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Impact of digitalization on work life balance of employees in police department in Chennai

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Abstract--Using digitalization in law and enforcement has certainly been a path breaking development and literally transformed their approach of work life balance. These technologies are emerging has a boon for reducing workload through which employees can spend more time with their families. Digitalization gives freedom of work from home mode as well as reporting to department whenever called for so it is mandatory to study the importance of digitalization and its effects on police employees work life balance. The purpose of this research is to analyze the impact of digitalization on work-life-balance of employees in police department. Digitalization as an independent variable with sub factors online communication, safety apps and work/life balance as a dependent variable with sub factors flexible working arrangement and workload. The researcher believe that digitalization boosts the work-life balance of employees of police department. Research design: The data for this survey were obtained from a sample of 106 police department personnel and analyzed using correlation and regression techniques to determine the effect of independent variables on dependent variable. Practical Implications: The study's findings will assist the police department in analyzing the impact of digitalization on the work-life balance of employees in the Chennai police department. Findings: The study's findings indicate that there is a link between digitalization and work-life balance, and that digitalization has a favorable impact on work-life balance. Limitation: Several limitations were identified by researchers during this study. The sample size was small; a larger sample size could result in more diversified and accurate results.

Keywords---Digitalization, Work Life Balance, Police Department, Communication, Safety apps, Flexible Working Arrangement and Workload.

Introduction

Police, as the primary law enforcement department, have long been regarded as an integral part of state government. Through controlling crime and maintaining law and order, police are a key player in ensuring the public's safety. The primary function of police officers in ancient times was to preserve law and order and restore the state's sovereignty digital transformation DessyHandayan (2020). In IPS, digital transformation refers to the use of the internet to communicate with officers during an incident. Given India's status as a developing country, digital revolution will enhance the country's pride. The IPS can be digitalized to reduce the time spent on procedures. As is well known, Digital India is all about obtaining government services via the internet (Ahlers, 2016) Work and family life must be balanced in order to achieve work-life balance, but the increased employment of police, expanding family, work hours, today's service-intensive globalizing economy, and the tendency toward extended work hours have made this more difficult. Working longer and odder hours puts both professional and personal lives under the strain. Smart phones, email, social networking, and other digital technical advancements are profoundly transforming our connection with work. We can stay connected at all times thanks to digital technologies. Cijan, Jenič, Lamovšek, &Stemberger, (2019). The usage and integration of new technology into everyday life, across all businesses and sectors, are referred to as digitalization. Many people believe it to be one of the defining characteristics of modern living since it involves the joining and merging of physical and digital items in novel ways. Digitalization and work life balance are connecting together to reduce work and arranging flexible working arrangements. The purpose of the research is to examine the impact of digitalization on work-life balance.

Review of literature

Fatma et al., (2020) analysed the influence of online communication, which is one of the factors of digitalization, on flexible working arrangements, which is a factor in Chennai city police officers discovered that digitalization has a major positive impact on work-life balance.

Franca (2018) analysed the role of communication on flexible working arrangement in civil service officers and found that digitalization factor communication plays a significant role in flexible working arrangement.

Dr.N. Tamilselvi. (2021) analyzed the impact of safety apps and workload in police officers at Chennai and found that safety apps plays a significant role in reduction of workload of officers.

Meghana S et al., (2017) articulated the impact of safety apps and flexibility for the officers in law and enforcement department in and found that safety apps has a significant positive impact on flexible working arrangement. Anamarija et al.,(2020) examined the effect of digitalization on work life balance and found that

digitalization positively effects on work life balance and increases worker autonomy also started that digitization at work brings both problems and opportunities, which managers must fully understand in order to minimize risks and enhance work life balance.

P.R. Jeyalakshmi et al, (2019) mentioned the impact of digitalization on employee performance in the banking sector was investigated, and it was discovered that there is a significant relationship between the two. It's also worth noting that there's a need for coaching and motivation in the banking sector to overcome the obstacles brought on by digitalization.

Carla et al, (2020) examined the effects of digital transformation on individual insurance company job performance in Peru. Customer service experience, collaborative capabilities, and digital transformation processes were discovered to contribute to the performance and...

D. Bhuvaneshwari, et al, (2019) notified that age and family circumstances of responders have a significant impact on establishing work-life balance. As a result, the data suggest that supportive working environments, employee health programmes, and timely promotion and transfer procedures can all be beneficial. Eric and Nancy 2019 examined the Work-life balance, happiness, and employee performance were researched in Jordan's pharmaceutical industries, and it was determined that work-life balance and happiness had a good and beneficial impact on employee performance.

Korunka&Vartiainen, (2017) mentioned that digitalization affects not only business performance and worker productivity, but also job happiness, work/life balance, worker autonomy, and cross-hierarchical monitoring. Information and communication technologies (ICT) in particular are crucial working tools and fundamental components of work.

Biron& van Veldhoven, (2016) articulated the proliferation of communication apps, as well as the availability of computers and the internet, have all benefited information technology. Employees can carry out tasks from afar, with teleworking becoming a popular alternative work arrangement.

Kelliher, et al (2017) examined the relationship between flexible working arrangements and individual performance and discovered that flexible working arrangements have a considerable positive impact on individual employee results. Wheatley,et., al (2017) mentioned the influence of flexible working arrangements on employee satisfaction was investigated, and it was discovered that flexible working arrangements have a considerable beneficial impact on employee satisfaction.

McGinnity, f. et., al (2009), investigated the researchers investigated the relationship between four flexible working arrangements – flexi-time, part-time hours, working from home, and job-sharing – and two key employee outcomes – work pressure and work-life conflict – and discovered that flexible working arrangements have a significant positive impact on employee outcomes.

Chung, h., & van der lippe, t. (2020).articulated the role of flexible working hours and work-life balance on gender equality was investigated, and it was discovered that flexible working hours and work-life balance have a considerable positive impact on gender equality.

White, c., &maniam, b. (2020) examined the influence of flexible working arrangements on work-life balance was investigated, and it was discovered that flexible working arrangements have a strong positive impact on work-life balance. Hamdan, r.et.al (2016) analyzed the influence of flexible working arrangements on work life quality and discovered that flexible working arrangements have a considerable beneficial impact on work life quality.

Holland, et.al (2019), notified that from a study that looked at the relationships between perceived workload, satisfaction with work-life balance (an indicator of well-being), and intention to leave the occupation, workload has a significant positive impact on intention to leave the occupation and is mediated by nurses' satisfaction with work-life balance.

Objectives of the study

To study the relationship between digitalization and work life balance of employees in police department at Chennai. To analyze the impact of digitalization on work-life balance of employees in police department at Chennai.

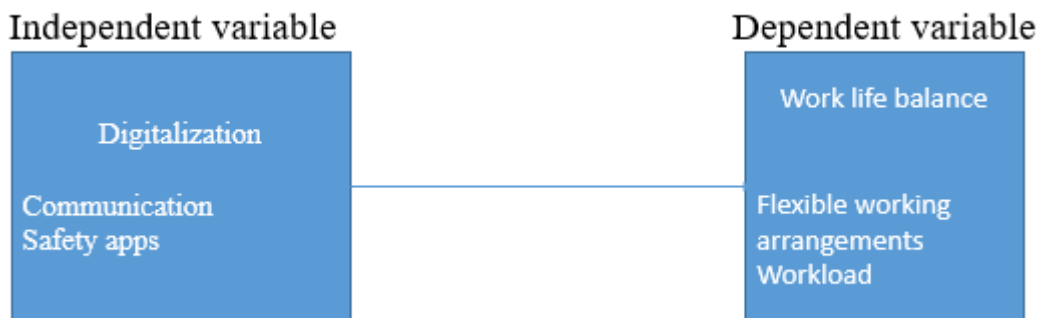


Figure 1: Conceptual frame work

Hypothesis:

H01: There is no link between digitization and work-life balance.

H02: No correlation exists between digitalization and work-life balance.

Methodology of Research

Collection of data

The study is empirical as well as analytical in nature. The research employs both primary and secondary data.

Primary Information

To collect data for the study, a well-structured questionnaire created by RajinishRatna (2016) for digitalization and Workload by source-De Bruin and Taylor 2006) flexible working arrangement was utilized.

Techniques & Sample Size

The sample size is 106 people. The responses were drawn from the Chennai police department. To acquire the data, a simple random sample procedure was used.

Techniques and Tools

Correlation analysis was one of the methods and strategies utilised to analyse the data.

Analysis and Interpretation:

To test the internal consistency of the instrument Cronbach's Alpha was used. The result of Cronbach's Alpha are shown in following table.

Table I Reliability Statistics

Cronbach's Alpha	N of Items
.898	5

The reliability test was carried out using Cronbach's alpha. The overall dependability score is 0.898. Goerge and Mallery (2003) As a result, the questionnaire can be utilized to do additional study.

H₀₁: No correlation exists between digitalization and work-life balance.

Table 2 Correlation

Correlations			
		Digitalization	Work life balance
Digitalization	Pearson Correlation	1	.543**
	Sig. (2-tailed)		.000
	N	106	106
Work life balance	Pearson Correlation	.543**	1
	Sig. (2-tailed)	.000	
	N	106	106
**. Correlation is significant at the 0.01 level (2-tailed).			

Table 2's Pearson's correlation results indicate a positive relationship between digitalization and work-life balance. Pearson correlation is .543, showing a positive association between the two variables. It indicates a link between digitalization and work-life balance. Because the correlation value is larger than +0.5 and near to +1, the link is significantly stronger.

H₀₂: There is no link between digitalization and work-life balance.

Table 3
Regression

Table 3 Regression

R Square	R Square	Adjusted R Square	F	Sig.
.793(a)	.629	.601	22.272	.000(a)

a. Predictors: (Constant), digitalization

The value of R Square is .629, indicating that digitalization accounts for 62 percent of the variance in work-life balance ratings. As a result, it is a factor, and efficient digitalization can lead to a better work-life balance. As a result, the

regression model is both valid and significant. As a result, we may conclude that digitalization has a favorable impact on the work-life balance of police officers.

Discussion

The results indicate that online communication of digitalization on flexible working arrangements leads to More interactive, More participatory, More egalitarian, More decentralized, and the study is consistent with other studies (Fatma et al., (2020) which indicate that adopting new digital technology may allow police to create new communication channels to engage citizens and acquire leads to support their investigations, reducing their workload and allowing for specialization. In this study, correlation analyses revealed a positive association between digitalization and work-life balance. According to this study, there is a good association between safety applications and public safety agencies. By connecting the field with dispatch and recording capabilities and information, public safety agencies may improve awareness, communication, and coordination so researchers suggest that frequent up gradation in safety apps with new innovation reduces workload. According to this study, Digitization and work-life balance are inextricably linked. According to past research, Citizen Portals can facilitate two-way communication between citizens and police, saving expenses, increasing citizen involvement, and promoting work-life balance. (Anamarijaet al, 2020). According to researchers, the majority of police actions need the processing of information, thus police should invest in digitization to expand their capacity to minimise workload and improve flexible working arrangements. The emphasis in the new period is on performance measures. Thus, digitization in policing should be designed to satisfy the requirements for information under the new management system in order to achieve work-life balance for police officers.

Conclusion

Even in the best of circumstances, maintaining a healthy work-life balance is challenging. Digitalization are useful for employees of police department to reduce workload and make flexible working arrangement to enhance work life balance. As a result of the foregoing, we may conclude that digitalization in Indian police services brings citizen and police. Fundamentally, digitalization allows for more efficient and speedier contact between citizens and the police system. Digitalization technique has had a somewhat freeing effect, providing more liberty for an increasingly knowledge-rich and creative work-life balance of police officers.

Implication

Digitalization improves citizen security through safety applications, and online communication can save workload. These digitization efforts help to improve employee work-life balance in the police department by making it more interactive, participatory, egalitarian, and decentralised in order to minimize crime.

Limitations

Several limitations were identified by researchers during this study. The sample size was small; a larger sample size could result in more diversified and accurate results. Respondents may have answered the question incorrectly owing to a lack of time, a misunderstanding of the topic, or it may be a socially desired habit of the respondents to complete out the questioners.

Future Direction

The future research can be done on other dimensions of digitalization technology that liberating effect of creative work life balance. The emotional intelligence can be considered as mediating variable between digitalization and work life balance. The sample consisted solely of police department workers. Further research could be conducted to investigate a broader spectrum of employees at various organizational levels in the IT sector, hospitality management, and so on.

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