Factors of Job Satisfaction in Members Republic of KOREA National Intelligence Organizations: Focusing on POLICE Intelligence Agency

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Abstract
An intelligence agency in modern society is being shared the roles depending on institution. In case of our country, it is being undertaken the industrial security by the National Intelligence Service(NIS), the national security by the Defense Security Command, and the collection of public-safety information by the police.

However, in case of the police, it is the real situation that cannot guarantee the quality of information due to the lack of manpower, to the budget, and to the very extensive scope of gathering information. Accordingly, the purpose of this study was to questingly examine the factors of job satisfaction in employees of the police intelligence agency. Based on the outcome, a plan for improving job satisfaction in police intelligence officials was discussed.

As a result of analyzing the job-satisfaction factors in the members of the police intelligence agency, it was indicated to be very satisfactory(7.6%), satisfactory(32.6%), moderate(33.6%), dissatisfactory(26.0%), and very dissatisfactory(0.0%). It was possessed 40.2% by adding ‘very satisfactory’ and ‘satisfactory’ and 26% by ‘dissatisfactory’ and ‘very dissatisfactory.’ As a result of analyzing the statistical value through frequency analysis, the positive opinion can be known to be higher than the negative opinion. As a result of the mean value by factor, it was shown to be socio-cognition factor(4.20), economic-support factor(3.85), organizational-culture factor(3.58), field-operation factor(3.20), and infrastructure factor(3.12).

As a result of this study, the improvement plans for job satisfaction in the police intelligence agency were shown to include a change in consciousness of members in the police intelligence agency, an increase in efficiency of a task through sharing information with other institutions, the intensification in a financial support for the activity of collecting information, the arrangement for the educational facilities and the curriculum for securing professionalism, and a change in a performance evaluation system of the information collection.

An intelligence agency in modern society is being shared the roles depending on institution. In case of our country, it is being undertaken the industrial security by the National Intelligence Service(NIS), the national security by the Defense Security Command, and the collection of public-safety information by the police.

However, in case of the police, it is the real situation that cannot guarantee the quality of information due to the lack of manpower, to the budget, and to the very extensive scope of gathering information. Accordingly, the purpose of this study was to questingly examine the factors of job satisfaction in employees of the police intelligence agency. Based on the outcome, a plan for improving job satisfaction in police intelligence officials was discussed.

[Keywords] Policing, Police, Intelligence, Information Agency, Job Satisfaction

1. Introduction
Regardless of the public and private matters, all the organizations such as the government or a corporation recently establish a
plan and push ahead with a task based on information. Information on a crime is essential for preventing, quelling, and investigating into a crime, which can be said to be the core. However, our police in the meantime has concentrated on general information activities such as politics, society, labor and culture rather than the crime-related information with putting the aim of information activities in securing the national safety. The political information is being pointed these days in the intelligence function inside the police, which is commonly named the police intelligence. However, its effectiveness is being not confirmed yet[1].

Examining the intelligence agency in our country, all the information services following the May 16 coup in the past were performed by the coordination and supervision of the Central Intelligence Agency. The real situation in this way came to continuously leave many problems about the police operation. Even the intelligence police came to enter the control of a new organization called the Central Intelligence Agency as if an investigating police officer is presided over by a prosecutor. The independent task performance peculiar to the intelligence police came to be unable to be expected[2][3].

However, with passing through the Kim Dae-jung administration and the Noh Mu-hyeon administration, the role allocation by institution is getting clearer. The current National Intelligence Service was sharply restricted the information gathering activity in the country, thereby focusing on a field of industrial security. Even the military was adjusted a task in order to perform only the information activity related to the national defense, which is the proper duty. In this way, the limitation in the work boundary of each institution, which is in charge of information business, can be said to be a model of an intelligence agency in the advanced countries.

Meanwhile, the police is performing the duties such as preventing, repressing, and investigating into a crime, performing escort-VIP guard and a counterespionage operation, collecting-preparing and widely distributing public-safety information, controlling traffic and preventing harm, and maintaining other public welfare and order. To perform this task smoothly, it is demanded the systematic collection and information control in the police intelligence[4]. The information gathering activity is being performed with the aim of preventing a threat to the public welfare and order as a preventive method of a crime.

By the way, it is the real situation that the sphere of the police intelligence cannot help being expanded, which is being active in all the fields of the country. It is the structure that the quality of information cannot help dropping relatively. Moreover, our police manpower was grown 38 people for 10 years to 485 people in 2013 from 523 people in 2003 as for the population in charge per one police officer even by virtue of the policy for increasing 20,000 police officers in the Park Geun-hye administration. However, examining it based on the OECD countries, it is unreasonably insufficient manpower compared to England with 369 people, Germany with 294 people, and France with 244 people.

Accordingly, this study aimed to questingly examine about the job-satisfaction factors of employees at the police intelligence agency.

2. Theoretical Background

2.1. Police intelligence

As the police intelligence is the police activity for removing a danger of the public welfare and order or the expected crime, it implies the police activity that collects, analyzes, prepares, and widely distributes diverse information at home and abroad. Its meaning is being defined a little differently every scholar.

Oh(2009) says that the police intelligence implies the knowledge, which was created and prepared as a result of evaluating, analyzing, and generally interpreting a police officer's collected intelligence. This was mentioned to be unable to exist separately from a concept of secret information[5]. Gwon(2009) mentioned that the information collection in the police is the acquisition of information on a suspect, and that a suspect is an obligator in information gathering and information
processing in light of the police as a person who is good just in case of being acquired information. Meanwhile[4], Yun(2012) mentioned that the police intelligence activity implies all the activities of acquiring the individual-related information on a specific natural person for the objective of the police[6].

Dividing a concept of the police intelligence in this way, the police intelligence in a formal sense designates the police of engaging in the information business with belonging to the information department at each police station. The police intelligence in a substantive sense implies the police of preventing and investigating into all the harmful behaviors in an individual or a group, which violates the national safety.

Hence, the police intelligence implies all police stations related to the police information and the membership police officers in a formal sense. A concept of the police intelligence in a substantive sense can be defined as all the activities.

2.2. A legal ground of police intelligence

In case of our country, Article 3 in « Police-Act » is prescribing the collection of public-safety information as a duty of the police. Article 2 in « Act on the Performance of Duties by Police Officers » is stipulating the scope of a task as collecting, preparing and widely distributing the public-safety information, thereby clarifying that the intelligence activity is included as the scope of the subject-matter jurisdiction in the police.

However, « Act on the Performance of Duties by Police Officers » is the comprehensive office regulation, which prescribed that only the collection of public-safety information belongs to the work scope of the police, thereby being unable to become the basis of collecting and processing the specific personal information, which may bring about the restriction on an individual’s right to decide on their own information.

As for the legal grounds of the information gathering and processing other than this, the procedural law such as « Act on the disclosure of a public institution » and « Criminal Procedure Law » can become the applicable Act pertinent to the information gathering. processing in the police.

In the meantime, according to Article 7 in 「 The police officer promotion recruitment rules and enforcement ordinance 」, a score is being given depending on collecting the police documents as an evaluative element of the work performance in a police officer. Thus, all the police officers are doing an intelligence gathering activity. Article 51 pertinent to the local police organization and operation is asking an outside duty policeman to collect and report the secret information.

2.3. Characteristics of police intelligence

According to Lee(2003), the police intelligence was mentioned to be able to be said to be also same as the general police in the basic objective and mission, but to have a different characteristic from the general police relatively in light of a task character and in light of an activity method. First of all, the police intelligence was mentioned to be able to be regarded as the prevenient activity and the preventive activity on the general police activities. Also, the police intelligence was mentioned to be capable of being considered to be very extensive in a task sphere and to be performed a duty in private[7].

Meanwhile, according to Jeong(2010), the police intelligence was mentioned to be the basic activity for all the police activities, thereby having a far-reaching characteristic either in the aspect of subject or without restriction such as whether or not being before and after a crime. In addition, the information activity in the police was said to be included the general information such as politics, economy, society and culture at home and abroad, which become the background of the public-safety information, as well as being involved all the public-safety information, which becomes the prerequisite of the police activity for removing a danger of the public welfare and order or the violation on the police[8].

The public-safety information here is broadly included all information necessary for performing a basic task in the police such as information related to traffic information.
as well as guard information, investigation information, security information, and foreign affairs information.

2.4. Limitation of police intelligence

In the police sphere, the information collection is made forcibly or in private, not the open collection, thereby needing to have a special and detailed legal ground for it. However, the police in these days is requiring lots of information including personal information in light of a characteristic in its task. The information processing through a computer came to be much utilized for achieving the purpose of the police according to the development in information & communication technology. On top of this, even a concern about the infringement on fundamental rights based on information in people was expanded. In other words, there is a worry about infringing on general personal rights, secret & freedom of privacy, freedom of residence, freedom of communication, freedom of conscience, freedom of press & publication, and freedom of assembly in the information gathering and processing by the police[4].

In the meantime, examining legislatively, Article 4 in 「PoliceAct」 has the regulation as saying that the police needs to respect people’s freedom and rights in accordance with the Constitution and the law in performing its task, to keep the fair neutrality as a service worker for the whole people, and not to abuse the given authority. As Article 1, paragraph 2 in 「Act on the Performance of Duties by Police Officers」, a police officer’s authority is mentioned to need to be performed within the minimum necessary for performing its task and not to abuse this.

Hence, in accordance with Article 4 of 「Police Act」 and Article 1, paragraph 2 of 「Act on the Performance of Duties by Police Officers」, the information gathering activity in the police needs to have the necessity of information gathering activity, the reasonability of information gathering method, and the social feasibility.

However, the information activity is demanded the high-level technology, thereby being difficult to definitely legalizing the purpose and the method of information activity. Accordingly, there will be a need to follow the dimension of national interest and the principle of social understanding. The illegal activity in the information activity will need to be improved according to the public interest and the timely demand.

Also, the stability of public-safety environment needs to be promoted through collecting and analyzing information on the whole society. Hence, a relation to an information subject and the collected information should be analyzed and judged objectively because information aims for the public interests.

2.5. Previous researches

A research of job satisfaction in the police organization with the application of a quantitative research so far has been addressed in earnest from the mid-1990s. However, the performance of an exploratory research with the application of a qualitative research method as this research wasn’t made. <Table 1> below is what arranged the previous researches of the theme in this study.

<table>
<thead>
<tr>
<th>Researchers</th>
<th>Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Park (2004)</td>
<td>The presentation of the cases in America and Japan as a plan for reinforcing the crisis management ability in the police intelligence[9].</td>
</tr>
<tr>
<td>Noh (2004)</td>
<td>The criticism on the massive police intelligence organization based on the historical transition process of the police intelligence organization[3].</td>
</tr>
<tr>
<td>Lee, Pyo (2005)</td>
<td>The suggestion of a plan for systematization in the information collection and analysis of the police intelligence[1].</td>
</tr>
<tr>
<td>Oh</td>
<td>A pursuit for suggesting job satisfaction based on the difficulties of police intelligence</td>
</tr>
</tbody>
</table>
3. Research Method

3.1. Research questions

This study presented the research questions based on the research purpose in order for the exploratory examination about the recognition on a job-satisfaction factor in employees of the police intelligence agency.

⇒ What is a job-satisfaction factor in employees of the police intelligence agency?

3.2. Survey subjects

This study fixed on the intelligence officials of belonging to the Daegu and Gyeongbuk Provincial Police Agencies as the sampling standard. Finally 145 police officers as the research subjects came to join until the time that the research is closed. This is what more than about 40% of the whole sample in intelligence officials of belonging to the Daegu and Gyeongbuk Provincial Police Agencies came to participate in this study.

This study aimed to obtain data from intelligence officials who engage in the field. Even among them, a class of the field employees included a police sergeant and a police lieutenant due to the recent accumulation of rank. The average age of these people was about 44 years old. The average service career was more than 15 years, thereby having had the professionalism in the police intelligence service.

3.3. Data analysis

A qualitative research, which is a method of this study, has no structure that was agreed on a research design. It implies that a qualitative research has no certain form as much as it[12]. This study was used the e-mail interview technique out of the internet-survey method, which is known as the main research method in the field of social science. A research was progressed with being divided into the primary and the secondary.

First of all, as the primary research, the data with the response to the closed-ended question was computationally processed by using Microsoft Excel 2010. A categorized concept on the open-ended question was analyzed through content analysis and narrative analysis. The secondary research was quantified the frequency on a concept, which was created on the basis of this data, by utilizing 5-point Likert scale.

3.4. Reliability and validity

Ely(1991) asserted that using terminology in a quantitative research is just a defensive measure, which makes it confused, but isn’t suitable for the activity of a qualitative research. Lincoln & Guba(1985) used other alternative terminology in order to further stick to a naturalistic research. To secure the trust-worthiness of research, these people insisted on the use of the terms dubbed Credibility, Authenticity, Transferability, Dependability, Confirmability instead of the terms dubbed Internal-validity, External validity, Reliability, Objectivity. To implement the continuous field participation and the credibility for manipulating this terminology, diverse techniques were proposed[12].

3.4.1. Reliability

To secure authenticity(reliability) of this study, the samples of the survey subjects were selected through a meeting of advisory group, which is composed of employees in the research field, from the research design. Authenticity on the findings was aimed to be increased by passing through the process of sharing and confirming the research results after the end of the research.

3.4.2. Validity

To implement credibility(validity) like the research by Jo(2012), this study prepared Interview Guide through a fully documentary...
research before entering the main interview. It was applied to the e-mail interview process that corresponds to the main interview[13].

This study conceptualized the standardized open-ended question, which was already fixed, by using the structured interview technique, and tried to secure reliability and validity by compromising and supplementing merits and demerits of the qualitative research and the quantitative research through quantifying the closed-ended question.

4. Findings

Sequentially, to examine the satisfaction in members of the police intelligence agency, the Closed-Ended Questions were asked primarily. And the Open-Ended Questions according to it were presented.

Figure 1. Below is what showed the frequency of the satisfaction in the police intelligence officials with a broken line graph.

As a result of research, the job satisfaction was indicated to be very satisfactory(7.6%), satisfactory(32.6%), moderate(33.6%), dissatisfactory(26.0%), and very dissatisfactory(0.0%). It was possessed 40.6% by combining ‘very satisfactory’ and ‘satisfactory’ and 26% by adding ‘dissatisfactory’ and ‘very dissatisfactory.’ Thus, the positive opinion was indicated to be higher than the negative opinion. The following is what suggested by conceptualizing data on the open-ended questions by each factor on the satisfaction in members of the police intelligence agency.

4.1. Socio-cognition factor

“The police is operating the professional information organization, is forming the direct network through intelligence officials in several fields, is segmented by field, and may have professionalism in information collection on the intelligence organization. In light of the promotion of professionalism in this way, the social recognition in the police seems to have gotten higher than the police in the past.”

4.2. Economic-support factor

“The national intelligence service and the Public Prosecutors’ Office are weak in an economic support compared to the institution of being touched, thereby seeming to be shorter in influence than other institutions. The application of the police intelligence is what performs the proper task for the police as saying of protecting people’s life and body and keeping a proprietary value by understanding in advance about the collective civil petition or the socially potential anxiety factor and by preparing for this. On the other hand, the current police intelligence seems to be existed the collection of information for a report, a lack of sharing information with other divisions, and an element of failing to follow the social phases of the times. This
seems to lead to failing to be done positive information activity.”

4.3. Organizational-culture factor

“The police intelligence isn’t communicated among departments inside the organization, thereby being dropped the application and efficiency in information and having many cases of being utilized as the information of an individual or the information only of the department. The direction of information activity is varied depending on a commanding officer’s guide rather than the substantive information activity. This seems to be biased to the adjustment according to the labor-management conflict and the public-private conflict. In other words, the current information section is varied the aspect depending on a commander. This is the command-obedience relationship, thereby being thought to fail to be well shared information with other functions. What fails to be specialized is possessed the majority of being changed the personnel by a subjective opinion in the command group.”

4.4. Field-operation factor

“The work scope is too extensive because of collecting enormous information on everything, not the specific information or the high-level information gathering. There is a need to concentrate on the secondary task with being gradually reduced the natural function of the police intelligence. Wage is low compared to the actually working hours. It is felt to be deteriorated health due to the repeated night shift. Also, it seems to be felt to be closed in the aspect of opening or sharing business.”

4.5. Infrastructure factor

“The police intelligence is appropriately adjusted the fixed number of people anyway in comparison with other departments, can acquire diverse information with many human networks, and can be reflected in policy after gathering the problems of the whole society with excellent intelligence manpower, thereby being thought to be helpful for the national development.”

Figure 2. Below is what tabularized the numerical value of categorization of a concept on the open-ended question.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Mean Value</th>
<th>Standard Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Socio-cognition factor</td>
<td>4.20</td>
<td></td>
</tr>
<tr>
<td>Economic-support factor</td>
<td>3.85</td>
<td></td>
</tr>
<tr>
<td>Organizational-culture factor</td>
<td>3.58</td>
<td></td>
</tr>
<tr>
<td>Field-operation factor</td>
<td>3.20</td>
<td></td>
</tr>
<tr>
<td>Infrastructure factor</td>
<td>3.12</td>
<td></td>
</tr>
</tbody>
</table>

In the above radial graph, the socio-cognition factor among the job-satisfaction elements was shown to be the highest. The next was indicated to be economic-support factor, organizational-culture factor, field-operation factor and infrastructure factor. The following Table 2 is what arranged the mean value and the standard deviation in each of the factors.
Table 2. The mean and the standard deviation.

<table>
<thead>
<tr>
<th>Conceptual categorization</th>
<th>N</th>
<th>M</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Socio-cognition factor</td>
<td>145</td>
<td>4.20</td>
<td>.088</td>
</tr>
<tr>
<td>Economic-support factor</td>
<td></td>
<td>3.85</td>
<td>.009</td>
</tr>
<tr>
<td>Organizational-culture factor</td>
<td></td>
<td>3.58</td>
<td>.076</td>
</tr>
<tr>
<td>Field-operation factor</td>
<td></td>
<td>3.20</td>
<td>.369</td>
</tr>
<tr>
<td>Infrastructure factor</td>
<td></td>
<td>3.12</td>
<td>.455</td>
</tr>
</tbody>
</table>

Examining the above findings, the mean (M) value was indicated to be the highest in the socio-cognition factor (4.20) among the above concepts, thereby having shown to have the highest influence upon job-satisfaction factor of the police intelligence official. The next was shown to be economic-support factor (3.85), organizational-culture factor (3.58), field-operation factor (3.20) and infrastructure factor (3.12). Also, the standard deviation (SD) value in economic-support factor (.009) was indicated to be the lowest, thereby having been shown to be the lowest in the deviation of the sample. The next was indicated to be socio-cognition factor (.088), organizational-culture factor (.076), field-operation factor (.369) and infrastructure factor (.455).

5. Discussion

As a result of research, the job satisfaction in police intelligence officials was indicated to be very satisfactory (7.6%), satisfactory (32.6%), moderate (33.6%), dissatisfactory (26.0%), and very dissatisfactory (0.0%). It was higher in 40.6% by adding ‘very satisfactory’ and ‘satisfactory’ than 26% by combining ‘dissatisfactory’ and ‘very dissatisfactory,’ thereby having been indicated to be mostly satisfied with job.

As for the discussions based on these research results, first, the effectiveness of information, which is obtained from job, will be increased just when the consciousness of the current police intelligence official and the command line should be changed, too, according to a flow of the times. The operating system, which is now determined the direction of information activity according to a commander’s guide, brought about the outcome that fails to properly utilize huge information of the police organization. This system will be raised the efficiency of a task through sharing information among divisions. This needs to implement the information sharing system in line with a district under jurisdiction and a local characteristic. This will be effective for preventing a crime and arresting a criminal.

Second, a financial support for the cost of being created in the process of the information gathering activity needs to be improved. This implies the offer of business vehicles, the oil usage fee, the overtime pay, and the intelligence-official management fee. This is because of being extensive in a scope of the information collection in the police, thereby needing likely to seek a plan through organizing a business scope of the police intelligence.

Third, for the high-level information-gathering activity, the new efficiency rating system is demanded to be arranged. Like a general police officer, the information collection is being evaluated now with performance. As a result, a current police intelligence official is stopping in a case of a basic task, which confirms the major figures’ participation in several kinds of local events. Accordingly, the
prevention of a crime through information collection will need to be stressed by introducing a new efficiency rating system.

As a result of examining through this study, the police intelligence is the information that can be obtained in living close to people, but is being biased only to appearance like the performance of information collection, thereby being not done the high-level information activity. Even in our country, many information activities like the major advanced countries in the world are being performed. Nevertheless, it is thought to be the real situation that the capability of huge intelligence organization is failing to be displayed due to the recognition in the intelligence command line, to a support for the police intelligence officials on the spot, and to the evaluation standard of focusing on performance.

Follow-up researches in the future are expected to be likely continued such as the personnel evaluation in the police intelligence, the information-sharing system, and the information curriculum.

6. References

6.1. Journal articles


6.2. Thesis degree


6.3. Books

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