

Exploring Career Satisfaction Levels of Police Officers: A Study Focused on Junior Gazetted Police Officers in Western Province.

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Abstract

Job satisfaction among law enforcement personnel is critical due to its significant impact on performance, retention, and overall well-being. This study examined the job satisfaction levels of Junior Gazetted Police Officers (JGPOs) in the Western Province of Sri Lanka, with the aim of identifying key determinants and potential areas for improvement. A structured questionnaire was administered to JGPOs, covering various dimensions including salary, working conditions, career development, interpersonal relationships, work-life balance, and recognition. The collected data from 100 respondents were analyzed accordingly. The results reveal varying levels of satisfaction across different job aspects. Approximately 60% of respondents reported moderate satisfaction with their salaries, while 30% expressed dissatisfaction, indicating a need for improved compensation. Around 70% of officers were satisfied with their physical working conditions, though 40% raised concerns about workload and stress. Feedback on career development opportunities was mixed, with 50% of officers expressing satisfaction, while the other half called for enhanced training programs. Interpersonal relationships among peers were generally positive, with 80% of respondents expressing satisfaction; however, 45% highlighted issues related to hierarchical dynamics and communication with superiors. Satisfaction with work-life balance was moderate, with 55% of officers effectively managing personal and professional responsibilities. Recognition for work was another area of mixed feedback, with 50% of officers feeling adequately acknowledged. The findings suggest that while there is a general level of job satisfaction among JGPOs in the Western Province, there is a clear need for improvements, particularly in terms of salary packages, career development, and stress management. Enhancing the work environment through better communication and support structures can further boost job satisfaction. This study underscores the importance of addressing the factors influencing job satisfaction among police officers, as targeted improvements can enhance their well-being and performance, leading to more effective law enforcement and public service.

Keywords: *job satisfaction, junior gazetted police officers, law enforcement, work-life balance*