

Frontline police employees' social construction of client service

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Abstract

The social construction of frontline employees' client service plays a major role in organisational success. This study illuminated why frontline personnel are reluctant to accept organisational change which is in line with new policing philosophies. Applying modernist qualitative methodology, and particularly grounded theory within a case study design a 'process satisfaction model' was developed with the aim to improve employee satisfaction with internal processes and ultimately service delivery. This model may be used for change in the South African Police Service (SAPS) and other government departments.

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