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Summary of the doctoral dissertation
“Interpersonal trust management model in the Police”

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In contemporary realities, each organization is forced to work out a way to adopt to the needs and expectations of both the society and employees.

The organization of the Police as an organ of state administration belongs to the group of public trust profession. Therefore, high requirements are imposed on it, which are of particular importance for the internal security of the state and for the guarantee of rights and freedom of citizens. However, a necessary condition for the fulfillment of this mission seems to be to guarantee trust in the internal environment of the organization, which becomes a key condition for building trust in relations with the external environment of the organization.

The research problem undertaken by author of the dissertation is an important issue both from the theoretical and practical point of view.

Therefore, it is necessary to indicate the directions of changes in the management of organizations of this type aimed at developing a management model that would to a greater extent take into account the elements of teamwork of cooperation and building relationships based on mutual trust. With such a formulated research problem, the main research goal is to develop a model of managing interpersonal trust in the Police. Specific theoretical, methodological cognitive and practical goals were also formulated. The theoretical goals were achieved by organizing the conceptual apparatus relating to trust and interpersonal trust management and presenting the concept of managing interpersonal trust in the organization along with determining the factors influencing the level of vertical and horizontal trust in the organization.

Cognitive goals relate to identifying motivating organizational practices influencing the level of the trust in the Police, impact of the personal trust on organizational values and work effects, verification of interpersonal trust components (such as competence, kindness, reliability) having the greatest impact on the level of satisfaction atmosphere and work results.

On the other hand, the methodological and practical goal includes the development of research tools (a questionnaire, in-depth interview scenario IDI) and a

model for managing interpersonal trust in the police and indicating recommendations for its implementation.

The dissertation consists of an introduction, six chapters and ending. An introduction defines the subject of the research, the research problem, research goals and questions as well as the methods of scientific analysis. The first chapter presents the conditions for the functioning of the police organization, discusses issues related to the formation management process and the motivating organizational practices used in it, also presents the elements that create organizational culture and determinants of job satisfaction in the police and measures of police performance. The second chapter explains the importance of trust and trust management in the organization, discusses the process of building trust in the organization and characterizes selected models of trust in the organization. The third chapter of the dissertation was devoted to the research objectives along with an indication of the adopted research procedure, the research objectives and hypotheses, the research methods and the process of operationalization of variables and tools for their measurement, as well as research sample and statistical tools with indicators for the analysis of results were characterized. The fourth chapter presents the results of quantitative research carried out among officers OPP and SPPP, the results of the analysis of interpersonal trust components for individual variables and structural modeling as well as multiple regression analysis are discussed! This chapter ends with a summary in which the share of individual constructs adopted in the assumed model is presented. Chapter five contains the results of research conducted among police officers taking part in the Voivodship Competition of Policemen of Prevention called “Patrol of the Year”.

The characteristics of the tournament, the goals and the course of the conducted research as well as the most important factors shaping horizontal trust are presented.

The process of building interpersonal trust was also discussed and barriers building trust in the team and relations with the superior were identified. The adopted research hypotheses were verified in the sixth chapter. It presents the interpretations of the obtained results and a model for managing interpersonal trust in the police, as well as indicates practical recommendations along with the limitations of adopted research approach and directions for further research. At the end, the analyzed content is summarized and achieved detailed goals in the discussed research subject are indicated.

Keywords: Police, trust, interpersonal trust, management of trust, management of trust, motivating organizational practices, work satisfaction, work atmosphere, work results.