

Analysis of Results

The questionnaire was handed out in hard-copy format to 20 response officers based in Ely Police Station. Due to low staffing numbers on individual shifts, the questionnaire was disseminated across numerous teams to ensure a wider collection of data was obtained.

For analysis, the questionnaire was split into two parts (Appendix 1). Part A consists of the allocation of 30 occurrences into 4 categories, CRIME, FALSE CALL GOOD INTENT, ANTI-SOCIAL BEHAVIOUR and NON-CRIME. The number of occurrences allocated to the NON-CRIME category were recorded and utilised to form the data for Part A.

Part B of the questionnaire was a selection of 15 follow-up multiple choice questions. Each answer had a pre-allocated score ranging from 1 to 4, reflected in Appendix 1. The higher the score from the answers, the lower the perceived morale of the officer completing. The highest possible score from the questions is 60.

To allow for the comparison of volume of non-crime call attended, and the morale level reflected by the Part B score, these data were plotted alongside each other as shown below in Figure 1.

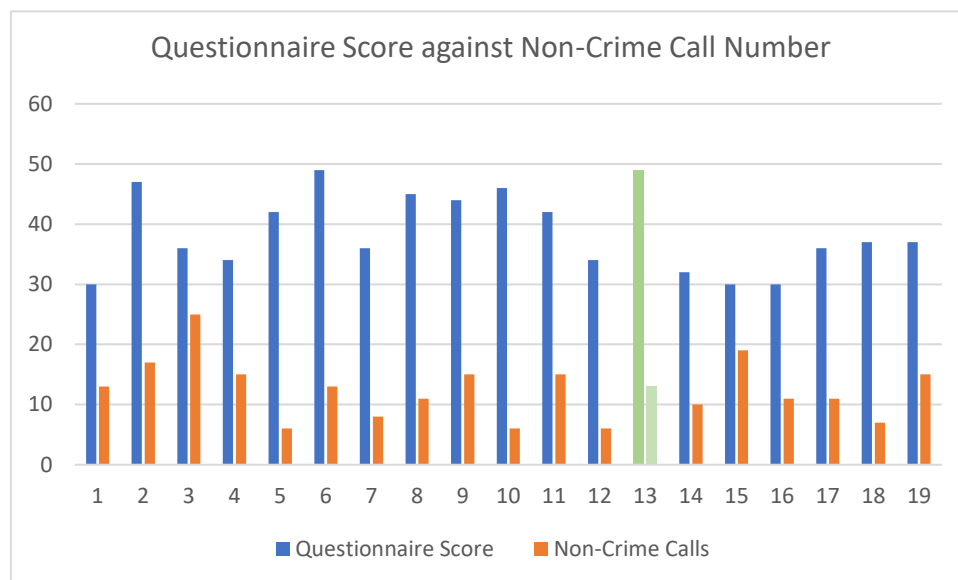


Figure 1. Graph showing the questionnaire score plotted against the number of non-crime calls for each questionnaire filled in.

Figure 1

Figure 1 shows the results obtained for 19 officers, the 20th officer did not return their questionnaire within the allocated time frame and hence it was not included in the results. The officer that returned questionnaire 13 had not read the brief included at the top of the questionnaire (shown in Appendix 1). They had not included 30 occurrences, but had completed Part B, as a result these have been included in Figure 1 but highlighted in green to clarify that they cannot be considered as a result overall. Figure 1 shows that the lowest questionnaire score was 30, making this the highest level of morale reflected across the study. Figure 1 shows the highest questionnaire score was 49, showing the lowest level of morale. These data are also reflected in Figure 2, showing the data taken from the questionnaires that was inputted to the graph.

Questionnaire Number	Questionnaire Score	Non-Crime Calls
1	30	1
2	47	1
3	36	2
4	34	1
5	42	1
6	49	1
7	36	1
8	45	1
9	44	1
10	46	1
11	42	1
12	34	1
13	49	1
14	32	1
15	30	1
16	30	1
17	36	1
18	37	1
19	37	1

Figure 2. Shows the data obtained directly from the questionnaires prior to it being inputted into the graph shown in Figure 1.

Mean and Median of Non-Crime calls
listed in Part A

Mean	12.4
Median	13

Figure 3. The mean and median of the Non-Crime call number taken from Part A of the questionnaire.

Figure 2

Figure 2 shows the same data as Figure 1 prior to being inputted into the graphical format it is shown in Figure 1. Figure 2 shows with clarity that the highest 2 questionnaire scores were from questionnaire number 13 (not considered due to incorrect form completion) and questionnaire number 6. With the highest number of non-crime calls seen in questionnaire 3. These are highlighted

on the figure above in red. It is noted that questionnaire 6 shows the lowest morale, but has the median number of non-crime calls (Median noted in Figure 3.).

Mean and Median of Questionnaire
scores listed in Part B

Mean	38.7
Median	37

Figure 4. The mean and median of the questionnaire score taken from Part B.

It is then important to note that questionnaire 3 had the highest number of non-crime calls, but had a below average questionnaire score – meaning the morale was higher.