

APPENDIX

Part II: Research Questionnaire

Please tick () the following boxes representing your choices of the statements.

1 = Strongly Disagree, 2 = Disagree, 3 = No Idea, 4 = Agree, 5 = Strongly Agree

No. Items 1 2 3 4 5

| Stress - Misunderstanding | | | | |
|----------------------------------|--|--|--|--|
| | | | | |
| 1. | The policemen are often disrespected by civilians. | | | |
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| 2. | The policemen are often misunderstanding by civilians. | | | |
| | | | | |
| 3. | The policemen are often criticized or verbally attacked by civilians. | | | |
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| 4. | The authority of office is unduly restrained by the law. | | | |
| | | | | |
| 5. | The mass media fabricated fact and propagated scandal about police officers. | | | |
| | | | | |
| 6. | The policemen are often difficult to balancethe roles between law executor and public server | | | |

Please tick () the following boxes representing your choices of the statements.

1 = Strongly Disagree, 2 = Disagree, 3 = No Idea, 4 = Agree, 5 = Strongly Agree

No. Items 1 2 3 4 5

Perceived Job Image - Prestige

7. Police work is an occupation highly respected in the community.

8. A career in the police force is definitely worth considering.

9. Police work provides good opportunity for advancement.

10. The public generally looks down on police officers. (R)

11. The police profession is low in status and prestige. (R)

12. Police work is generally less prestigious than other uniformed professions. (R)

13. Most parents would not want their children to choose policing as a profession. (R)

14. Police work is a satisfying job.

15. Basically, police officers are just glorified security guards. (R)

16. A job in the police force is better than most other job opportunities nowadays.

17. Policing is “dirty work”. (R)

18. Police officers are an esteemed corps of law enforcers.

19. Police officers are generally not very well paid. (R)

20. Generally, the public is suspicious of police officers. (R)

Job Satisfaction

21. All in all, I am satisfied with my job.

22. In general, I like working in the Force.

23. I will probably not be looking for a job outside of the Force.

24. I seldom think about quitting.

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| Please tick () the following boxes representing your choices of the statements. |
| 1 = Strongly Disagree, 2 = Disagree, 3 = No Idea, 4 = Agree, 5 = Strongly Agree |
| No. Items 1 2 3 4 5 |
| |
| Organizational Commitment - Pride |
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| 25. I am proud to be working for the Force. |
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| 26. I hold the Force in high regard. |
| |
| 27. The quality of the work within my division/department is excellent. |
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| 28. I am not really interested in the Force, it's just a job. (R) |
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| 29. My role is considered important within the Force. |
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| 30. Generally, my division / department is taking action to improve the quality of its work. |

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| Please tick () the following boxes representing your choices of the statements. |
| 1 = Never, 2 = Seldom, 3 = Sometimes, 4 = Often, 5 = Always |
| No. Items 1 2 3 4 5 |
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| Burnout - Emotional Exhaustion |
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| 31. I feel burned out from my work. |
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| 32. I feel I am working too hard on my job. |
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| 33. I feel emotionally drained from my work. |
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| 34. I feel fatigued when I get up in the morning and have to face another day on the job. |
| |
| Burnout - Depersonalization |
| |
| 35. I worry that this job is hardening me emotionally. |
| |
| 36. I do not really care what happens to some customers. |
| |
| 37. I have become more callous toward people since I took this job. |
| |
| 38. I feel that I treat some customers as if they were impersonal objects |

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| Please tick () the following boxes representing your choices of the statements. |
| 1 = Never, 2 = Seldom, 3 = Sometimes, 4 = Often, 5 = Always |
| No. Items 1 2 3 4 5 |
| |
| Burnout - Personal Accomplishment |
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| 39. In my work, I deal with emotional problems very calmly. |
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| 40. I have accomplished many worthwhile things in my job. |
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| 41. I feel I am positively influencing the lives of others through my work. |
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| Turnover Intention |
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| 42. I am actively/passively looking for another job outside of the Force. |
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| 43. I would consider leaving for an organization that had excellent project management. |
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| 44. I would seriously consider leaving for even a slightly better position elsewhere. |
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| 45. I would seriously consider leaving the Force for a position where I could earn more. |

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| *(R) = Reverse coded items. |