

## **ABSTRACT**

### **Psychological aspects of job satisfaction by police officers**

The aim of the thesis is to analyze the sources of job satisfaction and job dissatisfaction among members of the Police of the Czech Republic. The topic of job satisfaction is an important issue that every company should pay attention to in a long-term perspective, not only in order to recruit quality employees, but also retain them, take care of them properly and prevent voluntary resignations. The Police of the Czech Republic with over 40,000 members is no exception. The thesis focuses on psychological aspects of satisfaction with the police duty. It explains the broader framework of job satisfaction in the context of human resources management with an emphasis on stabilization in the organization, specifics of the police environment and particular sources of stress, and presents findings from previous research performed in the Czech Republic and abroad. Results of our thesis research were obtained using triangulation method based on data from our own questionnaire, semi-structured interviews with managing police officers and analysis of personnel statistics provided regularly by the Human Resource Department of the Police Presidium. The empirical chapter of the thesis deals with the topic of job satisfaction at different levels.

The questionnaire we created meets statistical requirements of a diagnostic method. This questionnaire was administered to 2406 police officers across the Czech Republic, namely police officers from Regional Directorates, the Police Presidium and Units with republic-wide competence.

The analysis of research data elaborates factors that contribute positively to job satisfaction, and factors that appear unfavorable. We focus also on motivation, which appears to be the central topic in the police practice for both managing officers and staff. An independent chapter is dedicated to managing officers at various levels of the police hierarchy and their perception of their own satisfaction with a chief position, and their opinions on issues related to the job satisfaction in general.

The thesis presents factors forming job satisfaction, i.e., satisfaction with the work itself, with the team, with the superior officer, and the police as an institution. It defines difficulties that police officers face during everyday duty and what they miss in their job.

Research results are vast and very detailed. The most cardinal finding is that 35 % of policemen evaluate their job as “rather satisfying” and 27 % as “rather unsatisfying”. We managed to prove

a statistically significant relation between the job satisfaction and the length of service, with greatest significance among police officers serving for less than three years.

According to our findings, statistically significant factors of job satisfaction are: the post held by the police officer, the subjectively perceived level of administrative stress, and whether the police officer holds a manager post or not. We found out that a policeman needs to know that his superior officer appreciates his work, to have enough information, to be surrounded by colleagues he can trust, to obtain regular feedback from his superior officer, to feel being treated fairly, and to receive recognition to be satisfied in his job. Police officers lack financial bonuses, expressing thankfulness, warm approach, support after difficult actions, and up-to-date equipment. 77 % of policemen do not regret choosing the duty for their job. They consider “never do pointless things” as the most important aspect for their job satisfaction. Managing officers do not consider themselves to be more satisfied than other policemen, while their subordinates assume that managing officers are more satisfied than them. The fundamental finding of the research is that the key to job satisfaction of policemen leading in turn to a long-term stay is paying attention to all aspects of their work, starting from the equipment, through the work environment, to education, and taking care of their needs.

The thesis brings many contributive and perhaps surprising findings. They may be interesting for every police officer, but they should not be missed particularly by the police management at all levels, as they bring practically usable facts explaining key aspects of job satisfaction of policemen. They have a potential to help police managers with carrying out their duties with high level of expertise while keeping warm approach and reflecting policemen needs.

**Keywords:** job satisfaction, human resources management, sources of stress for police officers, policeman duties, factors of job satisfaction