

Job satisfaction of police officers and crime investigators as one of the factors of police efficiency

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The theoretical part of the paper is based on the knowledge of job satisfaction acquired so far by different authors and presents factors which have an impact on the job satisfaction of employees. Special stress is given to factors having an impact on the job satisfaction of people employed in police organisations. The research study, which serves as a basis for the empirical part of the paper, comprised 39 local police stations and was carried out by a survey conducted on a sample of 1046 police officers and crime investigators working in local police stations. The most important findings are: police officers and crime investigators are more satisfied with their job at those police stations: which are directed by police chiefs with better attitudes towards their subordinates, where tasks are performed with more competence, which offer police officers and investigators more assistance, which meet the needs of the subordinates to a larger extent, where police personnel are successful in preventing and coping with conflict situations arising in a collective; police officers and crime investigators exhibit less satisfaction with their work at those police stations which are demographically more demanding in terms of the number of police officers or crime investigators per precinct (police stations with more operative problems per police officer or crime investigator).

Regression analysis explained 33% of variance as the "satisfaction of police officers and crime investigators with their work at police stations". On the other hand, it was established by hierarchical regression analysis that: the impact of "situational factors of police stations" can explain 2% of variance as the "satisfaction of police officers and crime investigators with their work at police stations"; after already taking into account the impact of "situational factors of police stations", with the "personality characteristics of police chiefs", the additional 1% of variance can be explained as the "satisfaction of police officers and crime investigators with their work at police stations"; after already taking into account the impact of "situational factors of police stations" with "behavioural factors of police chiefs" as much as 30% of variance can be explained as the "satisfaction of police officers and crime investigators with their work at police stations".

Keywords: the police, police management, communication, job satisfaction, police officers, crime investigators, managers, police managers

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