions are concerned, which call for an ear requiring decisive interventions. This finding is also supported by the earlier findings on Emotional Well Being and Intimacy.

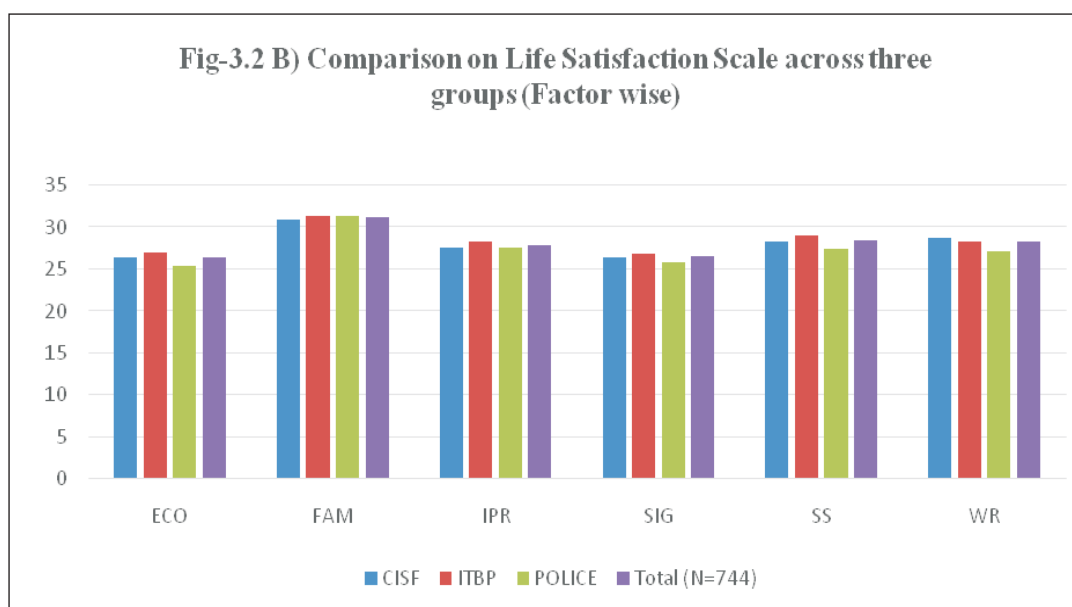
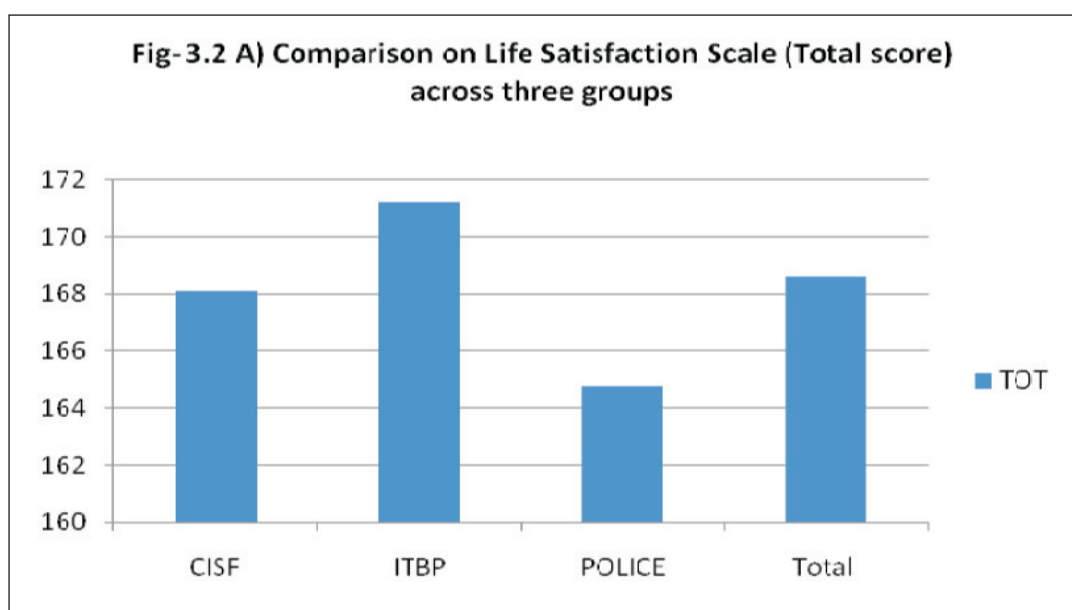
The question is which programmes or policy interventions can add to this.

For this firstly a separate detailed analysis needs to be done about ITBP – though some possibilities have been listed out earliest.

Broadly it can be said that programmes that allow scope for individual creativity, recognition of individuality, group exercises, measures to encourage more quality time with families, scope for personal development, career progression possibilities are the areas which would lead to experience more positive emotions.

Table-3.2 Comparison on Life Satisfaction Scale across three groups

GROUP		TOT	ECO	FAM	IPR	SIG	SS	WR
CISF (N=317)	Mean	168.11	26.50	30.91	27.66	26.48	28.37	28.73
	SD	22.894	4.751	4.095	4.385	4.903	4.656	9.663
ITBP (N=279)	Mean	171.25	27.04	31.39	28.28	26.92	29.01	28.37
	SD	23.429	4.923	4.359	4.630	4.671	4.610	5.108
POLICE (N=148)	Mean	164.78	25.47	31.33	27.58	25.89	27.45	27.09
	SD	20.700	4.865	4.013	4.217	4.388	4.902	4.252
Total (N=744)	Mean	168.63	26.50	31.17	27.87	26.53	28.43	28.27
	SD	22.775	4.866	4.181	4.451	4.727	4.717	7.309
(ANOVA) Between Group-p value		0.017	0.006	ns	ns	ns	0.005	ns



The Scope of Life Satisfaction Scale

Table 3.2 shows Life Satisfaction Scale (LSS) scores for all the three organization.

The picture that emerges shows that:

There are significant 'between group differences' across the organizations under economic parameter related satisfaction and socio spiritual satisfaction apart from the total life satisfaction scores.

In LSS ITBP is the highest with 171.25 score on total or composite satisfaction, followed by CISF and then State Police. This is consistent with the QOL and MYQOL scores in

earlier tables and confirms that ITBP has a lot more to offer in terms of organizational practices be studied upon and replicated in other organizations.

Surprisingly even in Family Relations, ITBP is higher, even though the ‘between group differences’ are not significant. This is surprising because out of the three organizations under consideration its only in ITBP that generally the family is away from the place of actual deployment e.g. in a Battalion, there might be some family accommodation available and occupied, but even those personnel (majority) are actually deployed on the border or field locations.

The question therefore is how is that despite being generally away from the families the LSS with Family Relations aspect in ITBP is higher than CISF and Police where comparatively significantly higher number of personnel stay with their families.

Research indicates that SWB and Family Relations are closely associated. However the quality of such interaction is important apart from frequency. When a member of CAPF is in every day contact with his family i.e. if his family is staying with him, it might act as a big positive factor as far as SWB is concerned. Provided he gets sufficient quality time to spend with family. In the absence of such scope for quality time the same factor can act for his anxiety, restlessness etc. Since he would be actually doing nothing to address the family problems. Being physically with family would bring him face to face with family everyday. In such situation emotionally loaded interactions become inevitable causing further distress.

ITBP is also on higher side as far as areas like economy, family relations, inter-personal relations and socio spiritual areas.

As mentioned above, in spite of being away from families, ITBP might be scoring high on that aspect because of the reasons mentioned. Secondly their overall positive frame of mind may also have an impact on this satisfaction level as well.

Off course, this does not mean that people should be posted away from families. It only underlines the need for a more qualitative understanding of this phenomenon and how it can replicate for other groups as well.

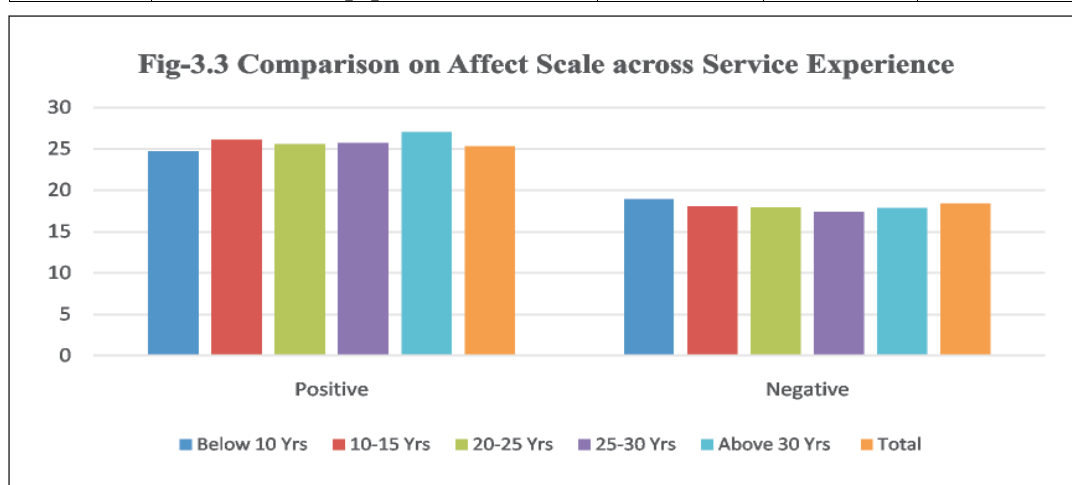
The qualitative data of interviews of personnel based on their Work Life Balance (WLB) responses indicates high levels of attachment with family members in all the three groups. Therefore measures to ensure working hours which can allow the personnel to have more quality time with family members and to encourage more channels of family interaction.

It may be noted here that in ITBP, whatever is the number of family accommodations available there are still a lot of programs where even though the members of the Force may be on border duty, there are a lot of structurally woven programs of family interaction such as cultural programs, career counseling, tuition arrangements, and children's competition. They are also carried out in CISF, but need to be given more attention for enrichment.

Also, the units need to arrange, counselors for family counseling locally so that the members open up, if at all there are some intra family issues. This also can be ensured by observing the buddy system in spirit and system of writing down comments/impressions by the buddies for each other and their Coy Commander also making entries about his observations.

Table-3.3 Comparison on Affect Scale across Service Experience

GROUP NO	SERVICE EXP YEARS		POS	NEG
1	Below 10 (N=365)	Mean	24.68	18.94
		SD	4.857	4.876
2	10 TO 15 (N=119)	Mean	26.08	18.03
		SD	4.817	4.685
3	15 TO 20 (N=43)	Mean	24.93	18.74
		SD	5.343	4.855
4	20 TO 25 (N=60)	Mean	25.58	17.95
		SD	5.050	4.894
5	25 TO 30 (N=97)	Mean	25.71	17.41
		SD	4.646	4.683
6	Above 30 (N=60)	Mean	27.05	17.87
		SD	4.677	4.969
	Total (N=744)	Mean	25.31	18.42
		SD	4.897	4.848
	(ANOVA)		0.003	0.059
	Between Group-p value			



The analysis of LSS across service experience shows that:

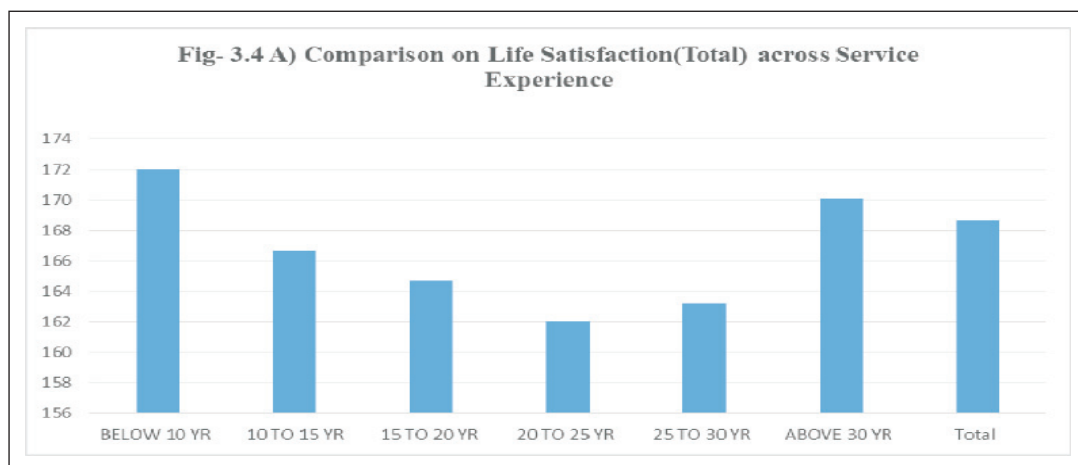
The difference in positive and negative affect for all age groups is almost same. The positive affect, (i.e. experience of positive emotions) has been more than the negative in all organizations. Thus overall positive experiences are more in number.

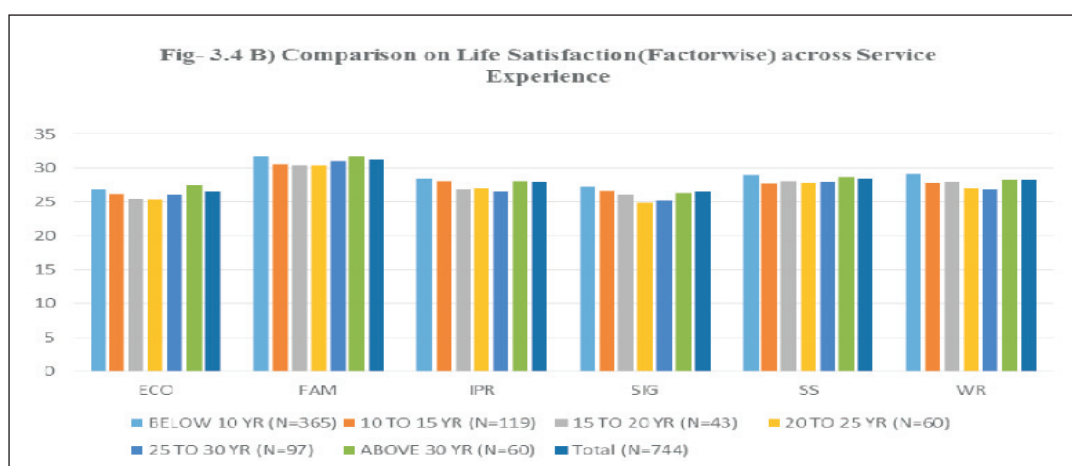
However, some inter-group differences are significant. The juniors seems to be having less positive emotional experiences than seniors. This needs further probe since similar trend in Economic Well Being (EWB) and Intimacy have been seen in other tests.

However, this trend underlines the need to ensure a specific focus on new entrants experience wise junior individuals for enhancing positive affect through administrative practices and additional welfare measures.

Table- 3.4 Comparison on Life Satisfaction across Service Experience

GROUP NO	SERVICE EXP YEARS		TOT	ECO	FAM	IPR	SIG	SS	WR
1	Below 10 (N=365)	Mean	171.99	26.92	31.62	28.42	27.25	28.97	29.08
		SD	22.541	4.835	4.065	4.372	4.673	4.609	9.317
2	10 TO 15 (N=119)	Mean	166.70	26.17	30.50	28.03	26.69	27.65	27.74
		SD	22.410	4.821	3.851	4.421	4.690	4.485	4.448
3	15 TO 20 (N=43)	Mean	164.72	25.33	30.30	26.84	26.09	28.00	27.86
		SD	22.734	5.263	5.231	4.894	4.242	4.947	3.895
4	20 TO 25 (N=60)	Mean	162.05	25.28	30.37	26.97	24.77	27.75	27.02
		SD	24.361	5.648	4.617	4.643	5.340	5.360	4.523
5	25 TO 30 (N=97)	Mean	163.22	26.03	30.90	26.56	25.07	27.88	26.81
		SD	20.910	4.159	4.132	4.230	4.353	4.576	4.478
6	Above 30 (N=60)	Mean	170.13	27.40	31.67	27.98	26.25	28.57	28.27
		SD	23.184	4.759	4.020	4.296	4.501	4.948	4.895
	Total (N=744)	Mean	168.63	26.50	31.17	27.87	26.53	28.43	28.27
		SD	22.775	4.866	4.181	4.451	4.727	4.717	7.309
	(ANOVA) Between Group-p value		0.001	0.028	0.025	0.002	0.000	0.05	0.053



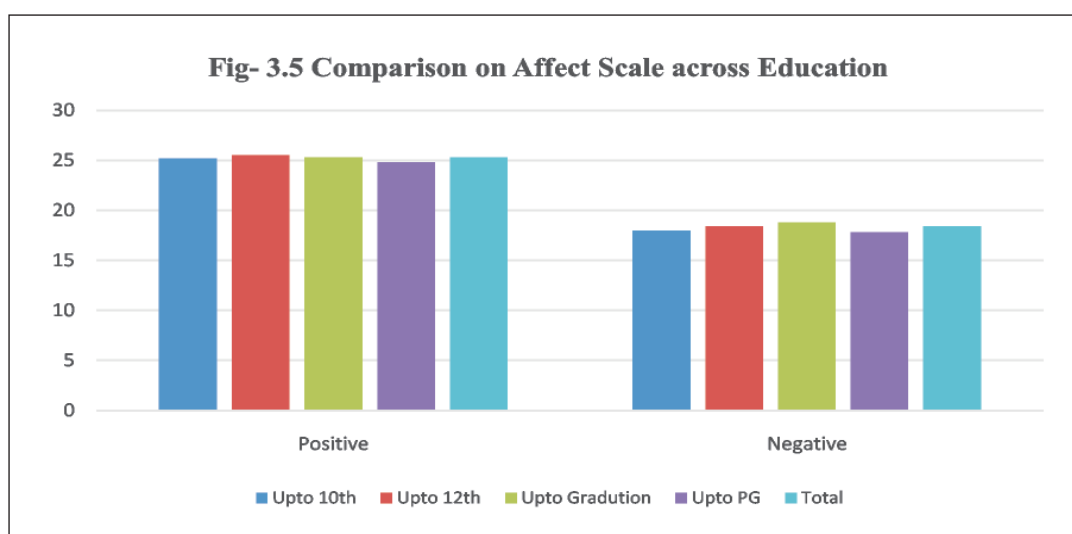


The comparison of subjective wellbeing across service experience shows that life satisfaction is significantly higher in the end groups i.e. those below 10 years of experience and those above 30 years of experience. This may be because of the fact that most of the problems of responsibility like marriage, growing children, their education, slowly rise after initial years of service and are generally taken care of properly by the end of almost of 30 years in the service. Therefore, the same trend is reflected in area of family relations also.

Thus, the middle groups required specific intervention from the point of view of satisfaction related to family relationships and socio-spiritual as well as work related matters.

Table- 3.5 Comparison on Affect Scale across Education Level

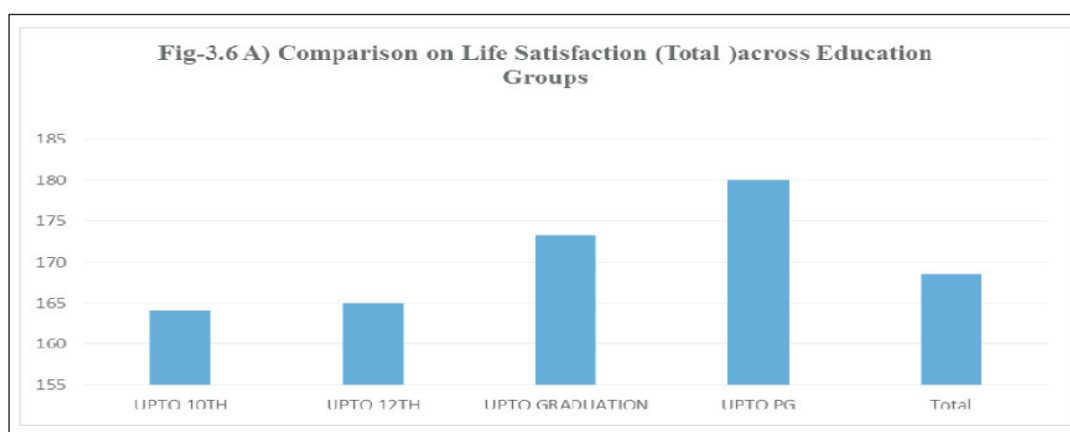
EDUCATION		POS	NEG
Upto 10 th (N=158)	Mean	25.16	17.98
	SD	5.09	4.82
Upto 12 th (N=282)	Mean	25.48	18.39
	SD	4.82	4.72
Upto Graduation (N=246)	Mean	25.30	18.77
	SD	4.866	4.779
Upto PG (N=49)	Mean	24.78	17.80
	SD	4.79	5.44
Total (N=735)	Mean	25.30	18.39
	SD	4.89	4.81
(ANOVA) Between Group-p value		ns	ns

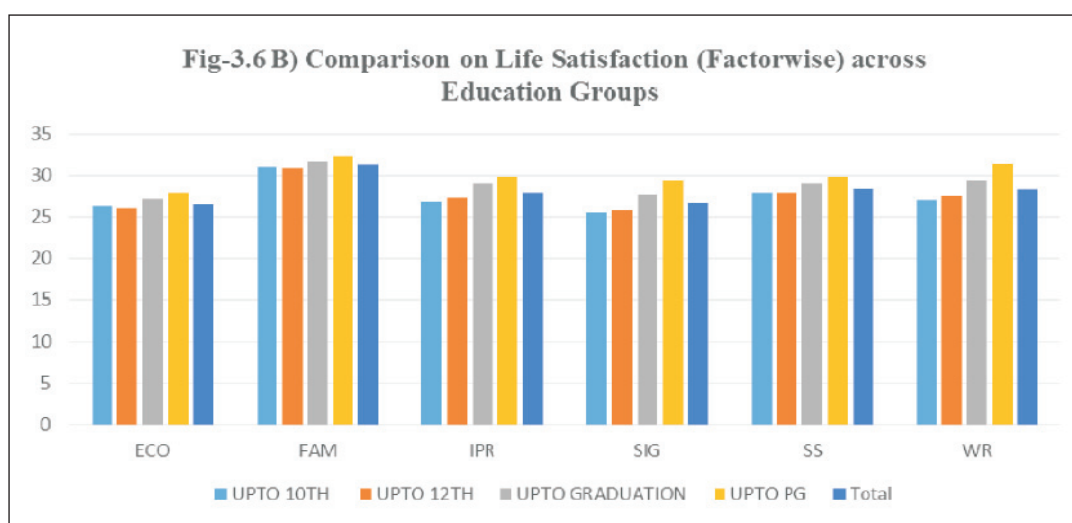


The above comparison shows no significant differences in positive affect and negative affect across the groups having different educational backgrounds.

Table- 3.6 Comparison on Life Satisfaction across Education Levels

EDUCATION		TOT	ECO	FAM	IPR	SIG	SS	WR
Upto 10 th (N=158)	Mean	164.08	26.23	30.93	26.67	25.4	27.9	26.95
	SD	24.9	5.16	4.27	4.79	5.11	5.17	4.99
Upto 12 th (N=282)	Mean	165.06	25.94	30.74	27.19	25.71	27.91	27.47
	SD	21.36	4.68	4.18	4.1	4.1	4.57	4.82
Upto Graduation (N=246)	Mean	173.3	27.08	31.61	29.02	27.63	29.06	29.44
	SD	22.07	4.89	4.23	4.35	4.7	4.57	10.54
Upto PG (N=49)	Mean	180.06	27.84	32.16	29.8	29.35	29.73	31.27
	SD	20.17	4.65	3.28	4.11	4.85	4.17	3.67
Total (N=735)	Mean	168.61	26.51	31.17	27.86	26.53	28.42	28.27
	SD	22.84	4.88	4.18	4.47	4.73	4.72	7.34
(ANOVA) Between Group-p value		0.000	0.009	0.028	0.000	0.000	0.004	0.000





Here there is a major contradiction. In QOL we had noticed that lower the education – higher the satisfaction. However in LSS it is noticed that as educational level goes up the satisfaction also goes up. This contradiction needs further attention and relative reliability and validity of both the instruments also need further analysis. One possible explanation could be that when a general evaluation of life satisfaction is asked, people with lower educational background tend to be overestimate and vice versa but when the specific incidences are provided people get more concrete idea and respond differently.

Another explanation lies with the nature of both the tools. The areas covered under QOL Cummins are Material Well Being, Health, Productivity, Intimacy, Safety and Place in Community. Whereas LSS covers, Family, Economic, Work Related, Satisfaction in General, Socio Spiritual, Interpersonal Relationships. Thus there is some overlapping of areas. Productivity is an area in QOL Cummins which can be equated with work related in LSS. Similarly intimacy in QOL covers issues touched in interpersonal relationships in LSS. However the questions in LSS are more detailed in nature. For e.g. in case of QOL-Cummins Emotional Well Being and Intimacy people are asked to find out the frequency of leisure talk with friends, the instances of getting attention/support when in distress, Frequency of opportunities of doing something which the respondent like and frequency of restlessness feeling. Whereas LSS also probes deeper into family relationships, constructive and creative possibilities of work, a feeling of being loved, a feeling of being in a position to help others, frequency of getting praised for something, Selfless Friendship, Sharing of problems, emotions etc. in the same aspect. It therefore appears that when more detailed responses are sought, the responses are more evolved and deeper. However from research perspective, this aspect needs further probe and analysis to arrive at a still sound reasoned argument.

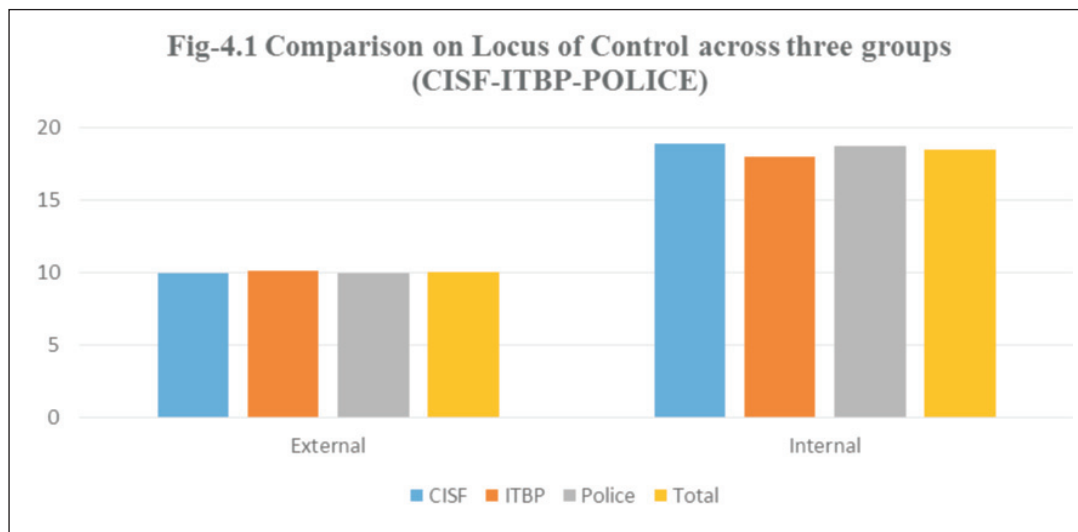
4.3 SUB OBJECTIVE NO.3

To study the Locus of Control (LOC) above mentioned group.

The instrument used for this purpose is LOC (Internal External Scale) (Tables 4.1 to 4.3)

Table-4.1 Comparison on Locus of Control across three groups

GROUPS		Ext	Int
CISF (N=317)	Mean	9.91	18.84
	SD	3.784	3.812
ITBP (N=279)	Mean	10.06	17.93
	SD	3.638	3.639
POLICE (N=148)	Mean	9.91	18.70
	SD	3.466	3.267
Total (N=744)	Mean	9.97	18.47
	SD	3.664	3.664
(ANOVA) Between Group-p value		ns	0.007



Concept of Locus of Control:

The concept of locus of control refers to the extent to which individuals believe that they can control events affecting them. A person's locus of control is conceptualized as either internal (A person believes that he or she can control his or her life) or external (A person believes that the decisions and life are controlled to a large extent by environmental factors and therefore beyond his/her influence)

Locus of control is one of the four dimensions of core self evolutions i.e. ones functioning appraisal of oneself. Though the other three being neurotism, efficacy and self-esteem. The

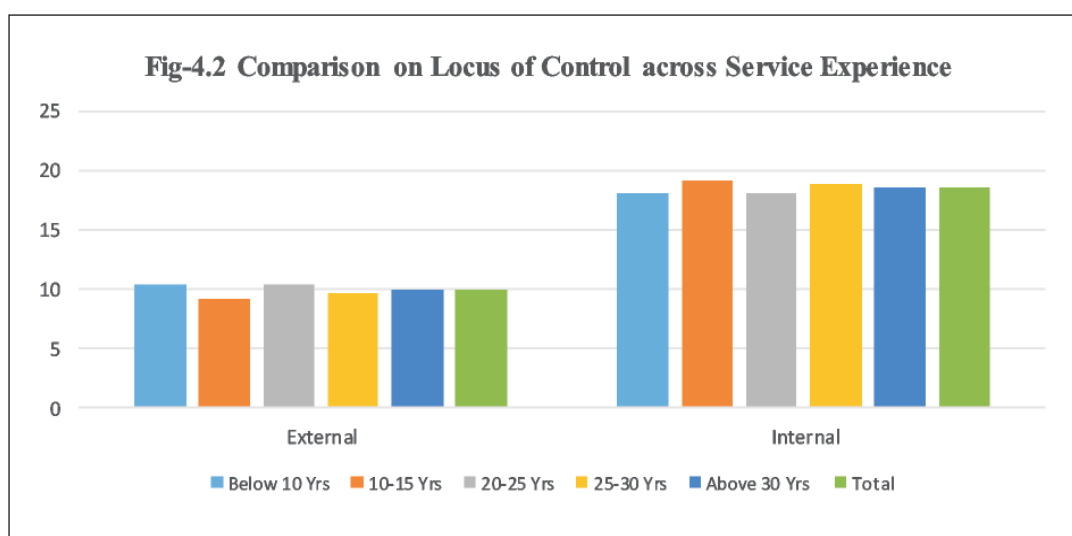
concept of core evolution has been examined in many studies and has proved to have the stability to predict job satisfaction and job performance.

However, internality and externality represent to end of a continuum and it should not be thought that internality is exclusively linked with attributing to effort and externality attributing to luck. However, due to the very fact that the locus of control is decided the individual needs that he or she tend to feel that he or she has less control over their fate. People with external locus of control tend to be more stressed and prone to clinical depression. It is also generally observed that ‘Internals’ exhibit high achievement motivation and attribute the outcomes in their life to ability and effort instead of task difficulty or luck.

It is observed that the total group under study is significantly higher on internal LOC which means most of the respondents tend to attribute their success/failure/changes in their own life and around to internal factors. However, intra group comparison shows some variations. It is seen that CISF seems to be more internally focused than ITBP & Police but only marginally ahead. This shows that the group as a whole considers to keep the reins of life in his or her hands as much as possible. Though little variation is seen in their scores on SWB, here scores on LOC scale do not show indicative differences. This is an encouraging trend and shows that the personnel can be motivated to upgrade their knowledge and skills and to reorient their attitudes in order to see and realize desired changes in their life.

Table-4.2 Comparison on Locus of Control across Service Experience

GROUP NO	SERVICE EXP YEAR		Ext	Int
1	Below 10 (N=365)	Mean	10.35	18.09
		SD	3.761	3.692
2	10 TO 15 (N=119)	Mean	9.23	19.17
		SD	3.578	3.756
3	15 TO 20 (N=43)	Mean	8.98	19.65
		SD	3.327	3.366
4	20 TO 25 (N=60)	Mean	10.40	18.00
		SD	3.971	3.996
5	25 TO 30 (N=97)	Mean	9.61	18.80
		SD	3.347	3.334
6	Above 30 (N=60)	Mean	9.95	18.48
		SD	3.342	3.362
	Total (N=744)	Mean	9.97	18.47
		SD	3.664	3.664
	(ANOVA) Between Group-p value		0.017	0.013

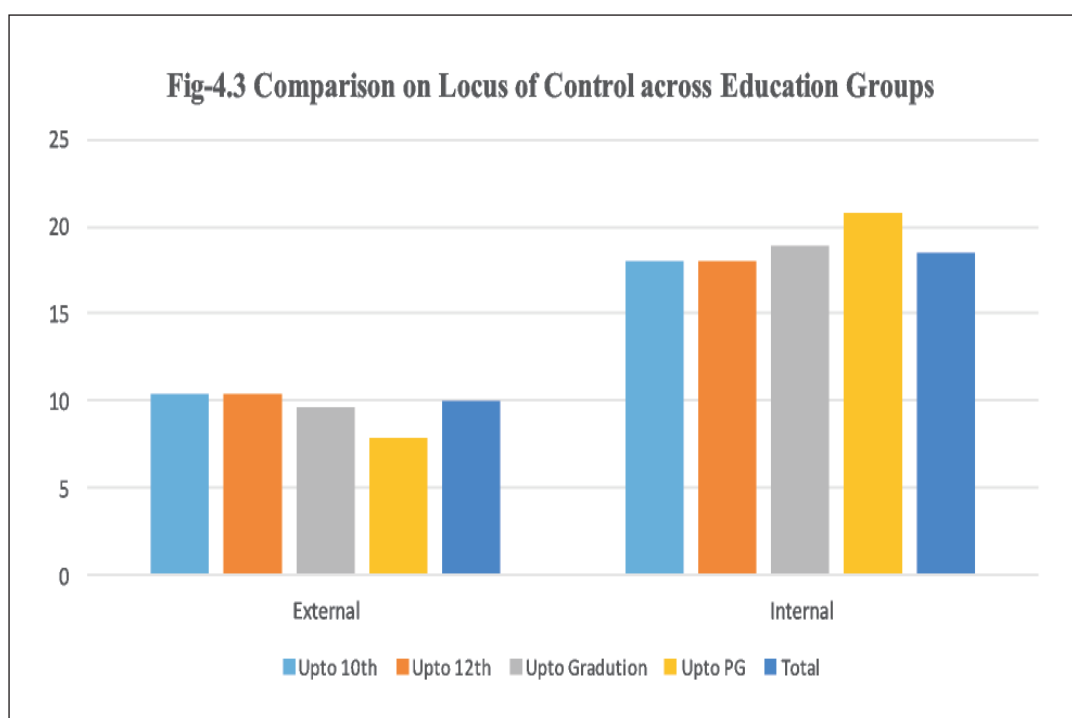


If the locus of control analysis is done across years of service experience following points emerge.

- (i) There are significant “between group” difference in the external as well as internal locus of control.
- (ii) LOCE is predominant in Group 1 & 4
- (iii) LOCI is predominant in Group 1 and 3.
- (iv) Thus, though there are significant “between group” difference, the trend is not consistent and leisure. Therefore for particular policy decision a group specific in depth analysis and trends of other tables for the same service experience group will be required to be done.

Table-4.3 Comparison on Locus of Control across Education levels

EDUCATION		Ext	Int
Up to 10 th (N=158)	Mean	10.35	17.99
	SD	3.60	3.62
Up to 12 th (N=282)	Mean	10.38	17.99
	SD	3.50	3.55
Up to Graduation (N=246)	Mean	9.66	18.91
	SD	3.759	3.604
Up to PG (N=49)	Mean	7.82	20.69
	SD	3.39	3.51
Total (N=735)	N	49	49
	Mean	9.96	18.48
(ANOVA)	SD	3.65	3.65
	Between Group-p value	0.000	0.000



The results indicate that as the educational level increases external LOC decreases and internal LOC increases. The post graduates show lowest levels of external locus and higher levels of internal locus. Research has already indicated that higher levels of Internal ‘LOC’ is positively related with perceived SWB and QOL across groups. Thus providing more and more encouragement and opportunities for continuous gradations up in educational qualifications, may help build higher “internal” Locus and consequently higher levels of SWB in the personnel. This also confirms their responses in MYQOL & QOL (Cummins) tests.

4.4 SUB OBJECTIVE NO. 4

To study the impact of Welfare Schemes on QOL, LOC and SWB.

For this analysis, the inputs from specifically designed welfare questionnaire were processed, analyzed and interpreted to assess the level of Awareness of Welfare Schemes (AWS) and then correlations of AWS with QOL and its components, LOC and SWB have been statistically arrived at and interpreted below the respective tables itself.

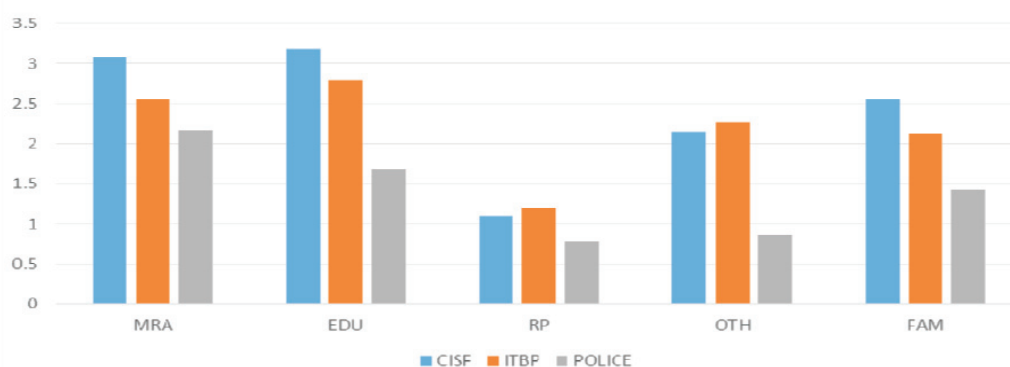
Table-5.1 Comparison across three groups with respect to Awareness of Welfare Schemes

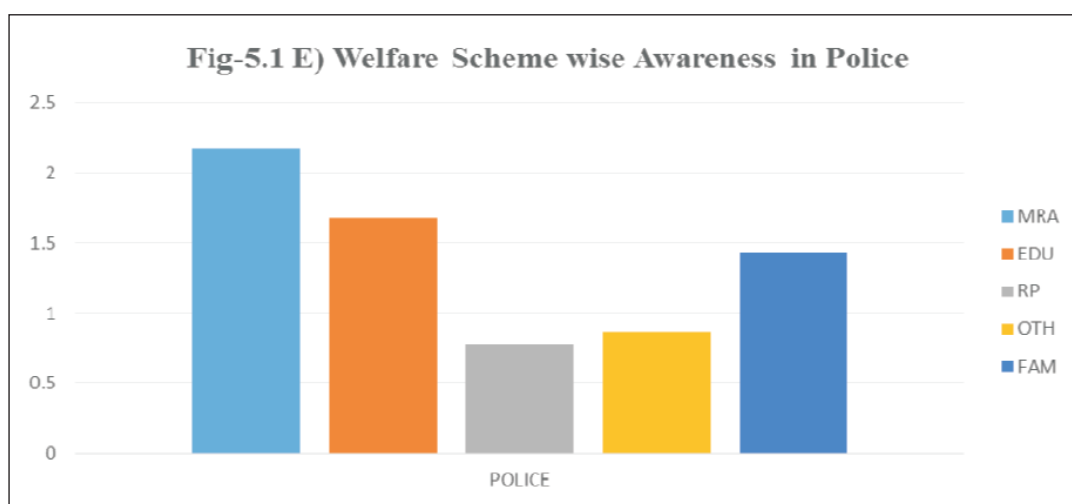
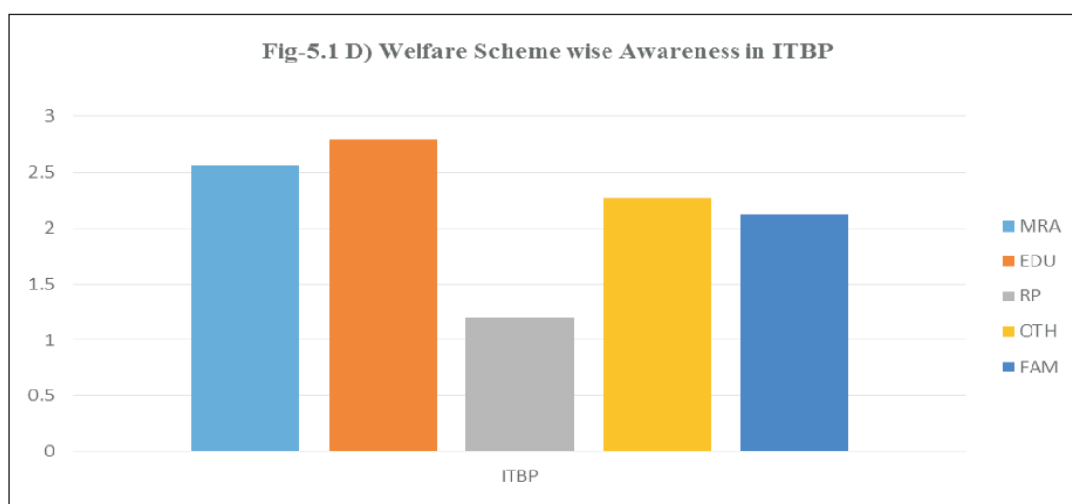
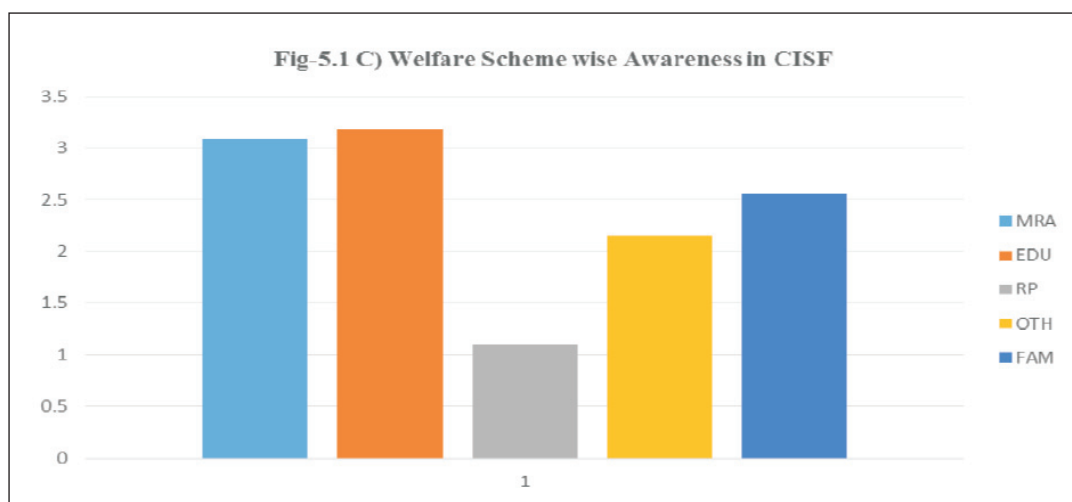
Group		AWS TOT (Max22)	MRA (Max 5)	EDU (Max 6)	RP (Max 4)	OTH (Max 3)	FAM (Max 4)
CISF (N=233)	Mean	10.59	3.09	3.18	1.1	2.15	2.56
	SD	5.894	1.48	1.94	1.35	0.86	1.383
ITBP (N=338)	Mean	9.29	2.56	2.79	1.2	2.27	2.12
	SD	5.73	1.47	1.989	1.32	0.853	1.473
POLICE(N=129)	Mean	6.92	2.17	1.68	0.78	0.86	1.43
	SD	4.344	1.43	1.62	1.023	0.788	1.292
Bet groups Anova	Sig	0.000	0.000	0.000	0.007	0.000	0.000

Fig-5.1 A) Awareness of Welfare Schemes (Total) in Three Groups (CISF-ITBP-Police)



Fig-5.1 B) Awareness of Welfare Schemes in Three Groups (Schemewise)- (CISF-ITBP-Police)





As far as awareness about welfare schemes is concerned it is important to note here that AWARENESS itself is being treated here as the effect of actual availing of the schemes. This is logical because many of the schemes which a person has not availed but is aware of has the same psychologically positive affect of getting the benefit. If the actual availing of various schemes over so many years is sought to be ascertained for such a large sample, it is likely to produce misleading results since a person may forget some schemes availed in a few years ago and getting the information from different units for all the previous years may also not be possible for obvious reasons. Also certain schemes might not be applicable to certain age groups while solving the checklist (e.g.-Educational facilities for children)

With an Organization, if awareness level for individual specific purpose schemes is considered then in CISF schemes related to Education are highest in awareness followed by those related to medical assistance, family related, other schemes (CPC Schemes to understand mental stress etc) and lastly retired personnel.

In ITBP also the same trend is evident only with a marginal difference of other schemes awareness dominating family related schemes.

In Police force awareness in schemes related to Medical Assistance is maximum followed by Education, Family Related, Other schemes and Retired Personnel.

Another important point that fetches our attention is that there is a significant difference in the level of awareness even within a scheme. Thus in schemes related to education CISF is significantly ahead of Police. Such difference is also seen in medical and family related schemes.

This also underlines the need for respective organizations first to take cognizance of the level of awareness at organizational level, secondly of scheme wise level of awareness. Thirdly to create specific mechanisms to communicate the welfare schemes in all the spheres to all the levels in the organization in a routine and periodic manner.

Another important point which requires attention here is that in spite of having highest awareness levels in all areas of welfare schemes, the life satisfaction (LSS) scores of CISF are significantly less as compared to ITBP though ITBP comes second in the level of awareness.

One view about this, which is very widely held within CISF Officers is that too much of awareness of welfare schemes might be leading to reduction in satisfaction since the

person keeps on wanting more under various heads. This may be true to a certain extent. Since a person's aspirations in a broad area can increase only in his mind. There is a possibility of realizing it. However, this is a partial truth as has been explained in the analysis co-relation and regression patterns between awareness of welfare schemes and life satisfaction or quality of life (satisfaction) Cummins. There is certainly a positive co-relation showing that as the awareness increases the satisfaction also increases. However, as submitted earlier subjective well being (SWB) is a composite and dynamic construct. Thus, in spite of positive effect of awareness of welfare schemes contributing positively to the subjective well being the total score/level of LSS may not be correspondingly high in case of an organization if the positive effects of awareness are negated by other factors included as components of LSS and QOL Cummins. Thus, the obvious positive effect of awareness of welfare schemes may or may not be directly visible in LSS or QOL (satisfaction) since there are other factors pulling the level down. This is also supported by the QOLS and LSS component-wise scores of CISF as compared to ITBP.

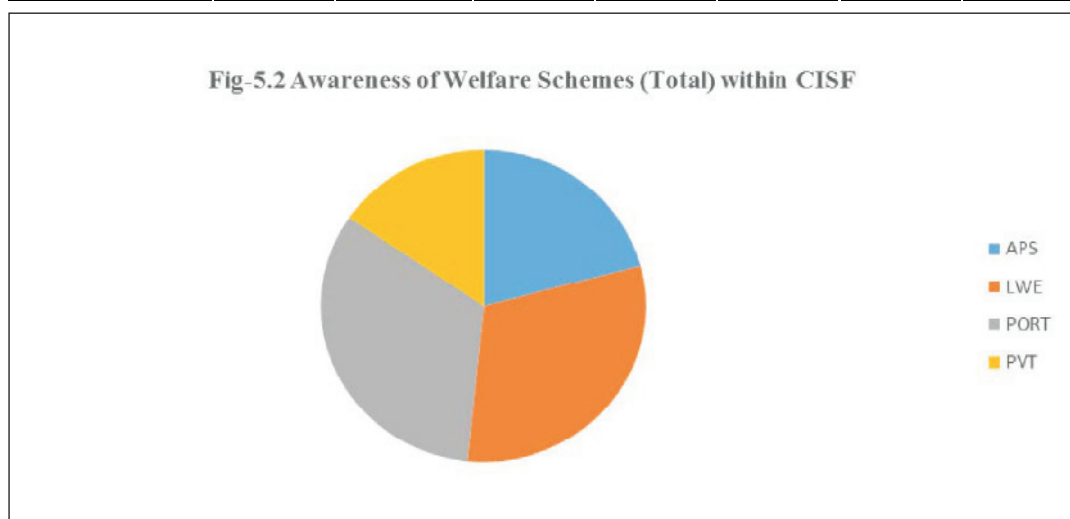
Since the level of awareness contributes positively to subjective well being the channels delivering information about welfare schemes in ITBP and Police need to be checked and reshaped to be formally delivered to the junior level. As has been observed on the basis of welfare schemes related questionnaires most of the respondents have stated that they have received the information related welfare schemes through peers or through informal discussions and not through formal channels of communication.

Secondly, a deeper analysis of groups with respect to the awareness levels of the personnel in different sectors like Airport, Sea Port, LWE and private, indicates substantial differences within them. In ITBP also the personnel in the mountainous deployment are considerably low in awareness as compared to LWE and plains. With regard to Police, both of the groups, Maharashtra and MP Police have more or less same level of awareness of welfare schemes, Maharashtra having a slightly higher mean score.

The above analysis points out an important requirement with respect to reviewing the present channels of dissemination of information related to welfare schemes so as to build appropriate awareness of the welfare schemes. Unless a person known what he or she can avail as welfare it cannot be transform into actual benefits and therefore satisfaction.

Table-5.2 Comparison on Awareness of Welfare Schemes among CISF Sub Groups-

CISF Groups		AWS TOT (Max 22)	MRA (Max 5)	EDU (Max 6)	RP (Max 4)	OTH (Max 3)	FAM (Max 4)
APS (N=55)	Mean	8.76	3.07	2.76	0.91	1.85	2.38
	SD	5.288	1.45	1.905	1.175	0.756	1.284
LWE(N=60)	Mean	12.88	2.95	3.67	1.42	2.2	2.65
	SD	6.263	1.85	1.884	1.51	0.971	1.388
PORT(N=61)	Mean	13.82	3.34	3.74	1.36	2.39	2.98
	SD	4.342	1.15	1.672	1.472	0.737	1.204
PVT (N=57)	Mean	6.47	2.96	2.49	0.67	2.12	2.18
	SD	4.235	1.37	2.028	1.041	0.888	1.537
Bet groups Anova	Sig	0.000	ns	0.000	0.005	0.008	0.009



Within CISF the level of awareness has been found to be enhanced in LWE areas and relatively low level in Private Sector deployment. Even Airport Sector (APS) has low level of awareness about welfare schemes.

There are significant difference in level of awareness with reference to financial schemes, educational schemes, schemes related to retired personnel, family related schemes and other schemes with almost the same trend evident in all the schemes having significant “between group of differences”.

Generally schemes related to Education and Medical assistance are on the higher side whereas those related to retired personnel and those categorized as other schemes are lower in level of awareness for all groups.

Table-5.3 Comparison of Awareness of Welfare Scheme among ITBP Sub-Groups-

ITBP Groups		AWS TOT (Max 22)	MRA (Max 5)	EDU (Max 6)	RP (Max 4)	OTH (Max 3)	FAM (Max 4)
PL (N=161)	Mean	11.89	2.63	3.05	1.3	2.56	2.35
	SD	5.234	1.49	1.933	1.332	0.757	1.429
LWE(N=61)	Mean	9.16	1.92	1.92	0.72	2.15	2.46
	SD	4.666	1.29	1.935	1.127	0.679	1.058
MOUNT(N=116)	Mean	5.75	2.8	2.9	1.33	1.94	1.61
	SD	4.962	1.43	1.984	1.35	0.926	1.592
Bet groups Anova	Sig	0.000	0.000	0.001	0.006	0.000	0.000

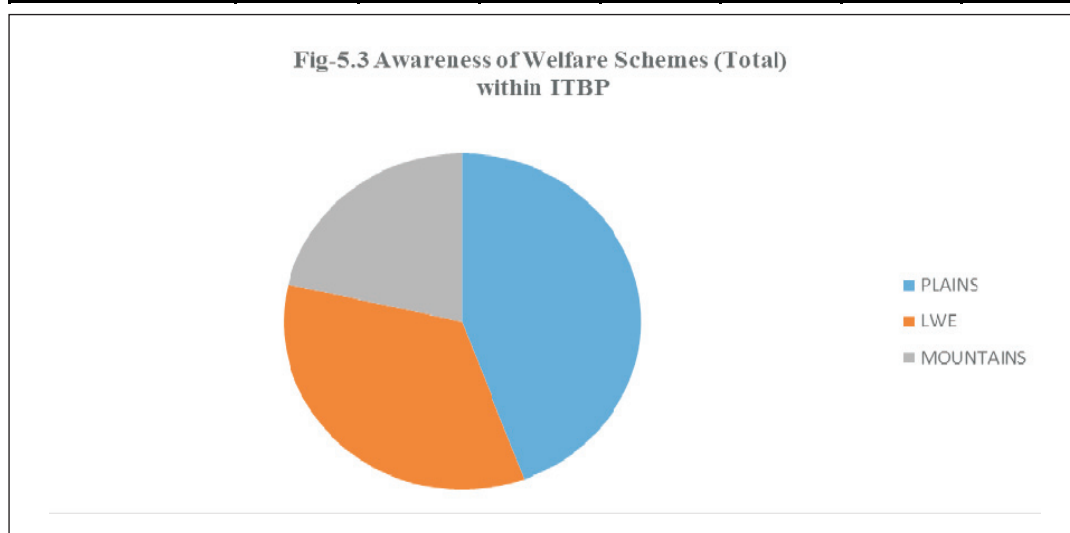
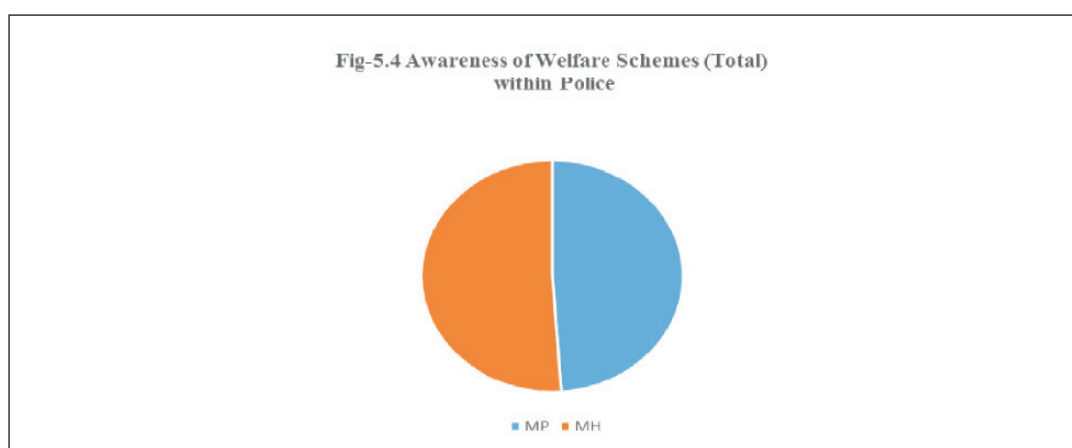


Table-5.4 Comparison of Awareness of Welfare Schemes among Police Sub Groups-

Police Sub Group		AWS TOT (Max 22)	MRA (Max 5)	EDU (Max 6)	RP (Max 4)	OTH (Max 3)	FAM (Max 4)
MP (N-59)	Mean	6.76	2.07	1.75	0.75	1.05	1.15
	SD	3.971	1.55	1.515	1.06	0.705	1.111
MH (N-70)	Mean	7.06	2.26	1.63	0.81	0.7	1.67
	SD	4.659	1.32	1.712	0.997	0.823	1.391
Bet groups T Test	Sig		ns	ns	ns	ns	0.011

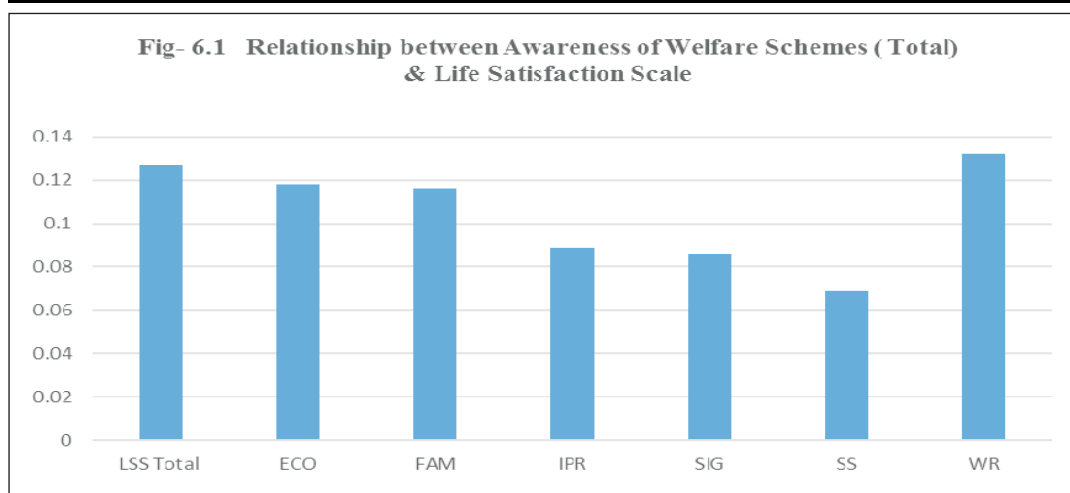


Within Maharashtra and MP Police there is no significant differences on awareness as far as total level of awareness is concerned. However, with reference to medical related schemes, Maharashtra Police little is above MP Police but not significantly. In schemes related to education, MP is above Maharashtra Police though not significantly.

In the heading ‘Other welfare schemes’ i.e. schemes like Canteen facilities or schemes for personal development, Sainik Sabhas and education related measures, MP is significantly above Maharashtra whereas in family related matters Maharashtra is above MP.

Table- 6.1 Relationship between Awareness of Welfare Schemes (Total) & Life Satisfaction Scale (N=388)

	Life Satisfaction	LSS Total	ECO	FAM	IPR	SIG	SS	WR
Awareness of Welfare Schemes								
AWS-Total	r	.127*	.118*	.116*	0.089	0.086	0.069	.132**
	Sig	0.013	0.02	0.022	0.08	0.092	0.177	0.009

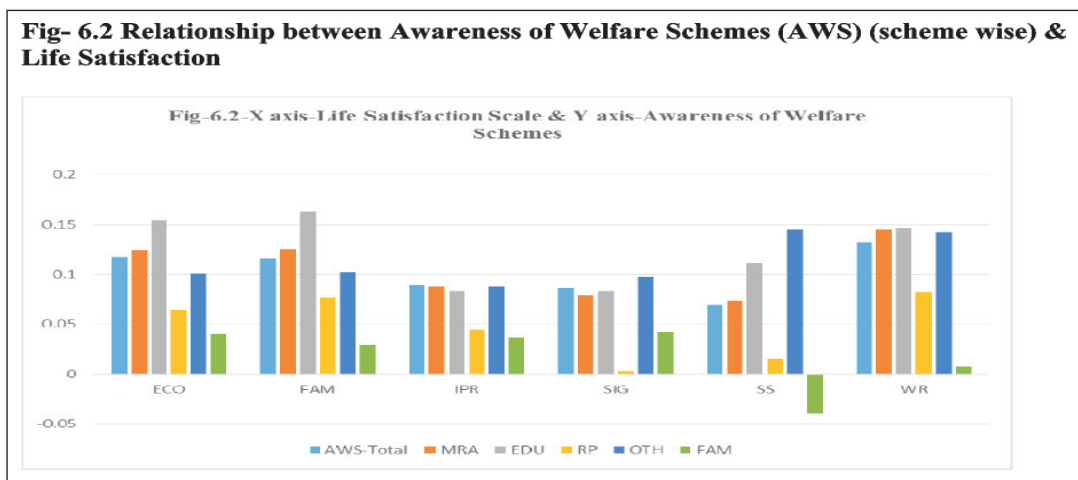


The relation between awareness and satisfaction shows that there is significantly positive co-relation between the awareness of welfare schemes and total life satisfaction as well as specific domains of LSS in economic conditions, family relations (FR) and work related aspects (WR).

Table- 6.2 Relationship between Awareness of Welfare Schemes (AWS) (scheme wise) & Life Satisfaction (N=388)

	Life Satisfaction	ECO	FAM	IPR	SIG	SS	WR
Awareness of Welfare Schemes							
AWS-Total	r	.118*	.116*	0.089	0.086	0.069	.132**
	Sig	0.02	0.022	0.08	0.092	0.177	0.009
MRA	r	.124*	.125*	0.088	0.079	0.073	.145**
	Sig	0.014	0.014	0.083	0.122	0.152	0.004
EDU	r	.154**	.163**	0.083	0.083	.111*	.147**
	Sig	0.002	0.001	0.101	0.104	0.029	0.004
RP	r	0.064	0.077	0.044	0.003	0.015	0.082
	Sig	0.208	0.132	0.385	0.954	0.765	0.108
OTH	r	.101*	.102*	0.088	0.098	.145**	.142**
	Sig	0.048	0.046	0.084	0.054	0.004	0.005
FAM	r	0.04	0.029	0.036	0.042	-0.039	0.008
	Sig	0.433	0.563	0.481	0.411	0.44	0.882

Fig- 6.2 Relationship between Awareness of Welfare Schemes (AWS) (scheme wise) & Life Satisfaction



The table 6.2 shows that the welfare schemes under the heading, ‘Other Schemes’ has significant co-relation with almost all the domains of life satisfaction. Therefore, the schemes as covered under ‘Other Schemes’ such as CPC provision or opportunities for personal development or schemes to specifically focus on mental stress or counseling, more effective Sainik sabhas etc need to be focused upon.

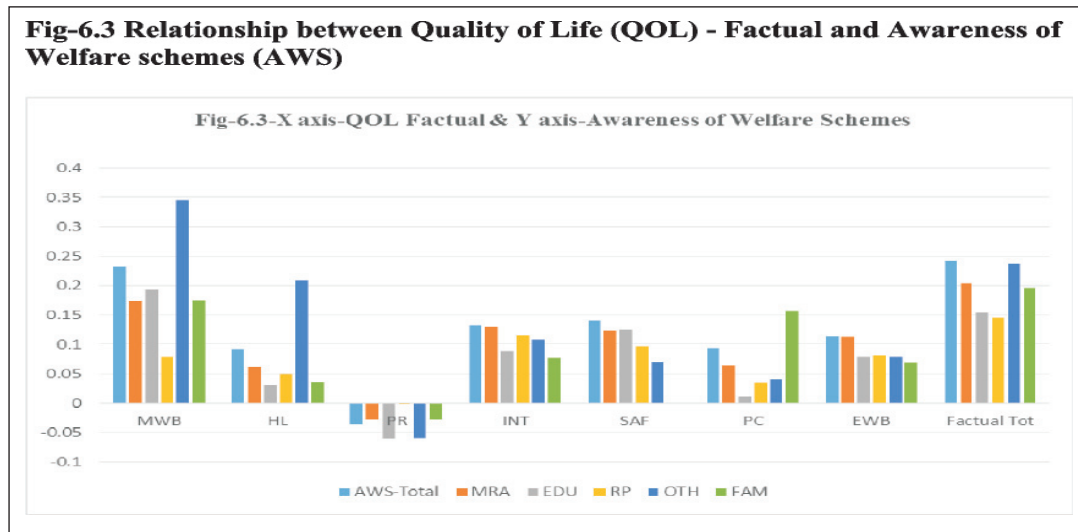
It is also important to note that the schemes related to education of children having very significant co-relation with LSS total as well as LSS family, LSS economic aspects, socio-spiritual aspect and even work related aspects.

Thus, above two areas require more pro-active focus.

Table- 6.3 Relationship between Quality of Life (QOL) - Factual and Awareness of Welfare schemes (AWS) (N=388)

	QOL-Factual	MWB	HL	PR	INT	SAF	PC	EWB	Factual Tot
Awareness of Welfare Schemes									
AWS-Total	r	.232**	0.093	-0.037	.133**	.140**	0.094	.114*	.241**
	Sig	0.000	0.069	0.464	0.009	0.006	0.065	0.025	0.000
MRA	r	.173**	0.062	-0.027	.130*	.124*	0.063	.113*	.204**
	Sig	0.001	0.224	0.601	0.01	0.014	0.215	0.026	0.000
EDU	r	.193**	0.031	-0.061	0.089	.125*	0.011	0.078	.154**
	Sig	0.000	0.547	0.228	0.081	0.014	0.821	0.126	0.002
RP	r	0.079	0.049	-0.002	.115*	0.097	0.034	0.081	.145**
	Sig	0.121	0.334	0.968	0.023	0.056	0.51	0.112	0.004
OTH	r	.345**	.208**	-0.059	.107*	0.07	0.04	0.078	.238**
	Sig	0.000	0.000	0.243	0.035	0.171	0.427	0.124	0.000
FAM	r	.175**	0.036	-0.028	0.077	.143**	.157**	0.069	.196**
	Sig	0.001	0.485	0.582	0.131	0.005	0.002	0.175	0.000

Fig-6.3 Relationship between Quality of Life (QOL) - Factual and Awareness of Welfare schemes (AWS)



It is seen that AWS has significant positive correlation with QOL(Factual) as far as impact on Material Well Being, Intimacy, Safety, Emotional Well Being is concerned.

Table- 6.4 Relationship between Quality of Life (QOL) - Satisfaction and Awareness of Welfare schemes (AWS) (N=388)

	QOL-Satisf	MWB	HL	PR	INT	SAF	PC	EWB	Satisf-Tot
Awareness of Welfare Schemes									
AWS-Total	r	.103*	.137**	0.097	.115*	.142**	.129*	.172**	.183**
	Sig	0.042	0.007	0.055	0.024	0.005	0.011	0.001	0.000
MRA	r	.118*	.137**	.120*	.114*	.164**	.118*	.216**	.203**
	Sig	0.02	0.007	0.018	0.025	0.001	0.02	0.000	0.000
EDU	r	.101*	.117*	.104*	0.098	.184**	0.095	.192**	.184**
	Sig	0.046	0.021	0.041	0.053	0.000	0.061	0.000	0.000
RP	r	.133**	.127*	.139**	0.083	.126*	0.079	.179**	.178**
	Sig	0.009	0.012	0.006	0.101	0.013	0.12	0.000	0.000
OTH	r	0.048	.154**	0.078	.135**	0.087	.163**	0.045	.144**
	Sig	0.348	0.002	0.126	0.008	0.087	0.001	0.372	0.004
FAM	r	0.036	0.039	-0.012	0.032	0.033	0.057	0.03	0.043
	Sig	0.476	0.449	0.816	0.527	0.515	0.266	0.553	0.401

Fig-6.4 Relationship between Quality of Life (QOL)-Satisfaction and Awareness of Welfare schemes (AWS)

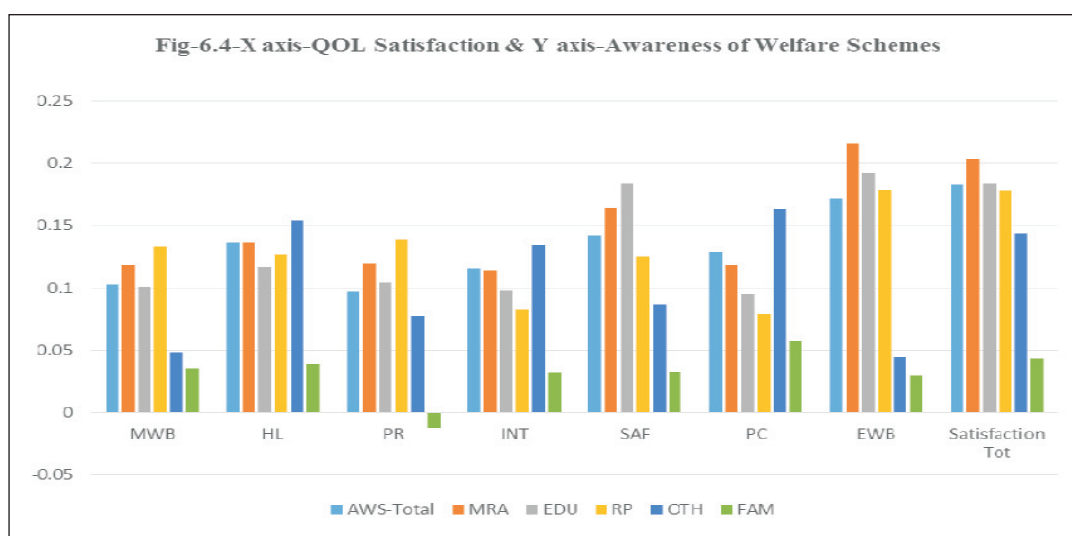
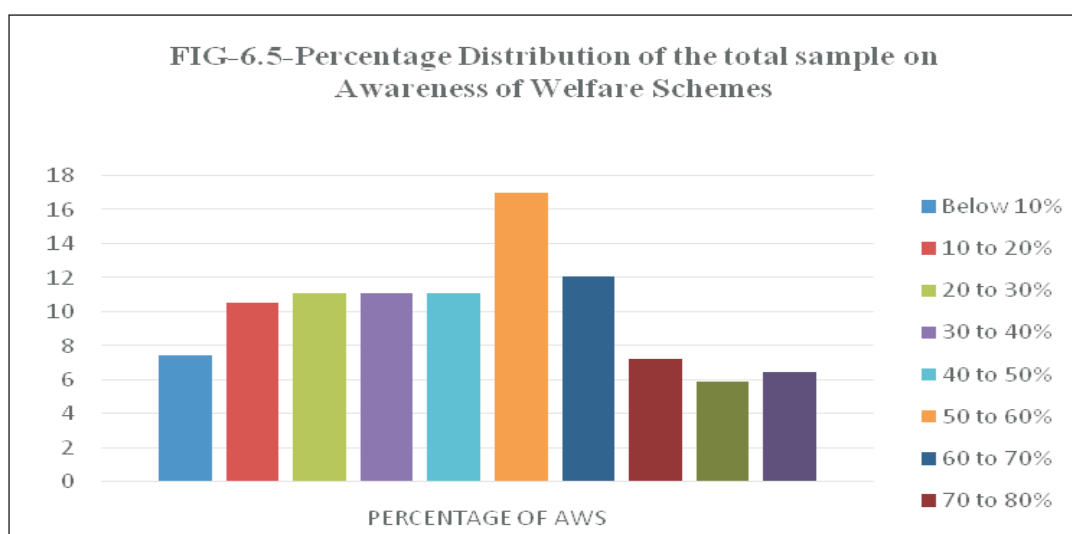


Table 6.4 shows that AWS has significant relationship with QOL (Satisfaction) especially in the areas of Education, Retired Personnel and other Schemes.

Table- 6.5 Percentage Distribution of the total sample on Awareness of Welfare Schemes

Percentage of AWSTOT	n	%	Cum%
Below 10%	29	7.47	7.47
10 to 20%	41	10.57	18.04
20 to 30%	43	11.08	29.12
30 to 40%	43	11.08	40.21
40 to 50%	43	11.08	51.29
50 to 60%	66	17.01	68.30
60 to 70%	47	12.11	80.41
70 to 80%	28	7.22	87.63
80 to 90%	23	5.93	93.56
90 to 100%	25	6.44	100.00
Total	388		



These results indicate that about 49% respondent are having a total score above 50% of the maximum possible score (50% of 22=11) on AWS Checklist.

Similarly about 32% people are having a total score above 60% of the maximum possible score (60% of 22=13) on AWS Checklist.

This can be interpreted in two ways. Firstly, the fact that half of the persons (and above) know 50% of the schemes is a satisfactory fact. But if the system really wants to make maximum use of the schemes for betterment of the personnel more efficient channels of information need to be established. If the awareness levels are not proactively enhanced, how can the people avail them in reality? This needs to be addressed seriously and systematically on priority basis.

Table-7.1 Univariate Regression for Awareness of Welfare Schemes and Life Satisfaction

Dependent Variable	Univariate Regression		β	SE	p
	Independent Variables	% R ²			
LSSTOT	ASWTOT	1.6	0.506	0.202	0.013

Results of uni-variate regression analysis indicates that total score of Awareness of welfare scheme is significant ($p=0.013$) in determining life satisfaction of total sample ($N=388$).

Table-7.2 Stepwise Regression for Awareness of Welfare Schemes (Scheme wise) and Life Satisfaction Scale

	Multivariate Regression Stepwise method				
Dependent Variable	Independent Variables	% R2	β	SE	p
LSSTOT	ASWEDU	2.6	1.846	0.581	0.002

However, to know which of the welfare scheme component is more important so far as life satisfaction is concerned, multivariate regression analysis was carried out considering various welfare scheme components as independent variables. Using stepwise regression analysis, education facilities provided under welfare scheme was the only factor predictive of the life satisfaction.

Table-7.3 Uni-variate Regression for Awareness of Welfare Schemes and QOL-Satisfaction

	Uni-variate Regression				
Dependent Variable	Independent Variables	% R2	β	SE	p
QOL Satisfaction	AWSTOT	3.4	0.479	0.131	0

Similar uni-variate regression analysis considering quality of life as dependent variable also showed that welfare scheme awareness is significant ($p=0.000$) determining factor of quality of life also.

Table-7.4 Stepwise Regression for Awareness of Welfare Schemes (Scheme wise) and QOL-Satisfaction

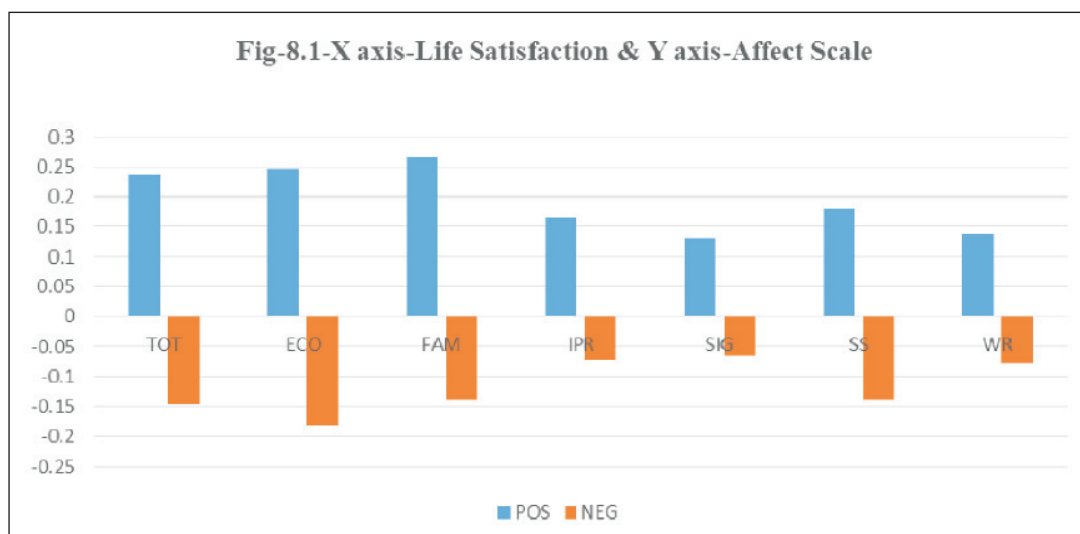
	Multivariate Regression Stepwise method				
Dependent Variable	Independent Variables	% R2	β	SE	p
QOL Satisfaction	AWSEDU	3.4	1.393	0.378	0

Further, similar multivariate stepwise regression analysis considering various welfare scheme components as independent variables once again supported the earlier finding that education facilities provided under welfare scheme was the only factor predictive of the quality of life.

Table-8.1 Relationship between Affect scale and Life Satisfaction (N=744)

	Life Satisfaction	TOT	ECO	FAM	IPR	SIG	SS	WR
Affect Scale								
POS	r	.238**	.247**	.265**	.164**	.130**	.181**	.139**
	Sig	.000	.000	.000	.000	.000	.000	.000
NEG	r	-.145**	-.182**	-.137**	-.071	-.065	-.138**	-.076*
	Sig	.000	.000	.000	.052	.077	.000	.039

Fig-8.1 Relationship between Affect scale and Life Satisfaction

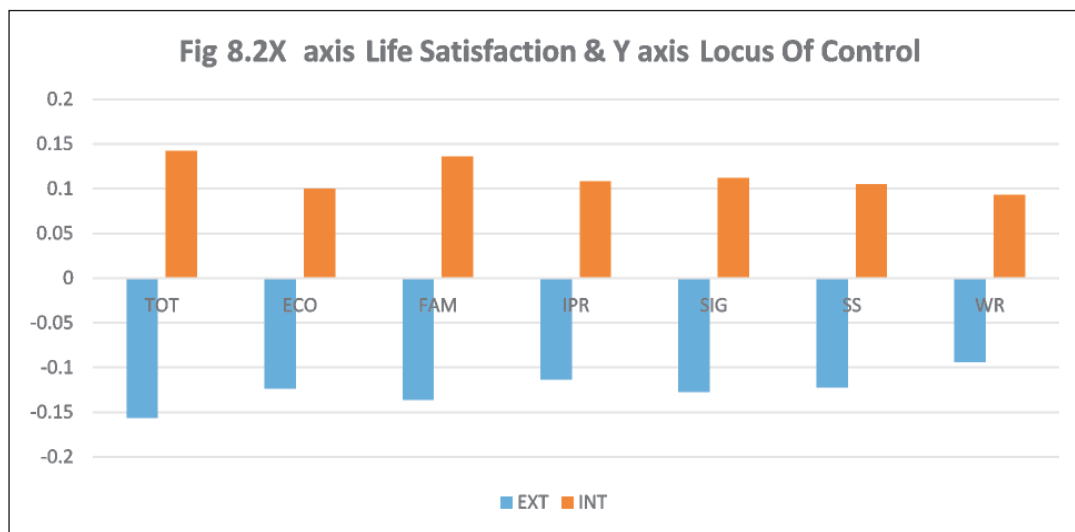


It is clearly observed from the significant positive relationship between positive affect and Life Satisfaction Scale (LSS) scores of the respondents that emotional life/experiences of an individual are closely associated with the mental health (SWB) of the person. This universal phenomenon repeats itself for the present sample as well. However, their relative contribution to each other needs to be explored. Thus, programmes and measures which would significant enhance positive affect need specific focus.

Table-8.2 Relationship between Locus of Control and Life Satisfaction (N=744)

	Life Satisfaction	TOT	ECO	FAM	IPR	SIG	SS	WR
Locus of Control EXT	r	-.156**	-.123**	-.136**	-.113**	-.127**	-.122**	-.094*
	Sig	.000	.001	.000	.002	.001	.001	.011
INT	r	.142**	.100**	.136**	.108**	.112**	.105**	.093*
	Sig	.000	.006	.000	.003	.002	.004	.012

Fig-8.2 Relationship between Locus of Control and Life Satisfaction



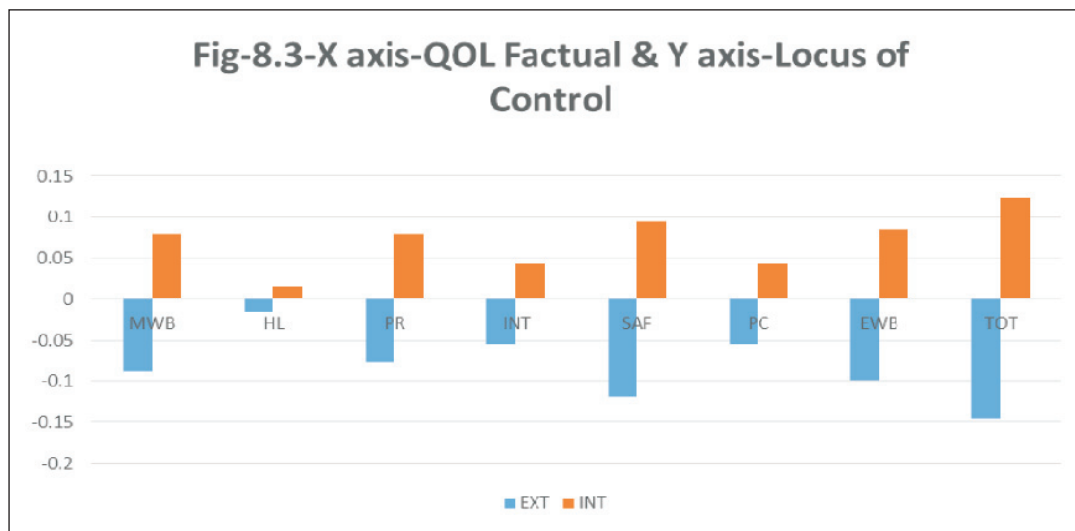
The present study shows that internal LOC is significantly positively correlated with Life satisfaction (SWB). It means that those persons who attribute their success/failure to their own efforts are likely to be more satisfied in life & experience higher levels of SWB. This is also seen in the present sample.

Similarly significant negative correlations between external LOC and SWB indicate that the more a person attributes what happens in his/her life to external forces/variables the less satisfied in life. Such person may be more vulnerable to external stressors and can pose problem in personal and work life.

Table-8.3 Relationship between Locus of Control and QOL- Factual (N=744)

	QOL-Factual	MWB	HL	PR	INT	SAF	PC	EWB	TOT
Locus of Control									
EXT	r	-.088*	-.016	-.077*	-.055	-.119**	-.055	-.099**	-.146**
	Sig	.016	.665	.037	.135	.001	.137	.007	.000
INT	r	.078*	.014	.079*	.043	.094*	.043	.085*	.123**
	Sig	.034	.698	.031	.236	.010	.239	.021	.001

Fig-8.3 Relationship between Locus of Control and QOL- Factual

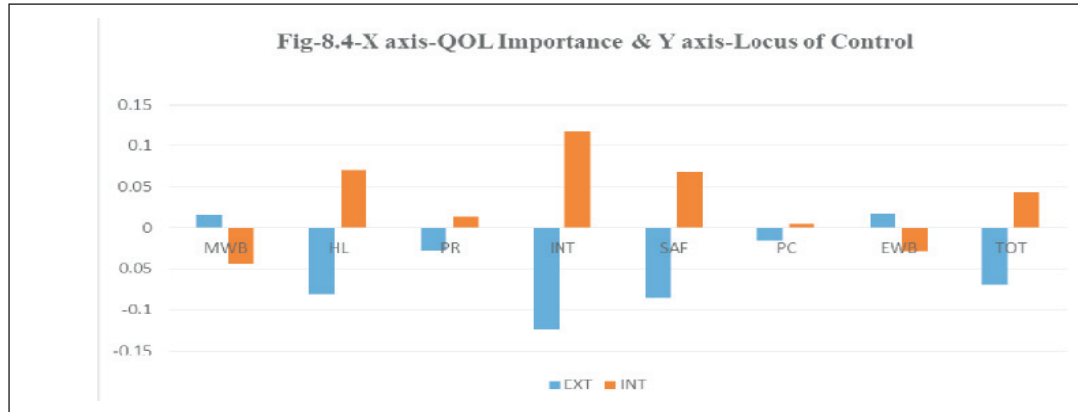


QOL has three dimensions in the present study namely, Factual, Importance and Perceived Satisfaction. The present result indicates that internal LOC has a positive relationship with the factual QOL. However if analyzed deeper it seems that material well-being, productivity, safety and emotional well-being show close association with QOL but factual aspects regarding health, intimacy and place in community do not significantly relate with internal LOC.

Table-8.4 Relationship between Locus of Control and QOL- Importance (N=744)

	QOL-Imp	MW B	HL	PR	INT	SAF	PC	EWB	TOT
Locus of Control									
EXT	r	.015	-.081*	-.028	-.124**	-.085*	-.016	.017	-.070
	Sig	.685	.028	.443	.001	.020	.656	.646	.058
INT	r	-.044	.070	.013	.117**	.068	.005	-.029	.043
	Sig	.233	.058	.725	.001	.064	.900	.428	.238

Fig-8.4 Relationship between Locus of Control and QOL- Importance

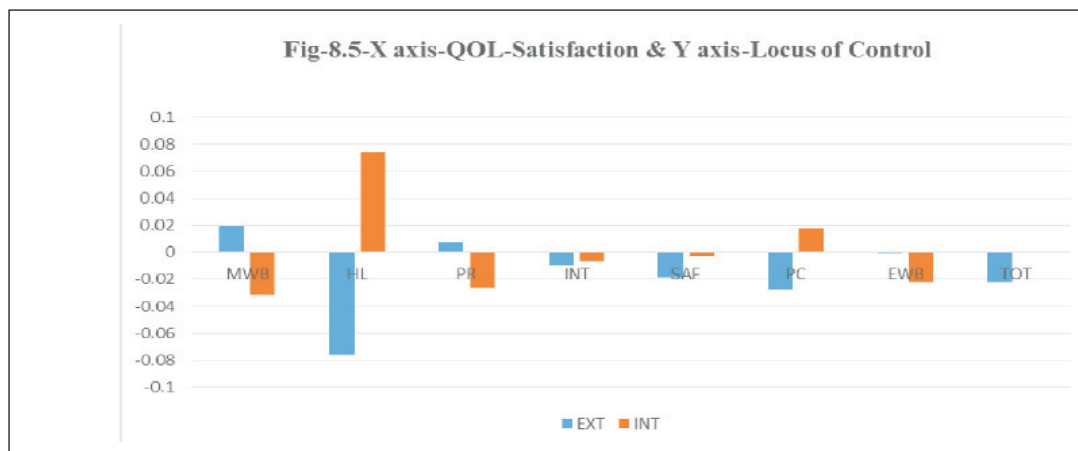


A different observation is obtained when it comes to the “importance” dimension of QOL. Here internal locus shows a significant positive correlation only with the dimension of intimacy but a significant negative correlation of external LOC is seen with health, intimacy and safety. This means that internal locus does not contribute much in prioritizing areas of QOL but external locus does contribute in prioritizing to some extent.

Table-8.5 Relationship between Locus of Control and QOL- Satisfaction

	QOL-Satisf	MWB	HL	PR	INT	SAF	PC	EWB	TOT
Locus of Control EXT	r	.020	-.076*	.007	-.010	-.019	-.028	-.001	-.022
	Sig	.587	.039	.859	.795	.607	.445	.972	.549
INT	r	-.032	.074*	-.027	-.007	-.003	.018	-.022	.000
	Sig	.389	.044	.463	.855	.941	.615	.556	.989

Fig-8.5 Relationship between Locus of Control and QOL- Satisfaction

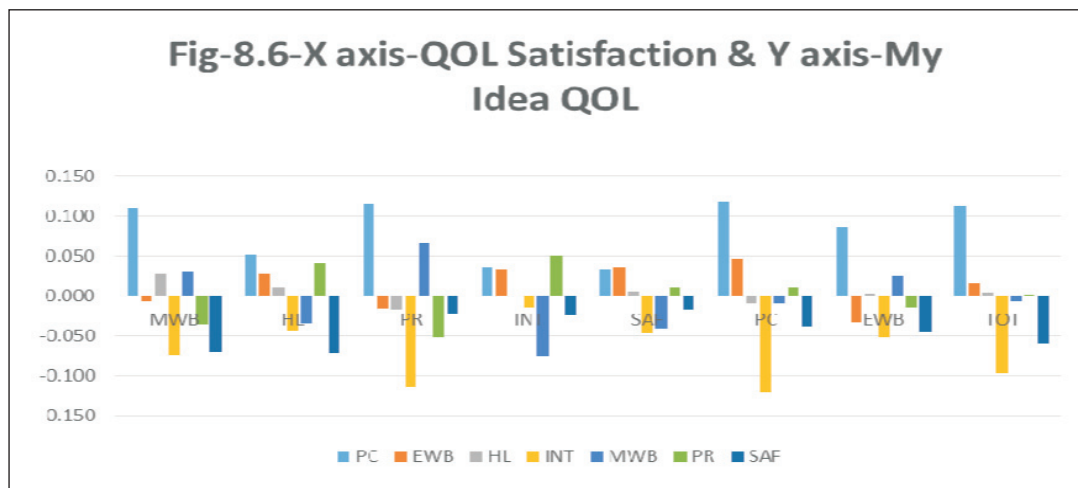


It is also observed that perceived level of satisfaction in QOL scale shows no significant correlation with either of the locus of control inclinations except health in relation to internal locus. This means that satisfaction perceived for all the other areas of QOL is comparatively independent of the locus of control for the present sample.

Table-8.6 Relationship between My Idea QOL and QOL-Satisfaction (N=744)

	QOL-Satisf	MWB	HL	PR	INT	SAF	PC	EWB	TOT
My idea of QOL									
PC	r	.110**	.051	.115**	.035	.033	.118**	.086*	.112**
	Sig	.003	.168	.002	.336	.375	.001	.019	.002
EWB	r	-.007	.028	-.016	.033	.035	.047	-.033	.016
	Sig	.840	.448	.654	.364	.345	.203	.368	.655
HL	r	.028	.010	-.017	-.001	.006	-.010	.003	.004
	Sig	.438	.783	.638	.970	.873	.789	.930	.923
INT	r	-.074*	-.043	-.114**	-.015	-.047	-.120**	-.052	-.096**
	Sig	.042	.244	.002	.681	.201	.001	.154	.009
MWB	r	.031	-.034	.066	-.076*	-.040	-.010	.026	-.007
	Sig	.394	.349	.073	.039	.275	.792	.481	.841
PR	r	-.036	.041	-.052	.050	.011	.011	-.015	.001
	Sig	.328	.259	.155	.175	.769	.770	.674	.970
SAF	r	-.070	-.072	-.022	-.024	-.017	-.038	-.046	-.059
	Sig	.058	.050	.554	.518	.642	.299	.205	.108

Fig-8.6 Relationship between My Idea QOL and QOL- Satisfaction



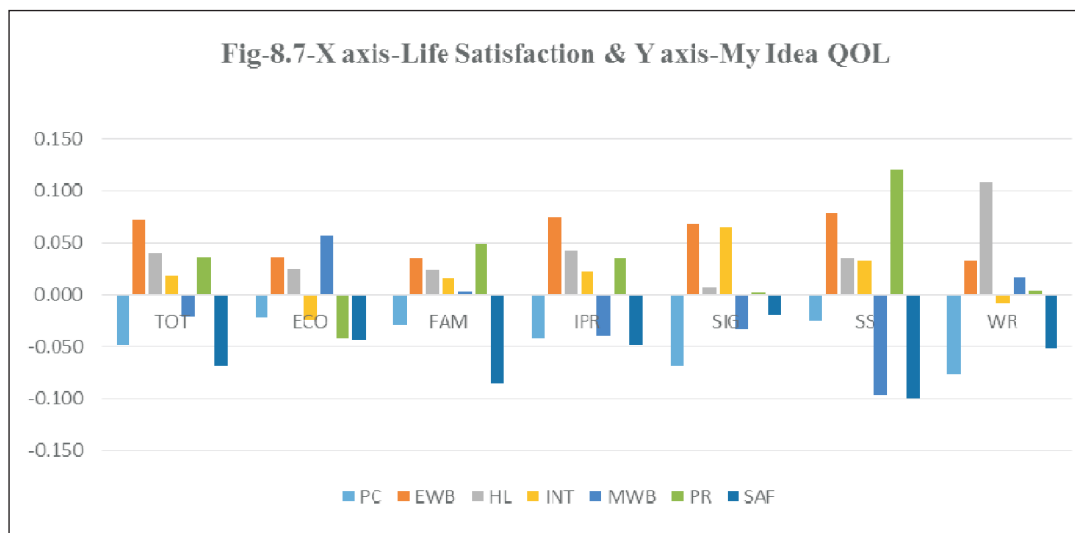
However the relationship between My Idea of QOL and Satisfaction perceived through Cummins QOL does show some significant values. The respondents show priority to intimate relations as an indicator of QOL but at the same time they seem less satisfied with

their place in community. This can be interpreted as a serious gap between their desire to get a cognizable position in their community and actual opportunities of materializing this willingness.

Table-8.7 Relationship between My Idea QOL and Life Satisfaction (N=744)

	Life Satisfaction	TOT	ECO	FAM	IPR	SIG	SS	WR
My idea of QOL								
PC	r	-.049	-.023	-.029	-.042	-.068	-.026	-.077*
	Sig	.185	.535	.422	.257	.063	.477	.035
EWB	r	.072*	.036	.035	.074*	.068	.078*	.033
	Sig	.049	.331	.344	.043	.063	.035	.374
HL	r	.039	.025	.024	.041	.007	.035	.108**
	Sig	.285	.500	.512	.263	.855	.341	.003
INT	r	.018	-.025	.015	.022	.065	.033	-.008
	Sig	.618	.494	.680	.552	.078	.374	.824
MWB	r	-.021	.057	.003	-.040	-.033	-.096**	.017
	Sig	.569	.117	.939	.276	.366	.009	.652
PR	r	.036	-.042	.049	.035	.001	.120**	.004
	Sig	.326	.255	.178	.340	.979	.001	.923
SAF	R	-.068	-.043	-.085*	-.049	-.019	-.100**	-.052
	Sig	.062	.244	.021	.186	.613	.006	.155

Fig-8.7 Relationship between My Idea QOL and Life Satisfaction



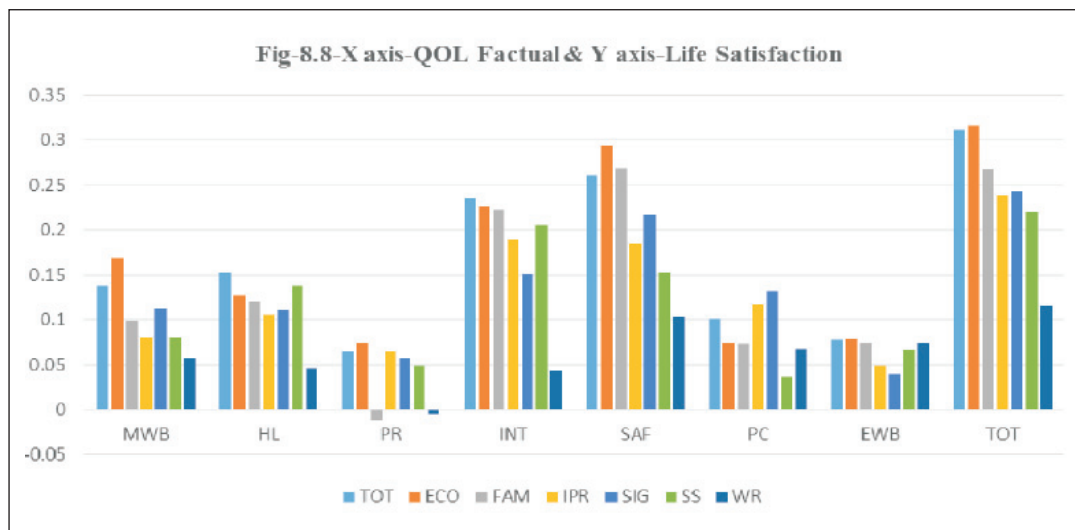
Similar findings as in the earlier table were obtained in this relationship. Importance or prioritizing areas in QOL has very little to do with life satisfaction in general. However only few peculiar positive relationships were observed like importance to health and work related satisfaction, importance to productivity and socio spiritual satisfaction etc. Two

interesting findings show a significant negative correlation between scores on importance to material well-being, safety and that of socio spiritual satisfaction. This indicates that those who experience satisfaction beyond their individual needs (social and spiritual experiences) do not consider affluence or personal / physical safety as important requirements in life to become happy. This shows how the CISF and ITBP personnel in the present study show their loyalty and benevolence in their work.

Table-8.8 Relationship between QOL Factual and Life Satisfaction (N=744)

	Life-Satisfaction	TOT	ECO	FAM	IPR	SIG	SS	WR
QOL-Factual	r	.137**	.168**	.098**	.079*	.112**	.079*	.057
	Sig	.000	.000	.008	.031	.002	.032	.120
MWB	r	.153**	.127**	.120**	.105**	.111**	.137**	.046
	Sig	.000	.001	.001	.004	.002	.000	.213
HL	r	.064	.074*	-.012	.064	.057	.049	-.006
	Sig	.082	.044	.745	.081	.122	.182	.870
PR	r	.235**	.226**	.222**	.189**	.151**	.205**	.043
	Sig	.000	.000	.000	.000	.000	.000	.239
INT	r	.260**	.293**	.269**	.184**	.216**	.153**	.102**
	Sig	.000	.000	.000	.000	.000	.000	.005
SAF	r	.100**	.074*	.072*	.116**	.131**	.036	.066
	Sig	.006	.044	.050	.002	.000	.333	.071
PC	r	.077*	.078*	.074*	.049	.040	.065	.073*
	Sig	.037	.032	.045	.183	.279	.078	.048
EWB	r	.310**	.315**	.268**	.238**	.243**	.220**	.115**
	Sig	.000	.000	.000	.000	.000	.000	.002

Fig-8.8 Relationship between QOL Factual and Life Satisfaction



There seems to be a significant positive relationship between many areas of Factual QOL and Life satisfaction. The factual material/financial status is directly contributing to all areas of life satisfaction (economic, family, inter-personal, and socio-spiritual) except work related satisfaction.

This shows that if the factual QOL is maintained (which points out to assets & direct financial back up) it definitely makes a person relaxed and contented in other areas of life to a considerable extent.

Similar results are obtained for factual health status also. However the factual productivity shows a relationship only with the economic dimension in Life satisfaction scale (LSS).

This is obvious as generally productivity is interpreted in terms of what you earn and not what you do. Interestingly a mirror reflection is seen with respect to factual intimacy in QOL and LSS. It is seen that all areas of LSS are significantly positively related with LSS except work related satisfaction. This means that the respondents consider intimacy as a vital source of well-being but they do not relate work in the same context.

Actual safety seems to be positively related with all areas of Life satisfaction. This shows that respondents feel physically and psychologically secure which in turn has been reflected in their increased Life satisfaction. Place in community is an important area of QOL the results indicate that it has close positive relation with financial satisfaction, family and inter-personal relations, health and other areas.

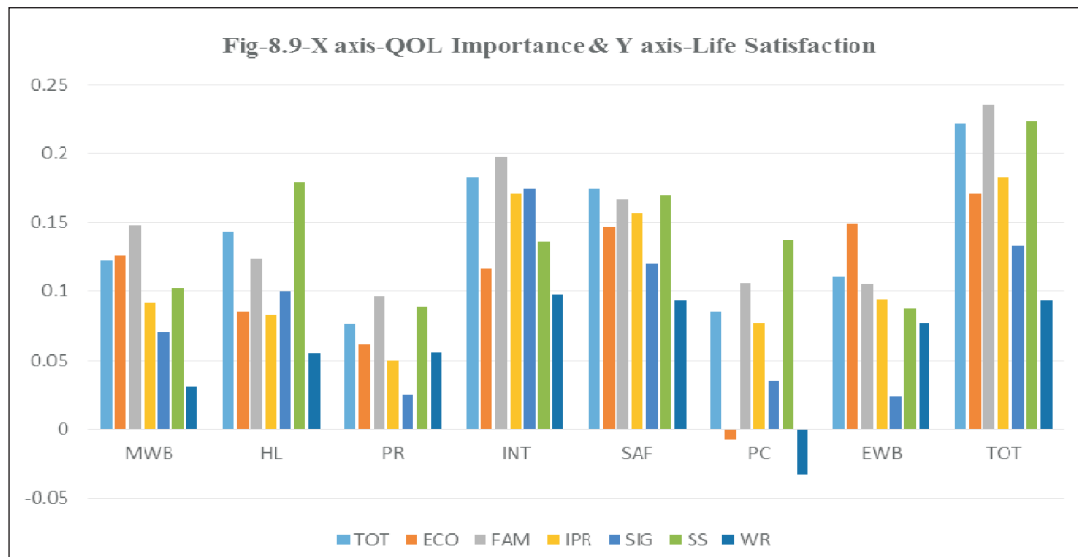
However it does not significantly relate to socio-spiritual and work related satisfaction. This can be explained since the main basis of a person place in community is generally build on what a person earns, how he or she is accepted/respected in home and kin, and how fit he or she is. Thus this supports the above findings. A person who is socially or spiritually satisfied or feels internally satisfied with their work may not necessarily consider place in community as an important parameter of QOL.

Emotional well-being seems to be positively related with satisfaction from inter personal relations and financial backup which is also quite natural. Thus it can be said if the factual QOL across different areas increases the satisfaction levels or SWB of the present sample are likely to increase significantly.

Table-8.9 Relationship between QOL (Importance) and Life Satisfaction (N=744)

	Life Satisfaction	TOT	ECO	FAM	IPR	SIG	SS	WR
QOL-Imp	r	.122**	.126**	.148**	.092*	.070	.102**	.031
	Sig	.001	.001	.000	.012	.057	.006	.405
MWB	r	.143**	.085*	.124**	.083*	.100**	.179**	.055
	Sig	.000	.020	.001	.024	.006	.000	.135
HL	r	.076*	.062	.096**	.050	.025	.089*	.056
	Sig	.038	.090	.009	.177	.504	.015	.130
PR	r	.182**	.116**	.197**	.171**	.175**	.136**	.098**
	Sig	.000	.001	.000	.000	.000	.000	.007
INT	r	.175**	.147**	.167**	.157**	.120**	.170**	.093*
	Sig	.000	.000	.000	.000	.001	.000	.011
SAF	r	.085*	-.008	.106**	.077*	.035	.137**	-.033
	Sig	.020	.829	.004	.035	.334	.000	.371
PC	r	.110**	.149**	.105**	.094*	.024	.087*	.077*
	Sig	.003	.000	.004	.011	.512	.018	.035
EWB	r	.222**	.171**	.235**	.182**	.133**	.223**	.093*
	Sig	.000	.000	.000	.000	.000	.000	.011
TOT	r							
	Sig							

Fig-8.9 Relationship between QOL (Importance) and Life Satisfaction



A similar picture is evolved in this relationship also. Earlier finding with respect to relationship between Factual and Importance dimensions shows that they are independent of each other. But it is not so when it comes to perceived level of satisfaction and

importance given to QOL areas.

The result indicates that all areas of QOL are significantly positively related to more than four areas of Life satisfaction. This shows that a person (in this case the paramilitary personnel) tries to gain satisfaction from those areas of life which he or she feels as important. This also means that when a person prioritizes the areas for his/her QOL he or she purposefully navigates efforts to gain feeling of fulfillment and well-being from them.





*No medicine cures what happiness
cannot.*

– Gabriel García Márquez



QUALITATIVE ANALYSIS

5.1. INTERVIEWS OF SUB-OFFICERS AND ORs

To explore the needs and impressions of the CISF and ITBP junior officers regarding the welfare schemes and other aspects of their service, in depth interviews were conducted for 52 representative personnel. All the interviews were transcribed word to word for further analysis. The main theme lines were identified by selecting the methods of narrative analysis which were as follows:

1. **Conditions/ motives behind joining the services:** There were varied reasons behind joining the paramilitary forces for the group. Though some of them joined as a family tradition to join forces, many of the respondents mentioned that they needed a secure job and wanted their families to become financially stable. They also want proper guidance for investment. Few mentioned that if they get proper information about the investment cuttings in the salary it would give them more confidence in investing elsewhere. However, it was seen that very few actually knew what a CISF/ ITBP job means before joining. They just responded to the advertisements in local papers on someone's suggestion.
2. **General impression about the job:** The job is looked at as the main bread earning source by the officers as it is giving them financial stability. Most of them come from a rural or semi-rural background and value the consistent flow of salary as a main incentive behind continuing in the service irrespective of its hazardous nature. At the same time they do like the job as it is crucial from the viewpoint of national security. One respondent mentions it as '*His dream job*', those who have higher levels of education (graduate and above) feel that the job is disproportionate to their qualifications and do desire for an upward mobility by taking efforts for it (giving further exams in service) but those below these levels feel that this is the best job for what their education stands. Some do mention about the social concern they had and how they felt this job would fulfill that by offering their prime time life for the security and safety of the fellow citizens. Many also value the job as it gives them a wide exposure in terms of experiences. However sometimes they feel that people (civilians) do not truly understand the nature of their daily job/work of the forces and the altruism is not understood in proper spirits.

3. **Perception of the work life tussle:** The quantitative results and the work life balance questionnaire have already underlined the importance of 'Family' in the life of the respondents. Most of them feel that family life is compromised to a great extent because of the nature of their job. They mention that '*If family is happy we are happy*'. Many times their family members are unaware of the nature of job and thus the respondents experience higher levels of distress due to burdens. Their tight routine gives them little scope for leisure activities with family members sacrificing their family time. Many of them veil from rural backgrounds where joint families have a respect and bonding is quite high. Such persons reported having feelings of dissatisfaction regarding not being able to serve the family rightfully as per general expectations. Since their postings are quite far away, in case of medical emergencies back home they experience intense stress if it becomes impossible for them to reach out due to distance or not getting leaves. Maintaining perfection at work as well as in family responsibilities is the greatest challenge for them.

4. **Main issues of concern:**

- i. The main need identified is that of sanctioning of leaves and the transfer policy. Some of them were highly dissatisfied with the beaurcracy in the system especially regarding the paper work. They feel that there is lot of unnecessary paperwork for simple procedures like getting leaves. According to them if the problem of leaves is solved, satisfaction would rise significantly.
- ii. One more issue of concern is the compatibility of facilities with that of the army personnel. They wish to have the welfare schemes comparable to Indian Army, or customs especially in case of medical facilities and weekly off arrangements, (*ex. The custom people get one full day off if they have a night-duty which keeps their energies unharmed*). The main problem mentioned is regarding availability of competent and free service for medical issues. Panel hospitals are not much preferred as they do not provide comprehensive services and sometimes people have to go out to private practitioners and pay from their pockets which is perceived sometimes a burden.
- iii. Sometimes when they are on duty, food expenses have to be born from their own pocket or reimbursements are not made in due course of time. This is particularly a grave concern for State Police.

-
- iv. The respondents talked a lot about policy regarding transfers. Most of the interviewees insisted that the transfers need to be done within the periphery of 500 kilometers from their home town. According to them uncertainty creates more stress when they are posted too far from their dear ones. One more point of change regarding rules for promotions was raised by the respondents. According to them the practice of grade change after 8 years needs to be implemented.
 - v. Another issue talked about was the relations with the superiors. Most respondents mentioned that the system is too rigid to make them feel secure in front of the superiors if they want to express anything unpleasant regarding their job. The Airport CISF personnel mentioned that the hierarchy is very different (rigid) and difficult to cope with. It prevents communication back and forth. Sometimes even basic requirements like food and break for relaxing a while are not met. They think that most of the superiors do not understand the severity of conditions they have to face (physical as well as psychological). For example, the rooms they need to share are so crowded that one hardly gets peaceful sleep after a tiring duty. They do not get enough personal space for keeping their belongings or fulfilling basic needs like bathing and relaxing in free time. Sometimes the superiors make them do overtime which is a toll on their health. Their inability to disclose truth gives birth to suppressed anger. It may lead to a break down and the emotional excitement is directed towards themselves or the superiors through uncontrolled burst outs.
 - vi. Even though many respondents expressed dissatisfaction with respect to superiors, some did mention about their trust and appreciation towards the superiors. Some expressed how they were backed for taking further education by their seniors. They described how the officers boosted their aspirations and how the awards and incentives offered made them feel proud of their job. The sixth pay commission was perceived as a good step in stabilizing the financial conditions and it was mentioned that medical facilities even after retirement as one of the best plans in welfare schemes.
 - vii. Some pointed out the ignorance or prejudiced views of the civilians which need to be addressed. According to them mistakes of people from Forces are at times over amplified. On Airports, security check is a very stressful and tough job where people may confront and get into disputes. According to their opinion the security staff should never be questioned for the job they are supposed to do at the airport as common people do not know the gravity of keeping strings loose even for a

moment. Sometimes local people sometimes take advantage of the Force personnel as they know little about the current trends/ prices or changed valuations.

5. POLICY CHANGES SUGGESTED BY THE RESPONDENTS:

- A. Leave policy** to be restructured: particular slots allowed to every recruit as per the arrangement in his unit which would be his rightful leave.
- B. Transfers** around periphery of 500kms: Only two transfers out of this boundary in the working period: this was mainly for being available to family members whenever they needed (sp. at times of emergencies).
- C. Family counseling units** to be established at all units for orientation of family members. This was a serious recommendation of almost all interviewees. Their quote was: *If family is happy we are happy!*
- D. The system needs to restructure the provisions** for basic needs while on duty: ex. Proper personal space (CISF), food allowances (Police)
- E. Medical facilities** at par with the Armed Forces or Customs (all treatments under one roof-. They are not very approving of panel hospitals where sometimes they do not get required branch of treatment and have to pay heavily from their own pockets).
- F. Need identified by the researcher:** An in depth orientation regarding the nature of duty in CISF/ ITBP/ Police needs to be given after the initial recruitment. Many coping up issues were noticed from the narrations which had probably generated due to ignorance or ambiguity regarding the specified job descriptions.

5.2 INTERVIEWS OF THE OFFICERS

Main issues raised by the CISF and ITBP officers through their interviews are as follows:-

- (i) The candidates who appear for CISF screening tests are not aware of the structure and job responsibilities at CISF. The advertisement needs to be more specific. The recruitment centers should be manipulation free and follow a consistent policy. There are too many channels to enter CISF, and these lateral entrance channels are the main reasons behind problems regarding welfare. Ex. Army WF schemes are much streamlined and clear. Army WF grooms the individuals to self-motivation which is not much experienced in CISF. Promotions etc are also not as clear and straightforward as in Army. Many people are kept waiting at a position for years.

This affects the respect and social identity of the recruit. Similar mindsets are not shared (homogeneity of thoughts/ culture is low). In police, the organizational control is more while in Army, the welfare of the soldier is the commandants' responsibility.

- (ii) They need to be briefed properly after intake before they join their duties. The job needs to be done with more clarity, knowledge. Those officers who communicate this clarity, there are lesser issues in their stations. Goody-goody personalities of officers won't work. But human element in the process also needs to be considered. Some sort of emotional test also should be taken while recruiting. To maximize the potentials of the personnel, few things can be done as follows: avoiding overburdening people with multitasking, timely payment, medical dues to be given. Lunch / dinner timing to be followed meticulously, no stopping of leaves unnecessarily (decisions can be done by team work). No punishment until the mistakes is deliberate. Preventive measures can be taken to avoid the undesirable acts (violence). Informal communication with the Jawans is essential. Responsibility of the Jawans need not be looked as an emotional burden by the officers but as a part of their duty itself. If timely help is not provided by the officer when a Jawan is disturbed, it may lead to accidental episodes. Timely listening to grievances can reduce such possibilities 80 % of time. Activities like 'Career Mela', 'Sanrakshika Udyan' CISF wives welfare associations can be of supportive importance. The officers need to keep transparency regarding as many decisions as possible regarding the recruits.
- (iii) Jawans sometimes do not comprehend the significance and social context of their job which needs to be taught to them. That is one reason why they lose their temper and become violent. How can the unit commander take the 100% responsibility? There should be a line between welfare and job responsibilities. Recruits should be made aware about their own responsibilities as well. Nation first-Unit second- 'ME' third- that needs to be conveyed to the recruits. At the same time, timely review of physical training should be taken especially for women officers. Sometimes 'over pampering' is taking place. They should be made physically tougher. There are ways in which a lady officer can take her job with confidence and pride.
- (iv) Information about welfare schemes needs to be percolated neatly down the line. The question of what you are giving to the organization also needs to be put in front of the recruits along with welfare schemes. The intelligence level of the recruits needs to be in a specific desirable range. They should also become good followers. (Such

training is to be given) .Welfare is enough right now, but there is always scope for improvement.

- (v) If postings are done within 500 km radius from home town/ state it will help keep the morale of the personnel up. Zonal postings would be more beneficial. Men and women both can be transferred within a zone. Leave sanctioning/ not sanctioning can be done with proper briefing. (Kind of partial counseling). Both these steps will get down the stress significantly. Current welfare schemes are stereotyped. Very few instances meet the unique requirements of the personnel. Flexibility in structure and implementation is essential in WF schemes. Commandant has limited powers.
- (vi) Recurrent trainings during the job are sometimes hazardous as people lose their interest in work and it affects their efficiency. System is not bad. Adversaries are there. There is no sacrosanct answer to any issue. Teething issues are going to be there. Jawans are mirrors of their officers. Risk taking is not taught in our culture which is one of the reasons of deterioration.
- (vii) Society is changing. Society is unaware of the sacrifices made by CISF personnel. The respect an army/ paramilitary officer used to get earlier has veined down significantly. Issues like 'marriage ability' are rising for the military and paramilitary forces so able youth does not choose this job with priority. Those who are recruited also keep seeking better jobs (with more social prestige). Nothing can replace the pride. They need to be given a patient and concerned listening. They need to be reciprocated and respected by officers as well as the society. Welfare schemes can boost the morale but cannot replace the erosion of pride of being related to the Forces. Recognition is more important.

Note: The themes emerging out of the interviews of officers are quite close to those coming from interviews of constable/sub constables and Inspectors. This underlines the necessity to make important police changes in the commonly raised issues.

5.3 PAINS IN THE UNIFORM: THE NARRATIVE ANALYSIS OF THE INTERVIEWS OF LADY OFFICERS FROM CISF AND POLICE

Women joining paramilitary forces or police forces are comparatively a new career path in India. Though we find the women joining these careers more day by day, it is not a very easy/ rosy path ahead. The job demands in such careers and the traditional roles they are expected to play in a society like India are quite contradictory. Hence, an effort was made to peep into the minds of such officers and understand their present day impressions about

their work life balance issues and needs with respect to the same. The interviewees included Sub-officers and Officers from CISF and Police. Though any generalizations cannot be made with respect to the details of the impressions mentioned which might be very personal, some theme lines do emerge out of the dialogues which surely point out the prospective guidelines for few changes in policies and operative method of retaining women in these organizations.

1. **Conditions/motives behind joining the services:** Most of the respondents admitted that they joined the organizations for financial self sufficiency and stability. According to them they can count on the job at times of personal crisis. It is also appreciated that this kind of job offers a wide exposure to the world. One respondent says, *'How would I have got the chance to travel the whole country without this job? I am from a small village in Himachal. I would have never dreamed to go out of my state had it not been this opportunity!!'*
2. **General impression about the job:** They appreciate the respect they avail due to the job back home as well as in the mind of other people. (*I fell so proud when I led the 26th January parade on the India Gale*). They do understand the unique nature of their job. They have accepted that there are going to be some limitations in their personal life due to that nature. They know that it's going to be physically and mentally challenging, the work hours are going to vary a lot and are going to be more than the routine JO to 5 jobs. Child care is going to be compromised to some extent. Still it is not easy for them to balance their work and life simultaneously. Unfortunately, many of them come know about these facts through experience only after they join the forces. They are not oriented formally towards the psychological and social needs of acclimatizing to the consequences of their job specifications. So they start feeling the burden in the later years once they become wives / daughter in laws and mothers in another family.
3. **Perception of the work-life tussle:** The main issues of their concern in the W-L balance include that of marriage and child care. When they are bachelors, their lives are comparatively easier. When it comes to deciding about marriage they feel that their decision regarding continuation of the job lies with the in-law's permission completely. If they get a husband whose family also approves of their job, they can continue but only with the constant feeling of obligation towards them. When it comes to motherhood complications are at peak. They think that though they have varied work timings the work hours should be fixed (8/9 hrs per day.) As child care

is a constant acrobatic exercise in normal life also, need of these women who get very little time with their children *need* to be addressed. Many times they do not even get a weekly off which may make their situation as mothers more difficult. Also if they are not posted at the same places as their husbands are, it becomes tougher for them to find assistance for child caring even more. There may be medical emergencies when they feel completely out of support. The panel hospitals at times don't have the faculty they need for treatment and thus makes it difficult for them to search for alternate treatment sources on their own in an unknown city of posting. They do not get provision for the vaccination for children which are a basic requirement. According to the respondents' opinion, if they get transfers within the periphery of 500 kilometers around their home towns where they can keep their children safely with the other family members, they can visit every fortnightly and get the updates as well as offer help whenever otherwise required.

4. Some gender specific issues:

- (i) Apart from these work life tussles they have some major concerns as women at work. As their job demands constant fitness, they have to put in a lot of physical activity throughout a day which they can adjust with in the normal days. The main difficulty mentioned by them was during two sensitive periods of menstruation and pregnancy. Their duty hours (on the Airports) requires them to stand for nearly 12 consecutive hours. So in these two periods, it is tough for them to cope with. (*When I want to go to washroom during menstruation I am obviously going to take some extra time. That too, if I have a weapon on duty/, I need to unload it, go to the toilet, again load it back. But my superiors won't understand it. Unnecessarily I am criticized or punished. I think this need should be understood by the system if they want to employ women.*) Sometimes during pregnancy if officers are insensitive to the physical states of women it becomes very difficult for the women officers to cope with. The long leave for delivery and child caring has been sanctioned in recent past which has been appreciated a lot. However one respondent mentioned that when she had to undergo medical termination of pregnancy (after 24 weeks of pregnancy when the abortion is equivalent to a forced labor), it was not treated as the same and she had to resume immediately after two/three days or was to take unpaid leave by rule. Thus it shows that more clarity needs to be brought in the medical facilities for women in the forces (Gender Sensitive). There is *no* visiting gynecologist on the job place whom she can approach for routine gyne check up or in case of emergencies.

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- (ii) One peculiar problem narrated by one of the police officers was regarding insufficient systemic support during the transfer of the under trials or convicts from one place to other. *(Many times we don't have confirmed reservation, monetary allowances when we travel with the convicts. So the railway police may detain us and increase our risk of the responsibility of convict's safe transfer. It is very tension provoking and distressing at times!!)*
- (iii) Some other issues pertaining to gender discrimination were also mentioned by the officers specially with respect to the behaviors of civilians with them. They feel that at times the civilians have difficulty in making people follow rules enforced by lady officers and noxious comments are passed by them which can be mentally disturbing. However, they also mentioned that it will take time for the society to accept this change from within. Sometimes difficult posts with high stress levels are purposefully forced on the woman officers if a superior is not willing to co operate. In such circumstances, the officers are not in a position of keeping faith in the transparency of the system.

POLICY CHANGES SUGGESTED BY RESPONDENTS:

From the above data, the researcher proposes the identified needs as perceived or suggested by the group which are as follows:

1. Zonal transfers for effective work life balance in the first 10 years of service when children may be very young
2. Medical facilities at par as the Armed forces and a regular visit of the gynecologist for regular check up.
3. Formal orientation to job requirements to the recruits immediately after their inclusion.
4. In-house stress management programs regularly held for capacity building.
5. Family counseling units to be strengthened for easy approach and consistent back up for psycho socio emotional issues.

5.4 WORK LIFE BALANCE :THEMATIC ANALYSIS

Challenges faced by the CISF, ITBP and police personnel and their efforts of coping with them.

To find out what sort of Work Life balance challenges are faced by the paramilitary forces (CISF, ITBP and Police) a detailed questionnaire was administered to them. It contained 18 questions based on the following themes.

1. Perception of the respondents regarding their job in the light of W-L balance Issues
2. Their emotional responses to such issues
3. Their perceptions regarding the system of the agency they are working with.
4. Their coping strategies for restoring emotional balance

For this analysis a selective sample of total 90 persons falling in the Top 10% - [hereafter mentioned as group T (N= 45) and bottom 10 % (N=45) hereafter mentioned as group L category on the Life Satisfaction Scale (measure of subjective wellbeing) was considered so as to underline the differences in these two groups on some of the themes.

The overall analysis indicates the following observations.

1. **Perception of the respondents** regarding their job in the light of W-L balance issues:

Finances: Most of the respondents expressed their satisfaction with respect to the material gains from the job e.g. Payment, various economic / financial provisions etc. They do admit that there are better paying jobs than this but also mention that their payments are in proportion to their educational qualifications and sometimes even better than what they would have received otherwise in outside civil work fronts. They understand the importance of saving for future and are actively working on it. Very few mention that the salaries are not at par and are dissatisfied with it.

Transfers: They do understand that transfers are a part of their job and so are not much disturbed because of the news, but they mention that the family has to suffer a lot due to transfers. 'L' group shows more anxiety and stress related responses on the issue of transfers than the 'T' group. Some members from the 'T' group have mentioned transfers as an opportunity to learn, an exposure to new experiences. Very few of them have expressed worries and what they worry about is regarding

the education of their children.

Leaves: The most sensitive issue in work is that of sanctioning of leaves. Respondents almost unanimously express their strong dissatisfaction regarding the leave policy. The main complaint being the unavailability of leaves (as a right) at critical moments/personal or family needs. This response is gender free. Most people feel that they do not get leaves in a smooth manner in spite of their due rights and in due course of time. This is one of the main reasons behind the strong responses. Leave policies have been harshly criticized and are reported as a major causes of distress, often a feeling of helplessness. The 'L' group feels that critical times when leave is most desired are not considered by the authorities and hence they are grossly unsatisfied with the policy of leave sanctioning. The 'T' group is little lenient and does not harshly criticize but is also grossly unhappy with the policy as much as the L group.

Transparency in the system : In general most of the respondents from both 'T' and 'L' groups find the system as quite rigid and less accommodative for person specific needs. The nature of service being so, it is not surprising at all but some difference is seen with respect to the approach both groups hold about it. The 'L' group feels (and a majority from the rest of the group agrees) that the seniors are dominating, cannot be trusted for personal grievance sharing and consider that they get very little space in the system in general. They feel that the superiors misuse their powers, and perceive it threatening. They find the system as largely opaque and unamendable. Their trust on the superiors is on lower side and they report a feeling of suffocation in the system due to lack of transparency. The T group also perceives the lack of transparency in the system but they are more inclined towards sorting issues out by open communication with the seniors and believe that they will be heard if transparency criteria are taken care of by the seniors.

2. Emotional Responses-

Their emotional responses to such issues are quite stunning. Specially the 'L' group on subjective wellbeing tend to show extreme emotional disturbances. They report a feeling of complete miscalculation of capacities and opportunities. They feel that their emotional needs are not taken care of in this service and have to suppress them forcefully which at times leads to alcohol consumption. Main emotional need reported is their longing to remain connected with their families physically, which is not possible due to nature of job (May it be border postings or 12 hours duty and

heavy overwork at times) keeping telecommunication as the only option left. However, the people who have been able to balance work life

(‘T’ group) also feel homesick but some difference is observed in their coping styles. They try to keep connected with the family, take leave whenever possible/allotted to meet them and sort the issues out, seek for options by doing some other constructive work. They willfully share their feelings with intimates without feeling guilty or frustrated. Many of the ‘L’ group members feel that work life management is very difficult. They feel that their ‘Happiness is sacrificed’. Family detachment is not digested by them specially responsibilities of the old parents is a constant source of worry and they feel they are not fulfilling their duties towards their elders. Though they know that their job choice is going to make them pay this price, it is very disturbing at times and the feeling of being unjust to the family members keeps on drilling their peace of mind. The ‘T’ group persons also feel the difficulty of managing both worlds but they seem to have accepted the time crunch as a part of their job, and they intend to seek balance between work and family life. Very few of this group also expresses the positive nature of their job and how it compensates for its limitations. They make it a point to meet their family members when ever badly needed but otherwise do not crib over the issues of leave sanctioning or physical disconnectedness with the family.

3. Their perceptions regarding the system of the agency they are working with:

This was a very sensitive area for them to answer truthfully. However the persons from both ends seem to have responded in a very matter of fact way as per their own observations. Both groups feel that the facilities offered at work place are not up to the mark, but the difference in these two groups is distinct when it comes to the way of interpreting the reasons behind. The ‘L’ group respondents blame it on the intentions of the superiors while the ‘T’ group persons show overall lower satisfaction regarding facilities but they hope that the situation may change in due course of time. This shows that they have more optimism and accommodative potential.

The growth perceived by the respondents in the job mainly reflects the financial assurance with changing demands of the family and personal needs. Thus the welfare schemes related to financial back up are considered to be a boon and people are generally happy about it. The ‘L’ group does not perceive any personal growth beyond this. However, the ‘T’ group perceives growth in terms of changing

designations, responsibilities, opportunities for learning new things etc. they also mention that their job provides them the opportunities to help people in crisis situations which is also a dimension of their personal growth. They also seem to be aware of changes in the situations, try to remain updated. They also seek to get promotions, seem to take special efforts to mold themselves as per need, manage family issues and take efforts to remain physically and mentally fit.

4. Their coping strategies for restoring emotional balance:

Control of emotional disturbances is perceived as a difficult task by both the groups. Most of the 'L' group respondents seek refuge in work. They immerse themselves in it, or keep tasks pending or procrastinate if it is perceived as too demanding. A general suppression of feelings is commonly observed, making it difficult to regulate emotions when they are piled up beyond capacity. Their coping is more out of compulsion rather than acceptance of the situation. They occasionally use methods like praying, communication with family on phone, listening music, hanging out, etc. most of which are to cut themselves off from the troubling stimulus.

The 'T' group however makes honest efforts to manage stress, by sharing feelings taking proper diet, and maintaining physical fitness. They are comparatively more confident about managing emotions, occasionally diverting to entertainment. They also seem to employ techniques like meditation to keep their cool and think positively.

This analysis shows that work life balance issues are quite serious for this sample but there are two clear cut ways opted to deal with it by people who are different on subjective wellbeing criteria. One is to succumb to the unmanageable stress and displace or project the negative feelings towards the people around or oneself. The other group of people accepts the life circumstances positively and try to gain happiness from what is known as rational coping.

The issues which are perceived as equally disturbing by both the groups need to be attended by immediate action. Certain issues where there is considerable difference in 'T' and 'L' groups can be further studied to find out the niche areas for addressing in the orientation/ regular motivational training programs held centrally.





*It isn't what you have or who you are
or where you are, doing that makes you
happy or unhappy. It is what you think
about it.*

– Dale Carnegie



CONCLUSIONS

The data gathered during this research has been really huge in quantity. Therefore, in order to make the statistical analysis more meaningful, the outcomes have been discussed below the relevant tables only within the distinct context of the two CAPFs & State Police.

The conclusions of the discussion are enlisted here psychological instrument-wise.

❖ MY IDEA OF QUALITY OF LIFE

1. In the eyes of the personnel across all the three organizations productivity (i.e. getting an opportunity to fully utilize ones potential, enhancing educational qualifications, involvement in creative work and meaningful role on different occasions, doing something innovative) is highest in terms of shaping the quality of their life.
2. This is followed by health i.e. availability of proper medical facilities, regular exercise, clean environment etc.
3. The aspects of Emotional Well Being (Fair & impartial behaviors of others, Freedom to express thoughts, Positive attitude towards oneself, spending time for oneself etc.) and Intimacy (Meaningful and satisfactory married life, Quality time with friends, and family, being supportive towards feeling of others and being supported others) are next in priority.
4. Then comes the aspects of place in community (A feeling of being respected by others, holding important positions, freedom to disagree during decision making, a position of importance).
5. Contrary to general perception, the importance of Material Well Being in shaping quality of life (Availability of Material resources to enjoy life) is at a lower end.
6. This horizontal trend is same for the three organizations. However, vertically (i.e. within specific life domain) the priorities vary to some extent in the three organizations (Productivity – score highest in Police, Place in Community highest in ITBP - followed by CISF and Police.
7. Across service experience also there are different trends in various domain areas. Thus Emotional Well Being and intimacy importance is highest in younger groups.

Across levels of education also there are vertical differences. Thus the lower educational group gives maximum importance to place in community as compared to higher educational groups.

❖ **QUALITY OF LIFE. (QOL) Cummins. (Factual & Satisfaction).**

1. The results of the two instruments (MIQOL) & (QOLICUM) are consistent to a large extent.
2. Factually health is highest – Followed by production Safety – Intimacy – Emotional Well Being, Material Well Being and Place in Community.
3. Since factual place in community is at the lower end from organizational perspective it is a matter of concern.
4. ITBP – Factual scores are highest in almost all aspects followed by CISF and Police. (Though in productivity scores are higher than ITBP followed by CISF).
5. The importance given to different areas or domains is independent of factual aspect.
6. Though material Well Being is factually lowest, the satisfaction in the domain of Material Well Being is not lowest which shows the process of reconciliation.
7. From Satisfaction point of view, ITBP scores are highest in all domains.
8. The extent of restlessness, anxiety and botheration is higher in CISF and Police. The factual higher level does not correspond to low level in satisfaction in these areas.
9. In Emotional Well Being (EWB) though factual status is higher, satisfaction level is lower (i.e. Satisfaction in being able to do what one really wants to do or participate in. This trend is in all the three organizations.
10. In case of intimacy, even though factually the level is low, the process of reconciliation is evident in the fact that intimacy as well as place in community.
11. Thus the actual i.e. factual efforts for improving PC need to be addressed to and developed and satisfaction oriented efforts in EWB need to be addressed from satisfaction point of view.
12. There are some obvious trends e.g. factual QOL Health goes down as service experience goes up.
13. In case of Emotional Well Being (EWB), factually the groups having experience less than 20 years need specific focus.

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14. From QOL satisfaction point of view also, the younger age groups seem less satisfied with meaningfulness in their work. Therefore, productivity related satisfaction is low.
 15. Younger groups are less satisfied in the areas of intimacy. Therefore, their own scope for leisurely time with friends, family and to get support for any creative work needs to be understood.
 16. The groups at the ascending stage of career are likely to be less compromising on intimacy aspect in favour of career.
 17. In QOL satisfaction, the groups having lower level of education show significantly higher level of satisfaction in almost all domains. (This is also supported with many such earlier researches as mentioned). Thus, the psychological framework and orientation of this group needs more comprehensive studies so as to conduct such programmes for other groups for reorientation.

❖ **Affect Scale**

- There are significant differences in prevalence of positive affect across the organization but not in negative affect.
- Horizontally PA is significantly higher than NA. This is an encouraging sign showing that in spite of various problems and challenges, personnel experience significantly higher proportion of positive emotion as compared to negative ones.
- CISF is vertically lowest in positive affect, even below State Police.

❖ **Life Satisfaction Scale across three groups.**

1. There are significant “Between Group” differences across the organizations in economic parameters as well as socio spiritual.
2. ITBP is highest in all the organizations followed by CISF and then State Police.
3. Even in Family Relations ITBP is higher than CISF. This requires deeper analysis and further studies. It may be said that firstly because of the everyday stressors when one stays with family at duty station and secondly because of inability of personnel to be able to look after or take personal interest and role in family matters this phenomenon is observed. This is also consistent with the levels of scores of QOL satisfaction in Emotional Well Being and Intimacy for the same groups.
4. Like other variables, within the general trend there are differential indicators. Thus,

juniors seem to have a significantly lower positive affect (consistent with other findings in earlier tables). It also shows need for more creative and meaningful avenues.

5. The Groups having experience above 10 years and below 30 years need specific intervention from positive affect point of view.

❖ **Locus of control**

1. Generally Internal Locus of Control (LOCI) is greater than LOCE in all the three organizations which is an encouraging sign and signifies the majority of the personnel treat themselves responsible for what happens to them and events in their life.
2. There are significant 'Between Group' differences across the organizations with CISF, LOCI higher than Police and ITBP. This is a trend totally different than other trends found during this study. This also shows the possibilities or scope for creating conducive psychological conditions through proper programmes and policy interventions to reverse or overcome some other undesirable trends earlier, particularly in CISF and Police.

Thus the personnel can be motivated to upgrade their knowledge and skills and to reorient themselves for a more desirable level of SWB.

A detailed analysis of LIC (I) and LOC (E) shows that though there are significant differences on the basis of service experience or education, the trend is not linear. Therefore, for a specific policy intervention, group specific micro studies are required.

IMPACT OF WELFARE SCHEMES ON SWB

❖ **Awareness of Welfare Schemes**

- i) From awareness point of view, CISF is highest in total level of awareness. As far as specific purpose schemes are concerned, education and medical assistance are generally highest in the level of awareness.
- ii) There is significant difference in level of awareness within different schemes, thus underlying the need for the respective organizations to initiate suitable action.
- iii) There is a difference of level of awareness in different sectors, i.e. based on operational mandate.

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- iv) Within Police, Maharashtra and M.P. Police do not have any significant differences of awareness.
 - v) There is a significantly positive co-relation between the awareness of welfare schemes and total life satisfaction as well as specific domains of life satisfaction.
 - vi) Most importantly, the welfare schemes under the heading “Other Schemes” have significant co-relation with almost all the domains of life satisfaction. This underlies the need for proactively thinking of new schemes which would address the issue of personal development, personal stress, counseling, etc.
 - v) Awareness of welfare schemes has also significant positive impact on quality of life satisfaction in the areas of education, retired personnel and other schemes.
 - vi) Life satisfaction as well as Quality of life, both are significantly co-related with welfare schemes.
 - vii) There is a significant quality relationship between positive affect and life satisfaction scale.





I have always thought people would find a lot more pleasure in their routines if they burst into song at significant moments.

– John Barrowman



IMPLICATIONS

It is noted that though welfare schemes have a positive impact on subjective well being, the high level of awareness and benefits of welfare schemes does not necessarily guarantee high level of subjective well being. This is because low level of LSS in areas such as Intimacy, Productivity and Emotional Well Being tend to negate overwhelmingly the impact created by present welfare schemes. Thus, the welfare schemes need to address the organizational as well as personal life of an individual.

The implication for CISF is very important. This is because in spite of the fact that generally CISF is the most preferred choice of the new entrants at almost all levels and, therefore, presumably the best in the lot joining CISF at different levels, their scores in all the areas of life satisfaction (LSS), Quality of life satisfaction are lower to ITBP. Even in family related matters, though a sizeable percentage of CISF personnel get an opportunity to stay with the families, satisfaction level is not consistent with this fact.

There are some distinct aspects of CISF evolution which need to be kept in mind. Firstly, CISF is the only CAPF which is operational in completely civil society environment. Secondly, the regimental pattern of formation and working of Force is not possible in CISF, therefore CISF works on a unit pattern. Thirdly, there is a very exaggerated tendency of continuously comparing themselves with the management personnel. Thus, transfers or many other organizational matters which are very common in Forces are not accepted mentally in CISF as compared to ITBP, where in spite of transfers almost from mountain to mountain for years, personnel are not that resistant to transfers, the only thing that they want is a soft area after a hard area. Fifthly, it is important to note that CISF has evolved as a Force from different entry points and in some cases even the local security has been absorbed in CISF structure causing an issue of maintenance of standard. From 1971 to 1983, apart from direct recruitment the private security personnel of the PSU were being absorbed in CISF as “Optees” based on their option. Sixthly, the evolution of CISF has seen induction into various industries of a totally different nature. For example, in Airport security, the best of CISF lot is posted because it is the public face of the organization and even a small instance is blown out of proportion. However, equally demanding are other Sectors as well like Government Buildings, Atomic Energy Sector, Department of Space Sector or Delhi Metro Rail Corporation (DMRC). Thus, in virtually no place of deployment, CISF can afford to be less vigilant. This has created its own stress and strain

on the Force. There are also areas such as units in LWE affected area which have its own operational challenges.

The basic difference between ITBP and CISF at their places of deployment as perceived by the officers lies in the extent of appreciation. The VIPs or common persons who visit ITBP campus have full praise for ITBP's tremendously hard working conditions. This also causes a certain level of impact on the aspects of productivity, i.e. doing something meaningful or emotional well being. In case of CISF, however the same is not true. Thus, for example, on Airports there is a continuous attempt by other civil departments like Airports Authority of India (AAI) or DGCA to impress upon CISF personnel that their work is a secondary job as far as Airports are concerned. There is also a feeling in the CISF officers and men that in case of public criticism; the organization does not stand by them. This may be true to a large extent since the same thing is perceived by many other components of Police system like Traffic police.

Another very important point is CISF needs to strongly consider its aspects of family welfare. There is a certain lack of bonding between the families. The recent creation of CISF Wives Welfare Association is a very welcome move and many activities can be taken under the umbrella of this organization to promote the sense of bonding. There are a lot of conventional practices like social call on, meeting of officers with their families which are not so widely practiced in CISF. Therefore, such practices need to be worked out which are very well preserved and practiced in the Force like ITBP. Thus, in nutshell, in CISF what is required is not enhancing the present welfare schemes but concentrating on areas of (1) personal development (2) family bonding and (3) general reorientation.

In ITBP, the implications are important because in the last few years there has been growth in ITBP strength and consequent diversification of deployment pattern. Thus, originally the Force used to by and large come from areas where there is already lot of orientation and awareness about the Force. Now there is a significant percentage of representation of many other areas where the awareness of ITBP is not very satisfactory. Thus, orientation of the personnel after joining the Force as required in CISF is essential in ITBP as well. Another implication for ITBP in the present context is the fact that since the deployment has diversified into plain areas as well as anti-insurgency areas permanently like anti-naxal operations, the issues as observed in CISF are definitely likely to challenge the organizational functioning in the coming days.

For the Police, the low scores on various satisfaction accounts and detailed discussions in the relevant analysis imply the need for an institutional arrangement for understanding individuals, for individual profiling and specific attempts to give a feeling of meaningful involvement which is surely very obviously possible in State Police Forces.





*Happiness is not the absence of
problems or worries, it's an ability to
deal with them.*

– Steve Maraboli



SUGGESTIONS AND RECOMMENDATIONS

The basic finding of this project arrived at on the basis of very extensive and comprehensive research is that though the areas presently focused under welfare measures are important and have positive impact on SWB, if welfare schemes are to be considered as corrective instruments to properly address Work-Life imbalance and if welfare is supposed to enhance subjective Well Being, then the concept of welfare, while strengthening, enriching and diversifying the present thrust areas, especially education of children, will also have to focus on areas of productivity (Meaningful work participation in something creative and constructive, utilizing one's fullest potential, opportunities for overall progress etc.) Emotional Well Being (Fair and impartial behavior by others, being able to spare time for oneself, feeling of personal development and growth etc.), intimacy (Quality time with family and friends, getting support from others when needed, being able to support others etc), Place in community (PC) (A feeling of getting respect, holding important positions, recognition by people outside her/his organization etc.)

These areas are much more important to majority of personnel than the areas presently being focused, under the existing welfare schemes.

Thus, the concept of welfare needs to pervade other areas as mentioned above hitherto not targeted by welfare schemes.

Since Subjective Well Being (SWB) itself is a welfare concept, such "Paradigm Shift" will obviously be justified.

On this basis, **three basic suggestions** can be listed right in the beginning. The other recommendations are only natural corollaries of these three.

1. Firstly, happiness is not a given thing in any context. It will not come automatically to an individual. One will have to train and orient her / himself in order to absorb it. Thus the organizations also will have to programme their policies to develop and enhance such orientation.
2. Secondly, what constitutes welfare needs to be comprehensively reviewed and conceptualized. Since there are theoretical differences on this account with some emphasizing inclusion of service conditions related aspects such as pension, housing, medical facilities and at some places even construction of boundary wall

or Police line internal roads treated as welfare and some insisting that aspects which any govt. employee should get as a right or is entitled for shall not be treated as welfare at all and only aspects which are family related normally not provided to govt. servants but should be provided to Police & CAPF personnel's families because of uniquely adverse service conditions should be treated as welfare measures.

3. Thirdly, if subjective well being (SWB) is to be related to welfare schemes or if welfare schemes are expected to enhance SWB, then such schemes will need to pervade administrative practices as well, such as maintaining individual information sheets - addressing issues of mental stress - job enrichment - peer recognition - creating essential space for sparing quality time with family - etc.

RECOMMENDATIONS

❖ GENERAL

1. **Channels of Creating AWS to be Strengthened:** Considering that awareness of welfare schemes (AWS) has significant positive impact on life satisfaction and positive affect and considering that the level of awareness is not very high generally & very low for some schemes and differential on the basis of deployment, there is a need for concerted efforts to improve formal channels of dissemination of welfare scheme information uniformly.
2. **Financial Literacy Required to Be Enhanced:** A concerted effort should be made to create and increase financial literacy of Force personnel, i.e. various aspects of money management and investment which will help the Force personnel in the long run to achieve a certain level of financial comfort. This effort needs to be started at the stage of RTCs itself where the Force personnel are made aware of the importance of starting saving of their surplus income and various financial instruments available for investing that along with the importance of starting the saving as early as possible in life. It is seen that the State Police personnel as well as CAPF personnel do not have the time and expertise to study the aspects of financial planning which hurts badly at the time of higher education and marriage of children and the retirement of Force personnel.
3. **Differential Focus Required:** In all the relevant psychological instruments the scores are different for different levels of education, experience etc. Therefore,

programmes for recognition, job enrichment, need for intimacy, Emotional Well Being need to be based on such different needs of different groupings of personnel.

4. **Compilation of Best Welfare Practices Required:** Since there have been some very impressive practices for welfare or for enhancing happiness at some field level formations/Units, Best Practices in welfare as well as best organizational practices for job enrichment need to be compiled

❖ **PERSONAL LEVEL:**

5. **Growth beyond Job:** The personnel need to be actively encouraged and helped to look beyond job, develop a broader perspective and to learn new things. Some new skills like behavioral skills, public speaking skills, music related skills, new sports etc. can be identified. Such growth beyond job will significantly enhance the SWB.
6. **Coping Strategies to be strengthened:** The work life balance (WLB) and LSS responses have shown that the top 10% of the LSS have different coping strategies with the same set of experiences. Such strategies as enlisted in the Qualitative Analysis chapter need to be strengthened for everyone.
7. **Reorientation at Every Level a Continuous Process :** It has been noted that positive affect in all the organizations under consideration is significantly higher than negative affect which means that extent of experiencing positive emotions is definitely higher than negative emotions. However, the effect of the same is not visible in LSS. There is, therefore, need for grass root level reorientation programs as a contentious mechanism enhancing the perspective. Such programs need to be planned with the help of experts on the motivational psychology.
8. **Engaging in vigorous physical activity (to the extent possible):** This has a proven positive impact on SWB in ITBP, this may be one of the contributing factors and the same needs to be inculcated as a routine in other organization as well.
9. **Personal Information Sheets :**The exercise to identify very positive and more crucially very negative individual cases need to become a regular practice instead of reacting to a serious situation of violence against self or others. Thus personal information sheets (ref -Review of literature chapter-2) and periodic entries, assessment and required interventions need to be institutionalized.
10. **Counseling at Cutting Edge Level as a Continuous Process:** The above exercise needs to be coupled with efforts in counseling at the Unit level itself. Therefore, Counseling Skills Training needs to be imparted at cutting edge level of Hawaldar

Major, Subedar Major and Company Commander. Additionally, in specific cases, services of reputed outside counselor also may be obtained.

❖ **PRODUCTIVITY:**

11. **Positive Orientation towards Service Required from the Training Level :** The basic training programme especially at Constable and Sub-Inspector level needs to include orientation towards the service. The trainees need to know and appreciate the deployment pattern and mandate of different CAPFs and especially the positive aspects of their own organization. This input reinforced periodically would surely help in positive self image as well as reconciliation.
12. **Job Enrichment at Micro Level:** Since SWB is much more dependent on meaningfulness in job and creativity to the extent possible in the job content, special attention needs to be given to the aspects of job enrichment, job rotation, recognition to every good work. This should be incorporated in organizational practices at Unit level itself.
13. **Quality Circle Based Groups at Every Level:** At every level of operations in a CAPF Quality Circle Concept based groups formation and regular discussion about improving professional excellence and quality of output by going into details of every operational aspect and devising processes to achieve the same would not only lead to increase satisfaction in the productivity aspect but would enhance the general efficiency at that level as well.

❖ **FAMILIES**

14. **Investment in Family is required with decisive organizational support:** Investment in family is required with decisive organizational support through various measures. It is clear from all the tools used in this research that family related aspects would really shape and enhance the SWB. The personnel themselves want to invest in their efforts in the development and happiness of family members. Therefore, there is a need to undertake collective efforts to support them in this endeavor through Counseling, Group exercises, Social occasions, projecting the case studies of success stories of spouses and children. The personnel will be required to be actively supported by the seniors in such efforts apart from ensuring that they get quality time with family.

The Force personnel need to be made aware that the happiness of their families

primarily depends on how healthy the family stays in the long run. The happiness of the families also depend on how much time and resources they invest in the well being of their children and how meaningfully they empower all the members especially the female members of the family. These aspects need to be stressed upon the Force personnel right from their training days, i.e. at RTCs with an emphasis that the family well being of a person is closely linked with his/her operational efficiency

15. **Empowerment of Women in the Family:** This needs to be undertaken through understanding collective issues (Mentoring and counseling by lady wives) and initiating measures for enhancement of knowledge and skills through open universities, local reputed institutions.
16. **Education Related Schemes to be Enriched:** Since education has been found to be the most important aspect affecting QOL satisfaction and LSS total and all areas of life satisfaction, more focused attention needs to be given to the aspect of creating facilities (e.g. Police Public Schools through reputed institutions in Maharashtra / CRPF / ITBP / BSF) This needs to be coupled with comprehensive and effective career counseling.
17. **The Institution of Social call on to be strengthened:** The Institution of Social call on is required to be scrupulously followed among the various levels in the organization. At the Company Commander level, he/she must encourage his Platoon/Section Commanders for social call on, and if time permits, then the other personnel who are part of the Company. Similarly, Gazetted Officers In-charge of various Companies should encourage all Section, Platoon and Company Commanders to call on him/her socially. The Unit Commander should ensure that all Gazetted Officers and up to the Company Commanders at least, and if time permits, then the Section and Platoon Commanders should call on him/her socially. This will help in fostering camaraderie in the Force with a better understanding of the social background of the individual Force personnel.
18. **LTC with Family for Tourism Purpose to be Encouraged:** It has been noted that though LTC is available for everyone to tour with family, at junior ranks 'level it is not generally availed...LTC at those levels is, in majority cases is availed for visiting home town only. There is therefore a need to encourage personnel to avail LTC for travelling with the family as tourists.
19. **Families Residing at Native Places:** In such cases, the wives are stressed because

of being separated and face common issues which they tackle on their own. Therefore, it is recommended to address their problems too. There should be a Divisional Welfare Officer to firstly enhance bond between the families, secondly to create social support for them and thirdly to help them to solve at least problems commonly faced.

❖ **EMOTIONAL WELL BEING :**

20. **Need to Encourage Experience Sharing:** As mentioned, those who see the experiences in a positive frame have invariably mentioned that they generally discuss and share their problems with peers as well as one rank higher superiors. Such sharing needs to be deliberately inculcated in everyone through reorientation, counseling and through group exercises.
21. **A System of Continuous Reward and Recognition:** Such a system is required to be introduced as a routine practice to the maximum extent possible. All rewards need not be financial. Even 'employees of the week', appreciation letters and similar attempts are also very effective motivational tools.
22. **Intimacy Needs Specifically Pronounced in the Beginning:** Since the intimacy related needs are found to be very significant in the initial period, there is a need to address this through orientation programmes and specifically focused counseling for different levels.
23. **Enhanced Interaction:** Enhanced level of officer-rank interaction in an informal manner through group exercises, coordination exercises, team tasks and through social occasions is highly recommended.
24. **Organization Based Self Esteem (OBSE):** There is a need to develop internal support mechanisms through the methods mentioned above to enhance OBSE. This is clearly reflected in qualitative input analysis.
25. **Two Way Communication:** The efforts like Platoon level / Company level / Battalion level or Unit level regular meetings for generally discussing collective issues in an informal two way manner in such forums need to be institutionalized such as Samvad Samitis at different levels.

PLACE IN COMMUNITY:

26. There is a need to devise programmes within the organization for rotation of responsibilities and create a feeling of being respected and recognized. **(Specific**

recommendations as mentioned earlier).

27. **Self Esteem Building Measures Required:** Since CISF operates in civilian environment and since there is urgent need for feeling meaningfully important and respected by the society in general there should be very meaningful image building exercises at least within the PSU of deployment and also general public. This is specifically true for Airport Sector, where other organizations try to dominate or to underestimate the importance of CISF's role. This also applies to ITBP and State Police.

Issues Not Directly Related To Welfare but Nevertheless Affecting SWB, As Mentioned In Interviews and WLB Questionnaires.

1. **Transfer Process:** The process of transfers is already systematized in CAPFs to a great extent and a lot of inputs of sympathy and compassion are already being taken into consideration. This needs to be scrupulously observed e.g. General Transfers much before beginning of educational session and not in July of August.
2. **Leave Policy:** The Leave Policy is also generally very well evolved and liberal. However, in reality there is a wide spread perception that leaves are not granted sufficiently and in many cases not when one requires them most. There is thus need to evolve a more transparent system in this regard.
3. **Transparency Related Satisfaction Extremely Low:** Similarly, from transparency point also there is a pervasive dissatisfaction. The system is considered to be too rigid and with very unsatisfactory two way communication. The Sainik Sabhas are almost treated as very formal and routine without any meaningful two way communication and discussion. Thus, efforts like "Samvad Samiti" in Maharashtra need to be initiated and institutionalized from platoon level to unit level with proper record of deliberations. This itself would enhance SWB considerably apart from giving ideas about new proactive measures.
4. **Compatibility with Army in Similar Situations Most Important Issue:** Another issue is compatibility with army at least where the field situation is faced equally or on a much more daily basis by CAPFs. Almost all the respondents have very strongly raised this point. As mentioned in the introduction, this issue has been considered most crucial by many senior officers as well in negatively affecting SWB.

Specific Recommendations Regarding Lady Officials:

Gender specific crucial needs are not taken into consideration e.g. During Menstrual periods or during pregnancy the same duty is not possible. Minor but very important factors such as additional time required in washrooms during this period are disregarded. This need to be looked into and gender sensitization is utmost necessary especially of supervisory officers at Airports etc.





*Happiness makes up in height for what
it lacks in length*

– ***Robert Frost***



Appendix: I

List of Abbreviations

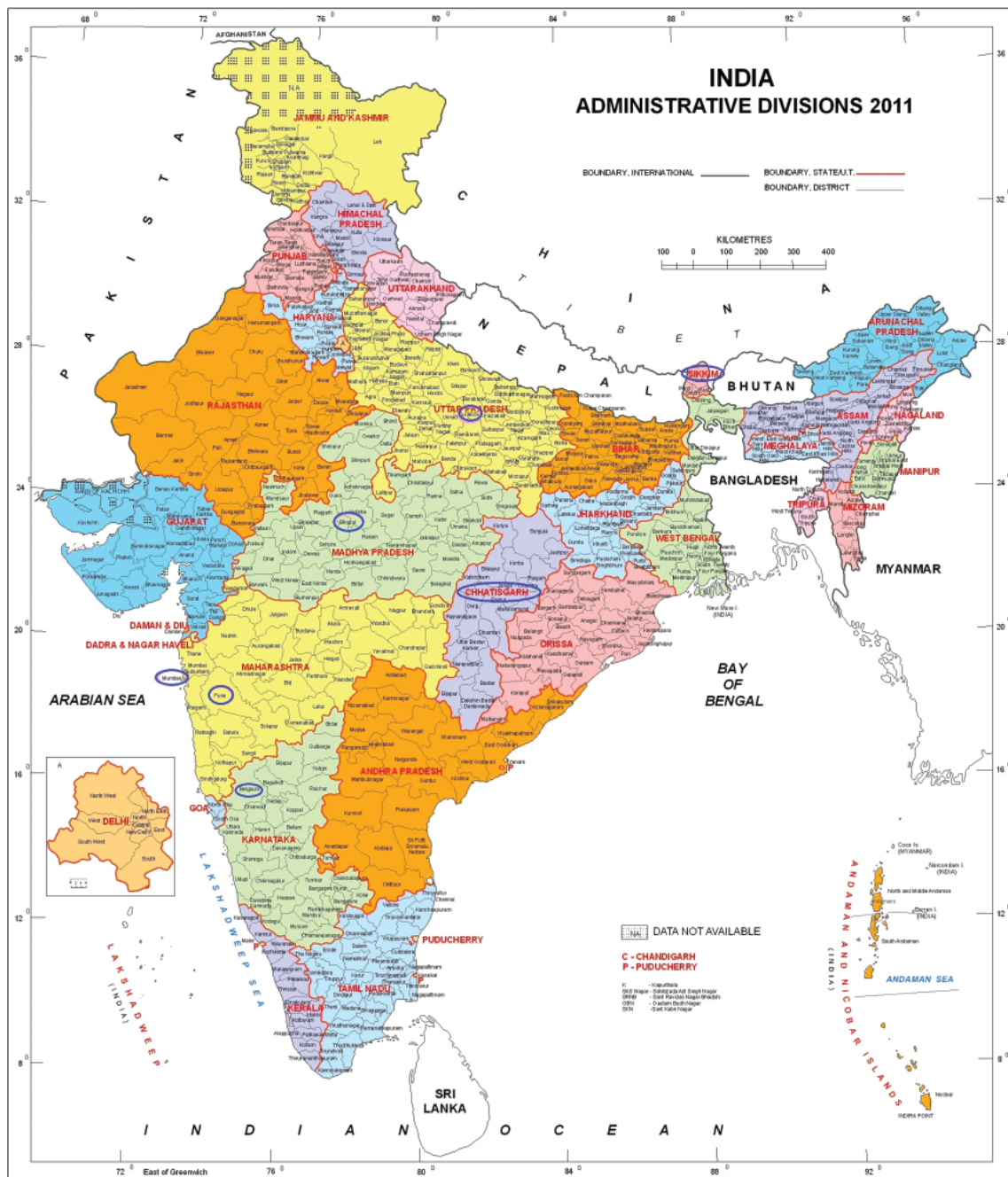
APS	- Airport
AS	- Affect Scale
AWS	- Awareness of Welfare Schemes
CISF	- Central Industrial Security Force
Cum%=	- Cumulative Percentage
DAE	- Department of Atomic Energy
ECO	- Economic
EDU	- Education
EWB	- Emotional Well Being
EX	- Experience
Ext	- External
FAM	- Family
HL	- Health
IMP	- Importance
INT	- Intimacy
IPR	- Inter Personal Relation
ITBPF	- Indo Tibetan Border Police Force
LOC	- Locus of Control
LSS	- Life Satisfaction Scale
LWE	- Left Wing Extremism
LWE	- Left Wing Extremism
Max	- Maximum Score
MH	- Maharashtra Police
MOUNT	- Mountains
MP	- Madhya Pradesh Police
MRA	- Medical Related Assistance

MWB	-	Material Well Being
MYQOL	-	My Idea of Quality of Life
N	-	Sample Size
NEG	-	Negative Affect
ns	-	Not Significant
OTH	-	Other
PC	-	Place in Community
PL	-	Plains
POS	-	Positive Affect
PRO	-	Productivity
PRT	-	Port
PVT	-	Private
QOL	-	Quality of Life
r	-	Correlation Co efficient
RP		Retired Personnel
RP	-	Retired Personnel
SAF	-	Safety
SATIS	-	Satisfaction
SD	-	Standard Deviation
SIG	-	Satisfaction in General
sig	-	Significance Level
SS	-	Socio Spiritual
SWB	-	Subjective Well Being
TOT	-	Total Score
YR	-	Years
WR	-	Work Related



Appendix II

Map of the data collection locations



Appendix : III

Sample Items of tool

Test No	Test Name	Test structure	Test Measures	Test Developed By	Test Language	Standardized Status
0	Data Sheet	Checklist	Personal Details	JPIP	English / Hindi / Marathi	NS
1	Comprehensive Quality Of Life Scale	3 Sections, Objective-Factual, Importance, Satisfaction	7 Areas-1)Material Well Being 2)Health 3)Productivity 4)Intimacy 5)Safety 6)Place In Community 7) Emotional Well-Being	Robert A. Cummins	English / Hindi / Marathi	S
2	My Idea of Quality Of Life	Forced Choice, Objective	Intrinsic & Extrinsic Factor- 7 Areas- 1)Place in Community 2) Emotional Well Being 3) Health 4) Intimacy 5) Material Well Being 6) Productivity 7) Safety	JPIP	English / Hindi / Marathi	NS
3	Life Satisfaction Scale	Likert type, Objective	6 Factors- 1)Economics 2)Family 3) Inter Personal Relation 4)Satisfaction In General 5) Socio Spiritual 6)Work Related	JPIP	English / Hindi / Marathi	NS
4	Affect Scale	Likert type, Objective	Emotions-Positive & Negative	Watson, Clark, and Tellegen	English / Hindi / Marathi	S
5	Internal External Scale	Forced Choice, Objective	Locus of control	Rotter JB	English / Hindi / Marathi	S
6	Quality of Life Questionnaire-Work Life Balance	Questionnaire, Subjective	5 Factors-1) Material Well Being 2) Health (Mental) / Psychological Well Being 3) Relationship (Intimate) 4) Job Responsibilities/ Work Culture 5) Personal Growth	JPIP	English / Hindi / Marathi	NS
7	Welfare Schemes	Checklist	5 Schemes -1)Medical Related Assistance2)Education 3)Retired Personnel 4)Other 5)Family	JPIP	English / Hindi / Marathi	NS

➤ **My Idea of Quality Of Life-**

This is a forced choice test.

This test includes 28 items in pair as A & B for each question

Test measures in Intrinsic & Extrinsic and has 7 Areas-

- | | |
|--------------------------|-----------------------|
| 1) Material Well Being | 2) Health |
| 3) Productivity | 4) Intimacy |
| 5) Safety | 6) Place in Community |
| 7) Emotional Well-Being. | |

Each area has 8 questions minimum 0 scores and maximum 25 scores.

Give weight age to each option according to their priority or preference regarding the quality of life they desire for themselves. They had to take precautions that the sum or total of weight age for each pair should not exceed 5. No option can be rated in decimals. (E.g - 2.5 /1.5 etc.)

Sample Items-

1. A) Finding time for physical exercise
B) Having Say in decision making for self or others.
2. A) Participation in extracurricular/informal/ social cultural activities.
B) Offering service with social commitment.

➤ **Life Satisfaction Scale-**

Total 60 items

6 Factors-

- | | |
|----------------------------|----------------------------|
| 1) Economics | 2) Family |
| 3) Inter Personal Relation | 4) Satisfaction in General |
| 5) Socio Spiritual | 6) Work Related |

Each factor has 10 questions so here the minimum score is 10 while maximum score is 40.

Sample Items-

1. Whenever my close family members (Spouse & Children) fulfill my expectations about emotional bonding.
2. For being able to manage the financial expenses (for e.g. – Household expenses) properly

➤ **Affect Scale**

It's a Likert type, Objective test. Measures positive and negative emotions/affect.

Both the affect has 8 questions each so total 16 items

Here minimum score is 1 while maximum is 40.

Sample Items-

	Almost never	Sometimes	Quite frequently	Most of the times	Almost every day
Emotions	1	2	3	4	5
1. Caring					
2. Anxiety					

➤ **Internal External Scale**

This is a forced choice test.

This test includes 29 items in pair as A & B for each question.

It measures Locus of control on internal and external factor.

Here minimum 1 & maximum score is 29.

Sample Items-

- Children got into trouble because parents, punish them too much.
 - The trouble with most children nowadays is the parents are too easy with them.
- Many of the unhappy things in people's lives are partly due to bad luck.
 - people's misfortunes result from the mistakes they make.

➤ **Quality of Life Questionnaire-Work Life Balance**

This test is Questionnaire, Subjective.

Measures on 5 Factors-

- 1) Material Well Being
- 2) Health (Mental) / Psychological Well Being
- 3) Relationship (Intimate)
- 4) Job Responsibilities/ Work Culture
- 5) Personal Growth

Sample Items-

1. Do you enjoy any financial or other facilities in the present job? And what do you think about it? What do you feel or think about your professional job as compared to others?
2. What are your feelings about the leave policy?

➤ **Welfare Schemes**

This test is in checklist form. It measures the awareness and usage of the welfare schemes.

It covers 5 Schemes –

- | | |
|-------------------------------|--------------|
| 1) Medical Related Assistance | 2) Education |
| 3) Retired Personnel | 4) Other |
| 5) Family | |

Here minimum score is 0 & maximum score is 22

Sample Items-

1. **Medical Related Assistance - 1)** Medical Treatment of individuals and family members. **2)** Financial assistance in case of natural calamities
2. **Family level facilities- 1)** Family Accommodation outdoor and indoor games recreational facilities. **2)** Welfare & Amenities fund recreational activities



Appendix IV

List of Welfare Schemes in CAPF

	CRPF	BSF	CISF	ITBP	SSB
Financial Assistance					
1. Medical Treatment of Individuals and family members	Treatment of individuals and their family members at CRPF Hospitals. CGHS facility extended in CGHS covered areas.	Medical facilities available as per CHSS Scheme and in BSF Hospitals.	Medical facilities available as per CGHS Scheme. When deployed in PSUs, at par with PSU employees	Hospital and MI room facilities exist in unit locations. 02 base hospitals established in Delhi and Ramgarh. One well equipped "Mental Health Care Centre" at Saboli, Delhi	As per CGHS & Medical attendance rule
2. Medical Insurance	No information provided	No information provided	No separate insurance is available	No information provided	No information provided
3. Special relief fund for acute illness	No information provided	Available from BSF Special Relief Fund	Out right grant upto Rs.50,000/- given to serving as well as retired CISF personnel for major ailments from CISF Welfare Fund.	No information provided	Monthly financial assistance of Rs.5000/- during EOL period on medical ground when all forms of leave have been exhausted and pay stopped 100% advance amount for medical treatment in emergent medical cases out of Imprest Money given.
4. Financial assistance in case of natural calamities	No information provided	No information provided	Loan upto Rs.50000/- from Welfare Fund	No information provided	No information provided

	CRFP	BSF	CISF	ITBP	SSB
Educational Institutions					
1. School	1) Montessori Schools at 39 locations to prepare the children for admission to regular classes. 2) Kendriya Vidyalayas at 28 places. 3) CRPF Public schools at Rohini, Delhi, Jawahar Nagar, Rangareddy, Dwarka, Delhi	BSF run Schools available & KV Schools	KV Schools & PSU schools where CISF personnel deployed	22 Primary/ middle level schools and 09 Kendriya Vidyalayas schools at various ITBP Battalions	No information provided
2. College/	ITC Wazirabad, ITI Avadi, ITI Bhubaneswar.	No information provided	No separate college is available	No information provided	No information provided
3. Scholarships/	1) School level, College level, Tech./ Professional courses. 2) PM scholarships for professional course is available	No information provided - PM scholarships for professional course is available	After implementation of CEA, scholarships stopped. PM scholarships for professional course is available	1) Scholarship and lump sum grant from contributory education fund from Rs.300/- to Rs.2000/- 2) PM scholarships for professional course is available	1) From Central Welfare Fund Rs.3000/- to girl child of other ranks of SSB personnel who passing class X & XII. 2) Financial assistance to wards for Higher Education. Day scholar - Boarder 3) Non.Tech - 4500 - 7500 4) Tech- 5250 - 7500 5) PG non-tech- 6000 - 10500 6) PG Tech - 6000-11250 7) Medical/ Eng./ Veterinary/

	CRFP	BSF	CISF	ITBP	SSB
					MBA/Ph.D etc.- 22500 - 22500 8) ——— 19500 - 19500 9)——— 16500 - 16500 10)PM scholarships for professional course is available
4. Admission to wards of disabled personnel (CPMF Quota)	No information provided	No information provided	No information provided	No information provided	No information provided
5.Reservation of seats of polytechnic in Delhi	No information provided	No information provided	No information provided	No information provided	No information provided
6.Reservation of seats in Engineering, MBBS and BDS colleges.	Merit students are getting seats from CPMF Quota through MHA	Merit students are getting seats from CPMF Quota through MHA	Merit students are getting seats from CPMF Quota through MHA	Merit students are getting seats from CPMF Quota through MHA	Merit students are getting seats from CPMF Quota through MHA
Limited loan facilities					
(a)Marriage	No information provided	Available from BSF Special Relief Fund	Loan - 4 Basic + GP from Welfare Fund	No information provided	No information provided
(b) House repair	No information provided	Available from BSF Special Relief Fund	Loan upto Rs. 50000/- from Welfare Fund	No information provided	No information provided
(c) Serious illness of family members	No information provided	Available from BSF Special Relief Fund	Loan - 6 Basic + GP from Welfare Fund	No information provided	No information provided
(d) Admission in education institutions	No information provided	Available from BSF Special Relief Fund	Loan - 4 Basic + GP from Welfare Fund	No information provided	No information provided

	CRFP	BSF	CISF	ITBP	SSB
(e) other reasons	No information provided	Available from BSF Special Relief Fund	Loan - 4 Basic + GP from Welfare Fund for any other good and bonafide purpose as decided by the Managing Committee	No information provided	No information provided
Welfare of retired personnel					
1. Re-settlement	No information provided	Resettlement through WARB	Resettlement through WARB	Resettlement through WARB	Resettlement through WARB
2. Re-employment	Re-employment through WARB	Re-employment through WARB	Re-employment through WARB	Re-employment through WARB	Re-employment through WARB
3. Special relief fund for acute illness	Financial assistance of rare cases available	No information provided	Out right grant upto Rs.50000/- from CISF Welfare Fund for major ailments.	No information provided	No information provided
4. WARB for Ex CAPF, NOKs	Yes	Yes	Yes	Yes	Yes
Other facilities					
1. CPC	45 Master canteen and 248 subsidiary canteens established.	Central Police Canteen is available.	Central Police Canteen is available.	12 master canteens and 69 subsidiary canteens established in ITBP battalions.	Central Police Canteen is available
2. Schemes for personal development (e.g. doing Med or other courses)	No information provided	No information provided	Scheme for higher education/ degree courses of CISF personnel from Amity university (UP) is available.	No information provided	No information provided

	CRFP	BSF	CISF	ITBP	SSB
3. Schemes for personal counseling	No information provided	No information provided	Counseling Skills and Vertical Interaction course for CISF officers/ men conducted at TISS Mumbai and CISF Training Centers to promote personal counseling.	No information provided	No information provided
4. Schemes to identify & treat mental stress	1)A project named 'Sanjeevani' has been introduced in CRPF for relief of force personnel and their spouses from stress.2) Art of living Courses for reduction in stress level are being conducted at various locations of CRPF centres.	No information provided	Courses on "Stress Management" for CISF Officers/men are being conducted at TISS Mumbai and at CISF Unit level to identify & treat mental stress.	No information provided	No information provided
5. Sainik Sabhas	No information provided	No information provided	Sainik Sabhas conducted every month wherein personnel briefed new schemes, redressed common problems	No information provided	No information provided
6. Para Military Salary Package	In this scheme, as per variant Card, following insurance amount admissible to	In this scheme, as per variant Card, following insurance amount admissible to	In this scheme, as per variant Card, following insurance amount admissible to	In this scheme, as per variant Card, following insurance amount admissible to	In this scheme, as per variant Card, following insurance amount admissible to

	CRFP	BSF	CISF	ITBP	SSB
	NOK in the event of accidental death:-a) Silver – 3 lakh b) Cold/ Diamond- 5 lakh c) Platinum- 10 lakh	NOK in the event of accidental death:-a) Silver – 3 lakh b) Cold/ Diamond- 5 lakh c)Platinum10 lakh	NOK in the event of accidental death:-a) Silver – 3 lakh b) Cold/ Diamond- 5 lakh c) Platinum- 10 lakh	NOK in the event of accidental death:-a) Silver – 3 lakh b) Cold/ Diamond- 5 lakh c) Platinum- 10 lakh	NOK in the event of accidental death:- a) Silver – 3 lakh b) Cold/ Diamond- 5 lakh c) Platinum- 10 lakh
7. Death in action	Rs.20 lakh from Risk Fund, Rs.1 lakh from CWF and Rs.15,000/- from W&A Fund	Rs. 20 lakh from BSF Golden Jubilee Sema Prahari Kalyan Kavach	Rs.10 lakh from CISF Risk Fund	Rs. 3 lakh from ITBP Central Benevolent Fund (Self Financed) for any kind of Death	Rs.8 lakh from SSB Staff Benevolent Fund
8. Accidental Death insurance	Rs.20 lakh from Risk Fund , Rs.1 lakh from CWF and Rs.15,000/- from W&A Fund	Rs. 15 lakh from BSF Golden Jubilee Sema Prahari Kalyan Kavach	Rs.7 lakh from CISF Risk Fund	—	—
9.Death due to illness insurance	—	Rs. 15 lakh (malaria) from BSF Golden Jubilee Sema Prahari Kalyan Kavach	Rs.7 lakh from CISF Risk Fund	—	—
10. Death due to any other reason	Rs.10 lakh from Risk Fund , Rs.1 lakh from CWF and Rs.15,000/- from W&A Fund	Rs. 10 lakh from BSF Golden Jubilee Sema Prahari Kalyan Kavach	Rs.7 lakh from CISF Risk Fund	—	—
11. Missing person	No information provided	Rs. 10 lakh from BSF Golden Jubilee Sema Prahari Kalyan Kavach	Rs.5 lakh in 4 instalments from CISF Risk Fund. 4. In case of disability :- a)81% & above- Rs.5 lakh b)51 to	—	—

	CRFP	BSF	CISF	ITBP	SSB
			80% - Rs.3.25/- lakh c) upto 50%- Rs.2 lakh.		
12. % of Family Accommodation	Free Family accommodation at any Group Centre. CRPF has purchased 1776 quarters constructed by DDA at 16 (B) Dwarka New Delhi for allotment to CRPF personnel.	No information provided	100% Family Accommodaiton for Gos-45% Family Accommodation for Others	No information provided	No information provided
13. Family welfare centres	Family welfare centers available wherein families are engaged in stitching of uniforms , etc for their earning. And other activities such as Awareness on Social concern, HIV/AIDS, Alcohol and Drug abuse, Adult literacy programme and children's educaton and Health & Family	Family welfare centers available wherein families are engaged in stitching of uniforms, etc for their earning.	Family welfare centers available wherein families are engaged in stitching of uniforms , etc for their earning.	Family welfare centers available wherein families are engaged in stitching of uniforms , etc for their earning.	No information provided
14.Loans for House building	No information provided	No information provided	Loan upto Rs.50000/- from Welfare Fund	No information provided	No information provided
15. Welfare Fund	CRPF Central Welfare Fund is available	BSF Welfare Fund is available	CISF Welfare Fund is available in the name of Central	ITBP Central Welfare Fund is available	SSB Central Welfare Fund is available

	CRFP	BSF	CISF	ITBP	SSB
			Welfare Fund, Sector Welfare Fund, Zonal Welfare Fund and Unit Welfare Fund		
16. Any other					
a) Financial Assistance for Disability Force personnel	From Risk Fund/ Insurance -i) Normal disability Rs.10 lakh ii) Severe disability Rs.10 lakh and Rs.2,500/- pm as recurring payment for life time in 100% disability attributable to action only. From CWF: 1 TO 50 % disability = Rs.35,000/-, 51 to 75 % = 60,000/- and 76 to 100% Rs.1/- lakh	From BSF Golden Jubilee Seema Prahari Kalyan Kawach at the following rate:- Disability 01% to 50% = Rs.5 lakh , Disability 50% to 75% = Rs.7 lakh, Disability 75% to 100% = Rs.10 lakh	From CISF Risk Fund at the following rate:-Disability upto 50% = Rs. 2 lakh, Disability from 51% to 80% = Rs.3.25 lakh and Disability from 81% to 100% = Rs.5 lakh.	From BSF Central Benevolent Fund = Rs.1 lakh for medical board out personnel as immediate Relief.	From Staff Benevolent Fund at the following rate:-Disability of 41 to 70% = Rs.3 lakh, Disability of 71 to 100% = Rs.4 lakh, And Rs.2 Lakh in case the physical invalidation is of minor nature but the individual losses his/her job as a result of it.
b) Grievance Redress Cell	Grievance Redress Cell is functioning at all levels	Grievance Redress Cell is functioning at all levels	Grievance Redress Cell is functioning at all levels	Grievance Redress Cell is functioning at all levels	Grievance Redress Cell is functioning at all levels
c) Free conveyance to the next of kin of personnel of Para Military Forces on seriously ill / dangerously ill lists.	Govt. extended facility of Free conveyance to NOK to visit placed in seriously ill/ dangerously ill list or to attend funeral ceremony	Govt. extended facility of Free conveyance to NOK to visit placed in seriously ill/ dangerously ill list or to attend funeral ceremony.	Govt. extended facility of Free conveyance to NOK to visit placed in seriously ill/ dangerously ill list or to attend funeral ceremony .	Govt. extended facility of Free conveyance to NOK to visit placed in seriously ill/ dangerously ill list or to attend funeral ceremony.	Govt. extended facility of Free conveyance to NOK to visit placed in seriously ill/ dangerously ill list or to attend funeral ceremony

List of Welfare Schemes in State Police

Sr.No.		Maharashtra Police	Madhya Pradesh Police
Financial Assistance			
1	Medical treatment of individuals and family members.	1) The Maharashtra Police Family Health Scheme for Force personnel and their dependent Family members. 2) "Cashless" facility for 32 ailments in Panel Hospitals.	1)M.P. Health Security Scheme, 2013 providing for medical reimbursement up to Rs.8 lakhs. 2)There are 64 Police Hospitals run by Health Dept. for basic medical facilities.
2	Medical Insurance	No information provided	No information provided
3	Special Relief Fund for acute illness	From Welfare Fund, Medical loans are sanctioned	"Sankat Nidhi" provision for assistance from Rs. 8,000/- to Rs. 30,000/-.
4	Financial assistance in case of natural calamities.	No information provided	No information provided
Limited Loan Facilities			
1	Marriage	No-information provided	M.P.P. Cooperative Society (M.P. Police Sahakari Sakh Sanstha loan facility as per rules.
2	House repair	No-information provided.	-do-
3	Serious illness of family members	Loan is sanctioned from Welfare Fund	On the basis of medical opinion, loan is sanctioned from Welfare Fund.
4	Admission in education institutions	Loan is provided from Welfare Fund for taking admission in selected schools	M.P. Police Sahakati Sakh Sanstha provides for such an assistance on the basis of fee structure.
5	Other reasons	No information provided	Yes, ffrom M.P.P Sahakati Sakh Sanstha.

Sr.No.		Maharashtra Police	Madhya Pradesh Police
Educational Institutions			
1	School	Very effective Police Public Schools run by reputed Educational Institutions such as “Symbiosis” with 50% admission to Police Wards.	1)At some places – Schools run by Education Dept. I.T.I at places run by education Dept. 2)I.T.I at two places run by Education Dept.
2	College	Expenditure to be borne by the local body/ institution/Welfare Fund etc. Local bodies- Municipal Corporation- Zilla Parishad can be involved	Nil
3	Scholarships	NA	Yes, from Rs.350/- to Rs.18000/- from Std- 9 th to graduation From Const. to ASI. If wards studying in National/State level. Reputed Professional Educational Institution.
4	Admission to wards of disabled personnel (CPMF Quota).	NA	Nil
5	Reservation of seats of polytechnic	No information provided	Nil
6	Reservation of seats in Engineering, MBBS and BDS Colleges	--	Some seats are reserved in Rustamji Institute of Technology, Tekanpur, Gwalior.
Welfare of Retired personnel			
1	Re-settlement	No information provided	Nil
2	Re-employment	No information provided	Nil
3	Special relief fund for acute illness	One time Rs.5,000/- ex-gratia	Nil
4	WARB for Ex-CAPF, NOKs.	No provision on similar lines	Nil

Sr.No.		Maharashtra Police	Madhya Pradesh Police
Other facilities			
1	CPC	CPC Master & Subsidiary Canteens in different units	CPC available in M.P.P. Units.
2	Schemes for personal development (e.g. doing Medical or other courses)	Nil	Nil
3	Schemes for personal counseling	Nil	Nil
4	Schemes to identify and treat mental stress	Nil	Nil
5	Sainik Sabhas	Yes	Yes
6	Para Military Salary Package	NA	Nil
7	Death in action.	Ex-gratia upto Rs. 25,00,000/- to NOK. Special Ex-gratia of different amounts for death, handicapped/injured in action against terrorists, robbery/public processions. Riots (Rs.7,50,000/- to Rs.12,00,000/- for death / Rs.3,00,000/- to Rs.3,60,000/- Upto Rs.3,40,000/- for injured/ handicapped.	Rs.50,000/- . Immediate assistance to NOK.
8	Accidental Death Insurance	Group Individual Accidental Insurance Scheme	Nil
9	Death due to illness insurance	Nil	Nil
10	Death due to any other reason	Action against Naxals : Apart from an extension in Point-8 above, free residential House+Govt. Service to Martyrs kin.	In case of martyrdom, provisions for financial assistance of Rs.1 to 3 lakhs as immediate measure expenditure plus education related assistance to children
11	Missing person	Nil	Nil
12	% of Family Accommodation	As per Govt. rules and availability	As per relevant rules and availability

Sr.No.		Maharashtra Police	Madhya Pradesh Police
Other facilities			
13	Family welfare centres	Vegetable Gardens, Orchards striating of Uniforms to augment family income	Welfare in diff Units centers.
14	Loans for House building	Yes	Nil
15	Welfare Fund	Fuel Depots/Bakeries/ Poultry Farms and such activity to contribute to Welfare Fund	Grain Shop, Gas Agency, Petrol Pump etc. activities to contribute to Welfare Fund apart from regular contribution - Library/Mess/Boundary Wall/Community Hall/ Road etc. constructed.
16	Any other	Recreation Centers/ Children Park/Amenity Centers/Library/Guest House/Marriage Hall/ Gym/Play Ground.	--
A	Financial Assistance for disability of Force personnel	As per relevant circulars as mentioned in Point-7 above	--
B	Grievance Redress Cell	No specific information provided. Available through regular administrative channels	Yes available through regular administrative channels
C	Free conveyance to the next of kin of personnel of Para Military Forces on seriously ill/ dangerously ill lists.	NA	NA

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