

## **The motivation of volunteer police officers in Baden-Württemberg between family support and cop-culture - A qualitative Study.**



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## Abstract

**Introduction:** The Voluntary Police Service in Baden-Württemberg (FPD) occupies a particular position in the structure of the Federal Republic's police forces. Members of the Freiwillige Polizeidienst (FPD), founded in 1963, are police officers according to the police law of Baden-Württemberg. They wear a police uniform that differs from the regular police force only in the badges of rank, and they are armed. The study examines factors that have influenced the motivation of members of the FPD when taking up and continuing their service.

**Methods:** Ten volunteers were interviewed in a qualitative study.

**Results:** Bandura's learning theory (1977/1999) and his indirect value transmission theory in which the norms and the culture of the family and the society are transmitted, can arguably support the development of motivations to apply for the police service. Likewise, identified procedures count for applying to the 'Freiwillige Polizeidienst'. Volunteers have a variety of motives, mainly altruistic, social and egoistic. The results show that volunteers are not always aware of their motives, which support similar researches for the United Kingdom. The study uses Deci & Ryans (2018) Self-Determination Theory as the magnifier through which the results were examined. Individuals have innate needs of autonomy, competence and relatedness that must be satisfied. The study supports the assumption that the occupation of a (voluntary) police officer very well satisfies those needs. However, changes in organisation and tasks have a negative influence on motivation and needs-satisfaction. The thesis also provides some recommendations to the police authorities to support measures to enhance the motivation and availability of volunteer police officers.

**Search terms:** special constables, Freiwilliger Polizeidienst, self-determination theory, learning theory, volunteering

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### Author Biography

Friedrich Schwindt served from 1965 until 2007 as a police officer in Nordrhein-Westfalen and at the Federal Office for Criminal Investigation. He was a patrol officer and CID- case officer. After receiving a master-comparable education at the German Police University in Münster-Hiltrup he served as department head at the LKA, regional commander, CID chief and gold commander for severe cases of violent crimes (comparable to an Assistant Chief Constable). He taught criminology and criminalistics at the University for Police and Public Services in Nordrhein-Westfalen and headed a state exams board for ten years. He is co-author of an acknowledged series of English language books for German-speaking police officers. During his service, he participated in several training activities at the police staff college in Bramshill. He served in UN missions as head of police development in Bosnia-Herzegovina and as head of the Kosovo Organised Crime Bureau. Since his retirement, he worked worldwide for OSCE, Council of Europe and the European Union as Consultant on Police and Security Sector Reform until recently. Until 2006 he was the First International Vice President of the International Police Association and Chairperson of the International Professional Commission. Friedrich Schwindt frequently published in UK- and USA police matters. He has taken a substantial interest in voluntary police schemes.

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Explanation of terms and acronyms	
Attrition rate	Documents the number of officers, leaving the FPD
BMI	Bundesinnenministerium, German Home Office
CID	Criminal investigation Department
Cop-culture	Police Culture of frontline officers
FPD	Freiwilliger Polizeidienst, Volunteer Police Service
GdP	Gewerkschaft der Polizei, Police Union
HQ	Headquarters
LT	Learning Theory
PDB	Polizeigewerkschaft im Deutschen Beamtenbund, Police Union
PP	Polizeipräsidium, areal police organisation like a constabulary, also acronym for headquarters
PSVs	Police Support Volunteers
Professional	Professional, paid police officer
Regulars	Regular police officer
Retention rate	Documents the number of officers that stay in the FPD

SC	Special Constabulary
SCs	Special Constables
SDT	Self-Determination Theory
Specials	Special Constables
Street-Cops	Frontline officer
THW	Technisches Hilfswerk, Federal Agency for Technical Relief
UK	United Kingdom

*Table 1: Definition of terms and acronyms*

## 1. Introduction

While volunteer work in Germany has a long tradition in the voluntary fire brigade, rescue services and church institutions, volunteer services in governmental agencies are rare. Government action is based on and restricted by legislation. Legislation must be learned and practised in extended studies. Lay support such as that provided in the United Kingdom (UK) by Police Support Volunteers or Special Constables is not supported by some politicians or trade unions in Germany. As a result, a Voluntary Police Service in Germany exists in only the two federal states of Hesse and of Baden-Württemberg in very different forms.

Many studies are known to explain the formation of motivation in the context of raising a child. According to Bandura's learning theory (1977/1999), parents function to a certain degree as role models, and children learn through modelling their parents. Parents usually transmit their socioeconomic status to children, especially in families with better school education. One of the important educational achievements is the building of self-efficacy in children which enables them to approach tasks successfully and with optimism. However, no study examines so far what motivates people to join and to remain in the Voluntary Police Service (FPD) of Baden-Württemberg. This study will close a gap and examine the influence of the family, the police environment and the political framework on the motivation of FPD members. It is understood that volunteer work happens in a formal and organised context, based on the volunteer definition of the United Nations (UN) as described on page 7.

### 1.1 Aims of the study

The study aimed to investigate the influence of the family and police-culture on the motivation building of members of the FPD in joining and to continue to work with the service.

### 1.2 Research Questions

- *What is the influence of the broader family on the motivation to apply to join the FPD?*
- *What motivates members of the FPD to stay in the service?*
- *What is the influence of the police-environment on the motivation of FPD members?*

### 1.3 Objectives

- *Explain how learning theory and self-determination theory can influence the motivation of FPD members.*
- *Explore the state of political, professional and social discussion about the Voluntary Police Service (FPD).*
- *Analyse what motivates people to apply for the FPD.*
- *Discuss possible changes in service activities from a motivation point of view.*
- *Provide evidence of the changes in the motivation of FPD members during their service.*
- *Formulate suggestions for improvement from the findings of the research.*

### 1.4 Significance of the Study

There are no studies known that investigate the influences of the broader family on motivation to join voluntary police forces like the 'Freiwillige Polizeidienst Baden-Württemberg' (FPD). Learning theories and research describe the influence the family has on the development of young persons and their motivation (Bandura, 1977; Andolina et al. 2003; Nesbit, 2012). The Self Determination Theory (Deci & Ryan; 2000) argues that the needs for competence, relatedness and autonomy are basic intrinsic needs that must be satisfied. These theories can support explanations, why people volunteer to be police officers. They can also explain how the cop/canteen culture of the regular police and changing tasks might negatively influence the motivation of FPD members (Frevel, 2015a; Reiner, 2010).

## 2. Literature Review

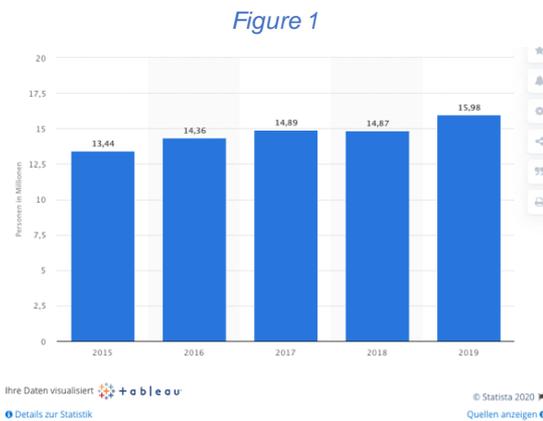
Voluntary work, i.e. unpaid work in one's free time, has a long tradition. In Germany, the history of voluntary work goes back to the year 0917, when the 'Bürgerspitalstiftung', a hospital for people in need, was founded in Wemding, in Bavaria (Edition Schwaben, 2014). The initiative of the Fuggers (Fugger, ND), who built a communal settlement with 105 apartments in the 16th century, is also part of this commitment. The development of care for the poor continued in the 18th and 19th centuries with voluntary care workers. One can, therefore, say that voluntary work in Germany had its origins in the care of the poor, as Wagner (2007) argues.

In the German language, the concept of volunteering is not clearly delimited from voluntary work or civic engagement (Kahl, 2019). The United Nations General Assembly accepted the following definition in 2002 (United Nations Volunteers, 2018):

*'activities undertaken of free will, for the general public good and where monetary reward is not the principal motivating factor.'*

This definition includes activities of volunteers, carried out through organisations in a formal and organised context like the 'Freiwillige Polizeidienst Baden Württemberg'.

The UN Report on Volunteering (United Nations Volunteers, 2018) estimates the number of volunteers worldwide at around 1 billion people. They work in all fields where state care is insufficiently organised or where people are in need. Also, in their home countries, many volunteers are willing to help, unpaid and in their free time, in the voluntary fire brigade, in medical services and care for the elderly, but also as volunteer judges, in church service or sports and other associations. This is why volunteering is of great importance for the cohesion of society and is supported by the state (BMI, 2020). As Hollstein (2017) summarises, voluntary activities ensure individual participation, prosperity, social ties and support the democratic state. Estimates indicate that in Germany in 2019, more than 15 million citizens are engaged in voluntary activities (BMI 2020). Despite this, the question of what motivates volunteers in general and police volunteers especially seems to be a still under-researched field (Haefliger & Hug, 2009; Callender et al., 2018b).



*Statistical overview of estimated volunteers in Germany during 2015 – 2019 in Millions (Statista 2020)*

## 2.1 Volunteer Policing in Germany

In contrast to the UK, voluntary activity in the government sector is scarce. Except for lay judges, voluntary paramedics or volunteer firefighter, no commitment to support government agencies is desired either by the state or by the population. For various reasons, support by volunteers who assist the police in dealing with administrative tasks, as is the case in England and Wales through the work of Police Support Volunteers, is unthinkable in Germany as Frevel (2015b) intimates. The voluntary commitment of citizens in matters of internal security in Germany takes place mainly in the form of 'lay police'. This is essentially a conservative organisational idea. The purpose is not the participation of citizens in the affairs of the state. The idea is instead to increase the amount of visible policing at a low cost by relieving the regular police force of 'simple' activities (Groß, 2008). The introduction of voluntary police services is met with criticism for historical and fundamental professional reasons. In contrast to British traditions, a German police union and political parties of the mid-left spectrum are hesitant to support these tendencies of the so-called 'de-professionalisation' in police work.

## 2.2 Freiwilliger Polizeidienst in Baden-Württemberg (FPD)

The Voluntary Police Service (FPD) was introduced in 1963. Concerning the number of personnel, but also the tasks, significant changes have occurred over time. In 1970 the FPD had more than 4300 members, by the year 2000 the number had decreased to about 1200, and today it has about 600 members:

Polizeifreiwillige (jeweils Stand 31. Dezember)

Jahr	Stärke	Jahr	Stärke	Jahr	Stärke	Jahr	Stärke
1963	Keine	1978	<b>3.608</b>	1993	<b>1.377</b>	2008	<b>1.201</b>
1964	Erfassung	1979	<b>3.437</b>	1994	<b>1.219</b>	2009	<b>1.215</b>
1965	<b>4.196</b>	1980	<b>3.272</b>	1995	<b>1.255</b>	2010	<b>1.246</b>
1966	<b>4.363</b>	1981	<b>3.153</b>	1996	<b>1.215</b>	2011	<b>1.175</b>
1967	<b>4.448</b>	1982	<b>2.956</b>	1997	<b>1.176</b>	2012	<b>1.041</b>
1968	<b>4.367</b>	1983	<b>2.663</b>	1998	<b>1.294</b>	2013	<b>865</b>
1969	<b>4.276</b>	1984	<b>2.460</b>	1999	<b>1.246</b>	2014	<b>763</b>
1970	<b>4.317</b>	1985	<b>2.285</b>	2000	<b>1.228</b>	2015	<b>744</b>
1971	<b>4.215</b>	1986	<b>2.134</b>	2001	<b>1.184</b>	2016	<b>708</b>
1972	<b>4.095</b>	1987	<b>1.974</b>	2002	<b>1.197</b>	2017	<b>673</b>
1973	<b>4.020</b>	1988	<b>1.913</b>	2003	<b>1.189</b>	2018	<b>640</b>
1974	<b>3.961</b>	1989	<b>1.840</b>	2004	<b>1.171</b>	2019	<b>601</b>
1975	<b>3.906</b>	1990	<b>1.679</b>	2005	<b>1.139</b>		
1976	<b>3.702</b>	1991	<b>1.624</b>	2006	<b>1.164</b>		
1977	<b>3.529</b>	1992	<b>1.490</b>	2007	<b>1.145</b>		

Table 2: Police Volunteers from 1963 to 2019 (Ministerium für Inneres B-W 2020)

In 1989 the FPD was opened to female volunteers. While they amounted to 1.4% of the FPD numbers 1992, it had reached 12.6% by 1999 (Pütter & Kant, 2000b). Volunteers currently receive an expense allowance of 7 € per hour of work and should be deployed for a maximum of 20 hours per month (Frech, 2019). German citizens and also European Union (EU) citizens with a good reputation who are at least 18 years old and healthy can become members of the FPD (Ehm, 2005).

According to the law on the voluntary police service (FPolDG, 1985) and to the Baden-Württemberg police law, the members of the FPD are police officers. They wear a blue uniform like the regular police and a side-arm, only the rank insignia differ (Hirschmann, 2015). The volunteers have, after seven weeks of initial training, basically the same powers and duties as regular police officers. The FPD is widely unrecognised in public (volunteer # 10), and members of the FPD are generally not identified as lay police officers. The focus of the deployment shifted around 1994 from building protection to greater participation in traffic control, law enforcement services and support to shift patrol duties.

During the grand coalition between Christian Democratic Party (CDU) and the Social Democratic Party (SPD) until 1996, the then Minister of the Interior favoured the abolition of the FPD (Pütter & Kant, 2000a). However, following the 1996 election, the new, conservative, Minister of the Interior tried to renovate the FPD and double the number of members. Essentially, the FPD was supposed to be involved in local crime prevention, to wear civilian clothes and go unarmed on prevention patrols. They should also take targeted action against fringe groups and end harassment and disorderly conditions in anxiety

zones (Pütter & Kant, 2000a). This recruiting initiative was not successful. Numbers of volunteers continued to drop (Table 2).

After the 2011 election, a new state government between the Social-Democrats and the Green Party was formed. It decided to let the FPD expire (IM Baden-Württemberg 2019). In January 2013, a new regulation referred to the protection of the volunteers from dangerous tasks they were not sufficiently trained for. Visible patrol and participation in shift duties by FPD members were banned (Bäßler, 2012). This meant no more recruitment and minimising the public appearance of FPD members in uniform, effectively through budget cuts by 50 %. If the HQ had €200.000 for the FPD, that would pay about 300.000 hours of service. If the budget is cut by 50 %, only 150.000 hours of service can be paid. This means fewer calls, less attractive assignments and consequently, volunteers either quit formally or do not answer calls anymore (PD a.D. 'A', 2020).

The 2016 state election brought the Green Party and the CDU to power. The government decided in the coalition agreement of 2016 to continue the Voluntary Police Service at its current level (LT BW 2018) and to develop a new concept. This concept does not yet exist. Points of discussion are the uniforms and equipment of the FPD with firearms, which is, especially by the SPD and the Green Party as well as the major Police Union (GdP 2020) considered not to be useful. The FPD should not perform tasks that should only be the responsibility of well-trained professional police officers. Other experts point out that serving as a police officer is a job based on experience. With the number of shifts served along with a regular police officer, the professional experience and the feeling for dangerous situations increases (Whittle, 2019; PD a.D. 'A', 2020). However, FPD members are currently only assigned to traffic regulation duties at peaceful mass events like at fairs or shopping centres. During the Corona-Crisis since March 2020, the number of calls for service to FPD members has again drastically decreased.

### 2.3 Theories of Learning and Volunteer Motivation

Many organisations today could not survive without the help of volunteers (Govekar & Govekar, 2002). This is especially true for organisations that consist only of volunteers, such as the Special Constabulary in the UK and FPD of the State of Baden-Württemberg. The deployment of volunteers is not cost-neutral. Recruitment, the selection process, basic training and training 'on the job' tie-up human resources of the regular police force

and therefore cost money. Equipping, furnishing, and allowances for volunteer police officers is not free of charge either (Whittle, 2014; PD a.D. 'A', 2020). Avon and Somerset Constabulary estimate the cost of recruiting, equipping and training a volunteer at more than € 2300 (Pepper & Wolf, 2015). Organisations employing volunteers must be aware of the costs and try to keep their volunteers as long as possible. Therefore, knowledge of what motivates a volunteer and what can demotivate her/him is essential.

### 2.3.1 Learning theory, modelling and status transmission

The young person learns in her/his family the norms and customs of her/his society. Bandura developed this in 1977/1999 as the 'Theory of Social-(Cognitive) Learning' or 'Modelling' (Sandweg, 2017) through which a young person learns. In the family, household tasks are shared. The social behaviour learnt in the family follows Bandura's four-step design that combines cognitive and operant elements:

- A) Attention – the child's attention is drawn to something interesting
- B) Retention – the child remembers what it has seen
- C) Reproduction – the child copies what it has seen
- D) Motivation – the process of copying leads to reinforcement or punishment.

In kindergarten, one of the most popular games is 'cops and robbers.' In this attractive game children playfully deal with dangers, learn and imitate different roles. Also, the learning process of games follows Bandura's learning theory (1977/1999) and his four principles:

- E) 'Attention to the model' which means that the child becomes aware of the role of the robber or gendarme and decides on the most attractive role.
- F) 'Retention or repeating of the learned skill' indicates that the child rehearses and internalises the role playfully.
- G) 'Reproduction or imitation' points out the necessity of repeatedly rehearsing and practising the preferred role.
- H) The fourth principle is 'Motivation to learn'. If the role is attractive, the child finds it easy to learn the role.

Children grow up with authorities: parents, teachers, priests. Parents and relatives who work as police officers, military officers, military police or professional firefighters represent the state and deal with dangers. These professions are prestigious and convey a particular social status. Children idealise their parents, model and imitate them (Sandweg, 2017). Police officers stem from homes where civic values - such as a good education - are internalised. Parents with these professions usually represent a police-friendly milieu. Even if they do not talk much about their profession, they are their children's role models. Bekkers (2005, 2007) points out that social learning theories can explain why children emulate their parents and relatives in their professions. Bandura (1965) suggests that this happens in the same way as the game of cops and robbers is practised. Janoski & Wilson (1995) posit that parental influence on children happens in different ways through the transfer of the socio-economic status that supports above-average education or through modelling or both.

During the same process, the child copies the model of parents regarding voluntary work in associations, the church and other organisations that rely on volunteers. The role model of the parents likely has a crucial function in the development of their motivation. When parents teach their children social responsibility, they also transfer the motivation to help (Wilson, 2000; Bekkers, 2010). Nesbit (2013) supports this with the 'Status Transmission Theory' according to which the family transfers social status to the growing child along with the social tools (Wilson, 2000).

According to Bekkers (2005, 2007), the direct status transmission is expressed in the approval of the child's performance and in the educational performance, which leads to value internalisation. Value internalisation is defined as the ability to regulate one's behaviour with little input from parents. More critical is seemingly the indirect status transmission in which parents pass on their social status to children. Higher status supports higher education. The indirect status and personality transmission model, rooted in Weberian theory (Janoski & Wilson, 1995), envisions that children take over personality characteristics like profession or support to the state. Education and personality characteristics can be promoted by modelling or transfer of social status or both as Bekkers (2005, 2007) posits. Bekkers (2005) has also found that volunteers are more outgoing, compassionate, better educated and church-bound than other people. Maq̄sud and Coleman (1993) find support in a cross-cultural study. Their study suggests that achievement

motivation is significantly higher among students who live at home in contrast to students who live alone or with host parents.

### 2.3.2 Self Efficacy

A crucial educational task of parents is the development of self-efficacy in the child (Nabavi 2012). This theory, developed by Bandura (1977/1982), means that the young person believes that his/her competence will enable him/her to solve upcoming tasks successfully. This is important for school-success and also for a professional career. As Nabavi (2012) explains, self-efficacy can control ambitions. Individuals know their strengths and weaknesses and can tackle tasks based on their prior success and their knowledge of their competence. Individuals with a high level of efficacy are, according to Mark & Campbell (2011), more triggered to master challenging tasks than to avoid them.

Self-efficacy is essential for coping with challenges and expectations of success (Nabavi, 2012). The degree of self-efficacy determines whether a young person becomes an optimist or a pessimist (Bandura & Cervone, 1983).

### 2.3.3 Motivation

Motivation connotes that human behaviour is goal-oriented or purposeful (Pardee, 1990). 'Motivation', according to Maslow (as cited in Pardee, 1990:6), can be explained as the force that makes someone satisfy his or her needs. Various theories on motivation in working life have been established and tested over time. Some theories are based on Maslow's Hierarchy of Needs (1954/2018); others refer to learned needs (McClelland, 1987).

In the field of voluntary policing, Bullock & Leeney, (2016) find that volunteers have altruistic and selfish motives. Harrison (1995) points out that in the special constabulary, younger specials have more often selfish motives (i.e. to join the regular police), while older specials report more often altruistic motives. Cosgrove, (2016) and Pepper, (2014) support these findings. Other researchers emphasised that several motives can exist simultaneously (Ramshaw and Cosgrove, 2019). Durkheim already mentioned, that human nature is based on dualism and that people have both altruistic and egoistic traits (Thompson, 2002). Batson and Shaw (1991) question whether a powerful emotion provokes an altruistic motivation or whether motivation can be selfish even though others benefit from it. Cnaan and Goldberg-Glen (1991) assume that motives are built on a

subconscious level. Finkelstien and Brannick (2007) posit that some volunteers do not know what their motives exactly are. Haefliger and Hug (2009) summarise that there is no study available to date that examines the motivation of volunteers from the recruiting process through the current service to leaving the service, that provides meaningful observation of changing motivation over time. The question, what motivates people to work voluntarily and what might demotivate them is not conclusively clarified. Future research should consider changes within society and the education system during the last fifty years. The number of students obtaining A-level degrees in Baden-Württemberg, for instance, has constantly increased from about 3,000 in 1970 to about 10,000 in 2010.

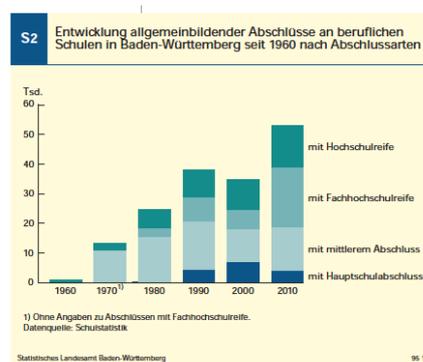


Figure 2: Wolf, Rainer. (2012) Increase of students with high school diplomas from 1960 to 2010

Nevertheless, many studies deal with the motivation of volunteers. According to Cnaan and Goldberg-Glen (1991), volunteerism derives from an undifferentiated helper motive. Frisch and Gerard (1981) developed a two-dimensional model in which selfish and altruistic motives play a role. By adding social motives, other researchers develop a three-dimensional structure. The social-psychological literature discusses models with up to six different motives for voluntary work (Clary & Snyder, 1999). Fitch (1987) developed a scale of twenty terms and found altruism, social obligation and selfish motives to be the most significant motivators. McClelland's (1961/1985) 'Human Motivation Theory' defines the basic needs of people like Maslow (2018) in order of importance: physiological needs, security needs, and the needs for self-esteem and 'self-realisation' (McClelland, 1987). He identified three significant extrinsic motivators that he believes are present in every human being: the need for achievement, belonging and power. McClelland explains that these needs are learned and develop throughout life. They are predominantly based on culture and life experiences (Pardee, 1990) and are present regardless of age, gender or culture. One of these motivators is always dominant and thus determines different

characteristics. Accordingly, different behaviour results from the different combination of the needs mentioned.

Clary et al. (1998) developed a six-factor theory (Butt et al., 2017). It has been extended to a Volunteer Function Inventory (VFI) and translated by various researchers not only into their national language but also used in different versions, which differ in the number of functions depending on the type of organisation studied. This makes comparison difficult, if not impossible. McClelland ignores intrinsic motivations, such as someone working in an organisation because the task is fun and fulfilling. Haefliger and Hug (2007) summarise that studies based on VFI give the impression that values, understanding and enhancement are most often found as volunteer motives. Values, however, seem to regress over time and egoistic motives like enhancement and understanding are more visible and vital. This is likely caused by the narrow focus on a predetermined list of extrinsic motives and incentives (Haefliger & Hug, 2007).

The 'Self-Determination Theory (SDT)' developed in the 1960s and 1970s by Deci and Ryan (2000) is qualitative oriented and concerned with the degree to which people observe self-determination or control in their behaviour. SDT complements Bandura's (2002) Theory of Social-Cognitive Learning and is a promising approach to explain the motivation of police volunteers. While using almost the same terms, it stands in contrast to McClelland's theory. Deci and Ryan (2018) explain the motivation for achieving a specific goal as dependent on the fulfilment of three innate basic needs:

- *Autonomy*
- *Competency*
- *Relatedness*

If individuals feel that they can influence how the job is done, then the work is autonomously motivated. If the working environment or fields of work change, this affects the feeling of autonomy and thus the intrinsic motivation. The more careful and softly changes are communicated; the less is autonomy affected. Voluntary work is motivating when people can perceive themselves as autonomous and proactive and show their abilities. Deci and Ryan's concept of competence is linked to our sense of success and reflects experiences of success in everyday life. Elliot et al. (2004) describe that children are at 18 months already able to understand tasks cognitively with precision. During the next

step, the child explores task requirements and shows its competence in finishing activities completely. This leads to joyful reaction and expressions of pride in accomplishments. Individuals want to enjoy the challenges the occupation presents. The feeling of success depends on how people deal with success or failure. When people have the opportunity to challenge themselves and receive feedback in the right way, this increases the feeling of competence and enhances their sense of success.

According to Baard (2004), relatedness is about how individuals associate with other people. Deci and Ryan (2000) assume that humans have an innate need to feel connected with other individuals in their social milieu. People seek good, collegial relationships. They want to feel comfortable and accepted in the circle of colleagues for a long time. The ability to express feelings and thoughts openly is essential (Vansteenkiste et al., 2007).

Deci and Ryan (2018) distinguish between intrinsic and extrinsic motivation that is either defined as self-determined or controlled as described in Table 3:

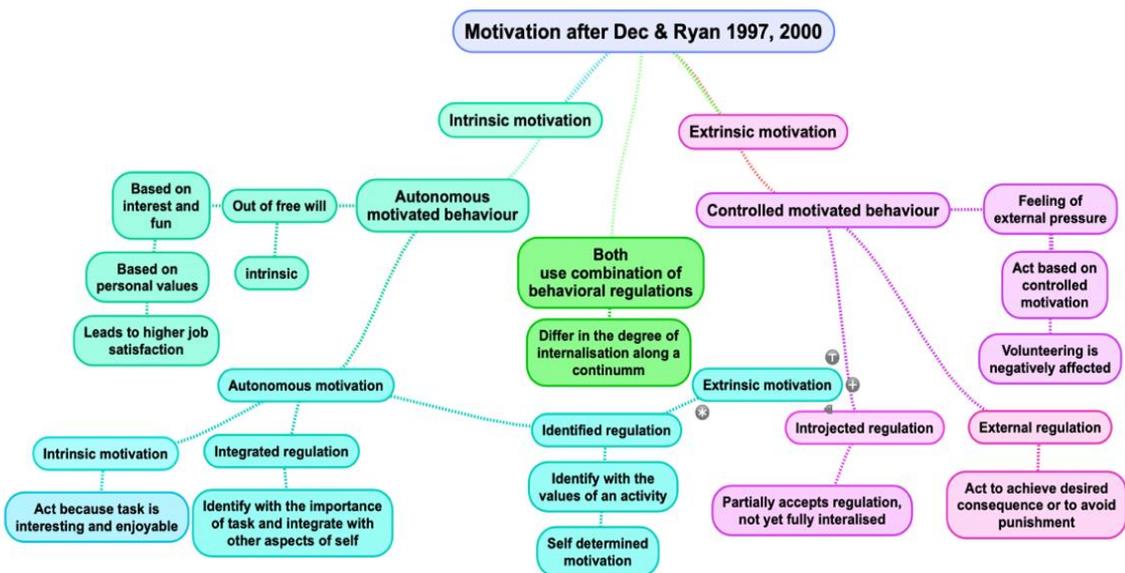


Table 3: Types of self-determination and control, based on Deci & Ryan (Schwindt, 2020).

If a person feels intrinsically motivated, s/he fulfils upcoming tasks out of interest and enjoyment of the exercise itself - that would be the highest form of motivation. Intrinsically motivated is an action because it is carried out of one's own accord and is fun. For example: playing the cello, without aiming for a goal, such as improving the play. To work, because it supports a good feeling or supports underlying values, is motivated autonomously. Intrinsically motivated behaviour is essentially linked to the need for competence and self-determination. Motivation is also affected when external influences control

behaviour and motivation for a task. Those influences could, for example, arise from punishment or reward. Changes in the field of work or the organisation of work can also have a significant influence. The working atmosphere is decisive for intrinsic motivation. Negative feedback, communicated in the wrong way, can reduce intrinsic motivation (Deci, 1971); positive feedback can support the need for competence. Deci and Ryan (2000) further explain that intrinsically motivated behaviour is linked to all three needs (autonomy, competency, relatedness) during its development. According to Deci and Ryan, the fulfilment of these basic needs is a prerequisite for human well-being and integrity. Changes in tasks or the working environment can have negative consequences on the motivation of volunteers. Intrinsic motivation (Table 3) then can switch to identified regulation in which the volunteer still identifies with the underlying values of an activity (i.e. doing something meaningful) but no longer with the activity itself. Haivas et al. (2013) suggest that unfulfilled needs for autonomy and relatedness, provoked through changes in the work environment, are relevant for volunteer attrition. Changes may lead to frustration and finally to quit volunteering. An action is extrinsically motivated if it is performed to achieve a consequence. As an example: A young man joins the FPD in order to increase his chances of later employment with the regular police force.

#### 2.3.4 Self Rewards

According to Tamir and Mitchell (2012), people like to communicate to others their subjective experience and that doing so is experienced as an intrinsic reward. Tamir & Mitchell (2012), Finkelstien (2009), Bandura et al. (1967) and others have shown a tendency for volunteers to reward themselves for their work. Herzog (2019) describes this as the need for a 'warm glow'. It increases people's well-being and satisfies innate needs to feel good (Deci & Ryan, 2000; Yanay & Yanay, 2008). Bekkers (2005) posits that the 'warm glow' is an essential factor in motivating volunteers.

#### 2.4 Police / Cop Culture

Police researchers have long been interested in whether there is a specific police culture within our culture and how it affects us (Reiner, 2010). The focus is on trying to understand how police officers see the world and how they evaluate their position in this world. Police culture represents a sub-culture within the culture of society, as Behr (2002) names it. It is characterised by an unspoken understanding of what makes a police officer,

as Paoline (2004) observes. This understanding results from the traditional experience with professional colleagues, which leads to the trust and support of colleagues from one's own authority. Waddington (1999a) and Cockcroft (2015, 2020) remind us that scholars had a mostly negative view of police culture, which is slowly making room for a more realistic view. Researchers have, in recent years, identified two very different police cultures: that of managers and that of frontline officers or street cops (Loftus, 2009a).

The police culture of managers is the organisational culture of the police and comprises the typical, law-orientated courses of action and value patterns, mission statements and norms. This organisational culture communicates to the outside world to society. People call the culture of the frontline officers in contrast 'cop culture'. It is the culture that has an internal effect, especially in the patrol service of frontline officers. It has a high identification value as a minority culture (Behr, 2002). While the management culture wants to implement political demands on the police and organisational goals, frontline officers often block these goals (Reiner, 2010). Behr (2002) describes that street cops develop behaviours that protect them from the control of their superiors. Skolnick (2000: pos. 1407) argues that frontline officers often develop a 'working personality' in response to threats and authority.

According to Behr (2002), cop-culture offers a community of destiny in which one person stands up for another, and loyalty is requested and offered. In situations of danger, one must be able to rely on one's colleagues. The 'code of silence' protects deviant officers from investigation and internal and external consequences (Westmarland & Conway, 2020). Betrayal of colleagues 'ist eine Todsünde' (a deadly sin), as Behr explains during the discussion of a recent police scandal in Germany (as cited in Kess, 2020). This idea is essential, and therefore the central element of cop-culture as Reiner already in 1984 proposed (Reiner, 2010). Cops often justify their defence against management with complaints that new measures and procedures are not sufficient. Especially citizen participation in police service and crime prevention are rejected, as Myhill and Bradford (2013) observed.

Gravelle and Rogers (2010) and Ren et al. (2013) argue that historically, frontline officers have always resisted outsider involvement and organisational change. 'Cop mentality' distinguishes between 'us' and 'them', from which a natural reluctance towards outsiders follows. Terpstra and Schaap (2013) point out that since the 1960s the described

connections have been confirmed by a large number of studies on cop culture in England and Wales and other European countries. However, the number of publications in Germany on police culture is still low (Vera & Jablonowsik, 2017). The view that there is an omnipresent and unchanging police culture seems to have been abandoned (for all: Waddington, 1999a). Paoline (2004) and Loftus (2009a, 2009b) offer that cop culture can differ according to the local conditions in which officers work. Since the 1990s, there have been numerous changes in police organisations. Departments have been decentralised, and in Baden-Württemberg and other German states, mass crimes have been shifted to the processing level of the police inspectorates. Community-Policing elements were removed from the foot patrol service and made independent. Career opportunities for females in the police force, as well as the dissolution of the lower-intermediate police service in various German states and the move towards academic police training, have had a significant impact. This necessarily leads to changes in the cop-culture.

## 2.5 Limited Research on Volunteer Policing

To date, there is no publication in the German language that deals with the motivation and experience of voluntary police officers in Germany. This is likely because there are only two uniformed voluntary police forces in Germany, the Voluntary Police Service of Hesse and the one of Baden-Württemberg. Due to different legal and cultural conditions, voluntary police forces in the UK and the USA are a natural part of citizen participation. In the UK, the number of publications has slightly increased in recent years (Pepper and Wolf, 2015). This likely relates to the fact that every year about 20% of volunteers leave the service demotivated (Whittle, 2014). Researchers often use the quantitative approach on the Special Constabulary (Gaston & Alexander, 2001; Pepper, 2014; Wolf, Ross & Dobrin 2016; Millie, 2019). However, the qualitative approach allows collecting the real experiences and motives of the volunteer police officers. The small number of participants in such studies means that the results should not be generalised (Callender et al., 2018a, 2018b).

### 3. Methodology

Methodology, as Petty et al. (2012) describe links to a research strategy that controls various procedures. This research design uses data generated from active police volunteers through semi-structured telephone interviews. This design supports the evaluation of motivational aspects that influence police volunteers to apply for and remain in this role.

#### 3.1 Research Philosophy

Research paradigms direct the philosophical aspect of research. Wahyuni (2012) points out that a research paradigm is a collection of theoretical assumptions and opinions on how the world operates. A research paradigm provides a structure that manages the performance of the researcher. Paradigms frame and understand social phenomena in a particular way. Therefore, they heavily influence how a study is conducted.

The two main philosophical strings that define research paradigms are ontology and epistemology. They point to the creation of knowledge or the development of this knowledge. Ontology is the view on how to perceive reality. This reality depends on social actors and how they experience reality. As Mason (2018) posits, the scientist needs a firm understanding of his ontological view and epistemological position; otherwise, his particular research design will lack understanding. Qualitative research is linked to an ontological approach based on constructivism. It is branded by the belief that research is about interpretation and not hypothesis testing (Howitt & Cramer, 2020). Constructivism, in this sense, means to view social reality as a constantly changing product of somebody's composition. This is not only related to the study subject but also to the analyser. Following Mason (2018), this study is based on the ontological belief, that the knowledge and experience of members of the FPD, their perceptions and narratives are relevant characteristics of their social existence and that the research questions are thoughtfully formulated to investigate this.

Members of the 'Freiwillige Polizeidienst' are a close social group within the police of Baden-Württemberg. This study is interested in members of this group, and to obtain information on their personal experiences, motives and feelings as police volunteers. Their motives and feelings have not yet been the centre of research. Therefore, the

collection of rich data is seen as a precondition to generate knowledge. Epistemology, according to Wahyuni (2012), is the view on what creates adequate knowledge. This refers to the different methods that are used in qualitative research. The researcher takes the view that adequate knowledge is generated through a qualitative approach by interviewing members of the FPD and recording their views, experience and motivations. Consequently, this research uses a qualitative semi-structured interview-approach to study this subject.

### 3.2 Reflexivity in research

Brown has developed the following classification for the researcher:

Institution	
Police	Civilian
Insider – Insider	Outsider-Insider
Insider – Outsider	Outsider-Outsider

*Table 4: Typology of Police Researchers following Brown (1996) and Davies (2016)*

Following the classifications formulated by Brown (1996) and described by Davies (2016), the researcher identifies as an outsider-insider, i.e. someone who was a police officer, who after his retirement works in an academic field. It is questionable whether Brown's (1996) typology is valid in this case. There is undoubted, as Brown (1996:182) argues, a 'shelf life' after which the internal expertise of an insider becomes invalid. However, after he retired from the police, the researcher worked as a consultant in semi-academical occupations until recently. Choosing the Voluntary Police Service as his subject has its roots in his police- and his academic background. Following Breen (2007), the author would, therefore, alternatively, situate himself on a continuum in contrast to being an insider or outsider. Innes (2010) describes four kinds of research: 'by the police', 'on the police', 'for the police' and 'with the police'. The research result depends strongly on the cooperation of the police in Baden-Württemberg and its volunteers. Therefore, following Dawson and Williams (2009) his epistemological position would be best described as working 'with the police'.

Attia and Edge (2017) describe reflexivity as an ongoing process that establishes a systematic review of what the researcher wants to achieve and how he achieves his results. They divide reflexivity into a prospective and a retrospective process, as a bi-directional

relationship between the research and the researcher, which explains what influence the research object has on the researcher and vice versa. This is a process that starts with the project-planning and ends with the delivered research results. In this way, reflexivity is the backbone of qualitative research, ensuring unbiased and credible results and supporting the creation of persuasive arguments (Mason, 2018).

Neumann (2014) describes six major interviewer faults, starting from unintentional errors to intentional subversions. The researcher may develop biases pro or contra the FPD or against particular FPD-members. It is also possible that the researcher develops biases against the position of one police union or the past and current governments of this particular state for not acting to solve the situation concerning the FPD. These possible biases were considered and avoided during this study by frequently internally reflecting on the research process and discussing this with academic colleagues.

### 3.3 Research Method

Research methods are techniques that transform generated data into knowledge. Several research methods have been considered. Patrick (1973), Liebow (1967) and Whyte (1993) have presented some great ethnographic studies for observational participation. However, neither covert nor overt observations would have achieved the aim of the study, since neither the behaviour nor the actions of the volunteers as a 'naturally occurring group' (Howitt, 2019:116) were the subject of the research. A purely quantitative approach was not considered because of the small size of the sample; this would probably have required a more precise hypothesis formation. The use of a qualitative questionnaire was also disregarded, as it did not offer any possibility to ask probing or exploratory questions.

According to Howitt and Cramer (2020), the unique quality of focus groups lies in the observable dynamics of the situation, which is different from interviews. However, the corona pandemic did not allow this approach. Neumann (2014:167) explains that the collection of 'soft data' such as expressions or statements requires qualitative research strategies. Newburn (2017) points out that the exploration of feelings, knowledge and motives can be well observed through a qualitative approach using semi-structured or unstructured interviews.

Interviews provide a base to establish rapport in which the transferred knowledge, that the researcher is a former 'insider' can help. As Howitt (2019) notes, the 'insider status' can support the explanation of obtained feelings and motives. Therefore, the face-to-face interview method was preferred.

The corona-pandemic and the decision of the University of Essex-online, to prohibit face-to-face-interviews, opened the option of telephone interviews. Despite its popularity (Opdenakker, 2006), telephone interviews seem to be widely rejected and seen as trivial in comparison to face-to-face interviews. Especially the lack of visual signs that might lead to a lack of nonverbal cues is mentioned. However, Novick (2007) assures that besides the decreased costs, telephone interviews have positive effects too. She names the fact that interviews via telephone may offer participants a more relaxed atmosphere in which it is easier to disclose painful thoughts and information. Obtaining accurate and reliable data was a priority throughout the research, where a relaxed and friendly approach was adopted to help achieve trustworthiness and rich data (Howitt & Cramer, 2020).

### 3.4 Social Desirability issue

A qualitative approach, in which the interviewee may occasionally stray away from the interview question, makes it harder to assume what the interviewer wants to hear. In unstructured or semi-structured interviews, an experienced interviewer will more easily detect biased comments and react with probing questions. To reduce the possibility of social desirability, the interviewer followed Shye (2010) by asking participants what they think why other people do volunteer work in general. As Shye (2010) convincingly assumes, people would answer the question based on their understanding, observation of colleagues' and their own motivation.

### 3.5 Research issues

Behr (2002) cites Mazza (1992) intimating that the prerequisite for successful interviews is first of all relationship work, only then data collection. Mason (2018) warns of the power relation during qualitative interviews. Prospectively reflecting on this issue, it is necessary to create a relaxed atmosphere and to explain the aim of the interview. The information that the researcher is a former police officer who still has a keen interest in police matters can help to ease the situation. As Loftus (2009a) points out, police officers

feel connected and trust each other more quickly than other people. According to this, the former 'insider' could achieve greater acceptance among respondents. The fact that he or she still has an interest in the police can have a positive effect on the willingness to be interviewed (Howitt, 2019). An obstacle to the formation of relationships could be his former rank because this would allow him to be seen more as part of the organisational culture of the police. This could be the reason why only ten FPD members offered interviews. It is also possible that volunteers saw the interviews and the investigator as an opportunity to stand up for them and the situation they find themselves in, in the hope that the investigator might be willing and able to influence the unsatisfactory situation. Mentioning the previous employment in the police force of the state of North Rhine-Westphalia and the former rank in the letter of invitation is owed to the ethical principle of giving as much information as possible to the interviewees. A potential interviewee could, based on the participant's information, decide if s/he wants to contact the researcher or not.

### 3.6 Sampling and procedure

The research population are members of the FPD in Baden-Württemberg. Members are generally between 18 and 60 years old, but these limits can be extended as with regular police officers. They are assigned to thirteen headquarters (HQ) of the police Baden-Württemberg. X-HQ has currently 60 volunteers assigned (13 females, 47 male). HQ staff has informed all 60 volunteers through the sending of invitation and informed consent papers via their police email. Two female and eight male members answered the invitation, sent back the informed consent form and were interviewed. Participant information/invitation, consent form, interview guide and debriefing form are listed as appendices and attached to this report.

### 3.7 Data collection

Brinkmann (2018) argues that the number of interviews depends on the purpose of the study. Newburn (2017) offers that the qualitative approach usually allows only a small number of interviews. Gibbs and Franks (2002) interviewed six participants. McCracken (1988) advise that eight interviews will suffice. Other researchers suggest continuing interviews until a theme saturation is reached. However, other issues, like the timetable for completing the project or the time needed to find participants, make appointments,

conduct interviews, transcribe and analyse them, are likewise essential and influence the number of participants. Following Baker and Edwards (2000), this study used a ratio of ten participants (two female and eight male) out of a sample of sixty.

During June 2020, ten interviews were conducted, using a semi-structured interview guide with 20 questions (see appendix 3). While trying to hold the order of the questions for better comparability of the interviews, several amendments, follow-ups, indirect and probing questions were utilised to keep the flow of conversation going. Consequently, the most important questions were covered while giving the research subject the chance to stray to other areas of importance. Each interview took about 30 – 50 minutes. During the interview process and for the transcription, participation numbers were used to comply with anonymity.

Also, background information was obtained by serving and retired senior officers as well as from former volunteers.

### 3.8 Data processing, transcripts, coding, analysis

Mason (2018) pointed out that the interpretation of qualitative material can be challenging to manage. It is also epistemologically demanding (Mason, 2018) and requires a decision on what is understood as data and what these data contribute to the research. Jeyarai et al (2006) remind us of possible biases that occur during the coding process. These possible biases, that can also occur when respondents give similar answers, were as much as possible avoided. The transcription of the ten interviews produced about 130 pages in A4 format. The amount of data was clustered into codes, roughly following Neumann's (2014) suggestion of thematic coding. After the first reading (open coding), a matrix was produced based on the interviews (see appendix 7). This matrix showed where participants priorities were in their answers. During the second and third step (axial coding), these answers were assessed and explored and grouped into major themes which were then during a final selective analysis grouped according to importance (see appendix 8).

### 3.9 Ethical Considerations

Anonymity and confidentiality are the main ethical issues. Anonymity was reached through the following measures:

The police headquarters was instrumental in informing possible participants via their internal email system. Interested participants then contacted the researcher via his university email or phone. Therefore, the HQ-Administration cannot identify who volunteered in the research.

Participants were given a registration number under which the research results are administrated. In the case of withdrawing informed consent, participants can refer to this study number.

Interviewees were made aware of the researcher's moral obligation to report them in case they mention crimes they had committed. Wiles et al. (2008) report several dangers to confidentiality. Widespread is the accidental disclosure of data that potentially identify the source. This was all considered during this study and avoided. Kaiser (2009) suggests that confidentiality is especially in small scale research challenging to protect. In the police, people know each other well. To preserve the anonymity of the Polizeipräsidium in question, it was given the pseudonym 'X'. The names of all individual volunteers have been changed to numbers, and some details have likewise been changed. Participants emails, forms and recordings were stored on a computer in a password-protected folder. Also, transcripts and translated version into the English language were stored in separate, password-protected folders. Personal identifiers in transcripts were reduced, and anonymity was protected by changing particular characteristics. Only two out of fourteen female volunteers from the Police Headquarters in 'X' applied to be interviewed. In following Wiles (2008) suggestions, some stories were broken up to different persons. Only the researcher and supervisor had access to raw data and forms.

The next section will report on the findings.

## 4. Findings

The research strives to identify the motives that lead people to join and remain in the Voluntary Police Service. Elliot et al. (2004) discuss the close connection between 'need' and 'motives'. They point out that in the past scientists have used both terms synonymously, e.g. McClelland. Elliot et al. (2004) assume that both terms are closely related. In their view, both terms represent affective, motivational tendencies that drive people.

In contrast to motives, needs are part of the inner psychological attitude that must be satisfied in order for a person to work optimally and feel good. According to Elliot et al.

(2004), a need is an innately rooted motive. The vital question of what motives and needs drive people can be answered by analysing the statements of the volunteers in the interviews. 'Needs' are likely hidden in clues that can be coded and later sorted by topic. The University of Huddersfield (2020) defines coding as the process of identifying text phrases. Codes are labelled text particles that are characteristic of the volunteer's experiences or feelings that the researcher considers relevant.

#### 4.1 Themes

Yi (23 July 2018) suggests that themes are the overarching category supported by codes. After several coding sessions, the following themes were identified:

- *Adventure*
- *Challenge*
- *Competition*
- *Family*
- *Feeling good*
- *Interest*
- *Recognition*
- *Social*
- *Status*

These themes represent the feelings and needs of volunteers, as expressed during the interviews. According to the interviews, participants are competitive; they like challenges, want to feel good and have vital needs for recognition. These needs fit very well into Deci & Ryan's Self-Determination Theory and their innate needs for

- *Autonomy*
- *Competence*
- *Relatedness*

as argued below.

#### 4.2 Characteristics of Participants

Volunteer # 1 was a member of the FPD from 1998 on. After studying for the higher intermediate civil service, he started studying law and finished with a law doctorate. He has an affinity for the police and works as a lawyer in a small town in Baden-Württemberg. He comes from a police family, his mother and one of his brothers were police officers. He is married to a police officer (Dr. 'B', 2020). Volunteer # 1 does not appear in the list

because he left the FPD already in 2005. He has, however, sparked the interest of the researcher into the FPD and has provided a wealth of background information.

Gender	Age	Education level	Profession	In service for	married	Children
Female	40-50	4	operative	>20 years		
Female	30-40	5	Employee	>10 years	x	x
Male	30-40	7	Public services	>10 years	x	
Male	>50	6	High ranking employee	>30 years	x	x
Male	>50	6	Civil servant	>35 years	x	x
Male	>50	6	Public services	>10 years	x	x
Male	>50	6	Civil servant	>30 years	x	x
Male	>50	6	High-ranking employee	>15 years	x	x
Male	>50	6	Employee	>10 years	x	x
Male	>50	7	High-ranking employee	>30 years	x	x

*Table 5: Characteristics of interviewed volunteers*

Table 5 shows the characteristics of the 10 participants (volunteers 2 – 11) that could be interviewed:

- *The majority of participants (70%) is older than fifty years; two of them are older than sixty years.*
- *Most participants (90%) are married, 80% have children.*
- *Three participants are high-ranking employees.*
- *Only two are civil servants.*
- *All participants serve more than ten years, with three participants serving between thirty and thirty-five years.*
- *The majority (60%) has achieved a bachelor degree or comparable education.*
- *Two participants hold a master's degree.*

However, the impression that the education level is representative might be misleading. One of the participants guessed that about 75% have a lower than A-education level. The overrepresentation of better-educated volunteers in the sample is arguably based on their greater readiness to be interviewed.

### 4.3 Motivation to become a police officer

Vol. Nr.	Applied for Police	Decided otherwise	Civil servants in broader family	Police officer in broader family
2		X		X
3		Finished police education and quit later for another career	X	
4		X		X
5	X		X	
6	X			
7	X			X
8	X			X
9	X			
10		X	X	X
11		X		X

Table 6: Overview on volunteers' intentions to apply for police service and civil service and police examples in the broader family.

Table 6 records motivations to become a police officer. Notable in this respect is the example within the broader family as will be explained in the discussion section.

- All participants (100%) wanted to become a regular police officer. **Five** participants (50%) have changed their mind due to other opportunities; one of these participants finished the police education with a bachelor degree but decided to leave the service for other opportunities. **Five** participants (50%) were rejected for different reasons.
- **Three** participants (30%) have civil servants in the broader family; **six** participants (60%) have regular police officers in their broader family.

### 4.4 Motivation to join the 'FPD'

Vol. Nr.	Akad. Grade	Volunteered before	Parents volunteered
2	Master	Church, sports club	X
3	Bachelor	Red cross	
7	Bachelor	Lay judge, red cross	
9	Bachelor	Fundraising	X
11	Master	Always volunteered	transmission of values

Table 7: Volunteer practice in comparison to education level

Table 7 shows the connection between education level and volunteering. Participating volunteers have an above-average education. Five of them (50%) had already done

voluntary work before. The parents of two volunteers also did voluntary work (20%); volunteer # 11 explicitly reports that voluntary work was part of his upbringing. Some volunteers refer to the motive of 'giving something back to the society' This can be an altruistic motive, or it can be a pro-social attitude. The literature is divided over this classification (Herzog, 2019). For this study it was treated as an altruistic motive.

Vol. nr.	Why people volunteer	Altruistic	Egoistic	A & E
2	Helper syndrome, to feel better, to get recognition			X
3	To look beyond the horizon. Police service is something special. Of course, you have a certain position within society. Recognition plays a role.			X
4	One should normally get involved in the state. It's a give and take.			X
5	To give back to society what society has given you.	x		
6	Want to help and want to see something different.			x
7	Interest, affair of the heart, like a voluntary social year... doing something good for the environment. To do something meaningful, to give something back to the society.... A great way to anchor police work in society.			X
8	Yeah, well, you just want to give something back. Personally, I'm fine. I was fine then. I had a good childhood, a good family and you just have to do a little bit more than just the same thing. I also wanted to investigate the environment. 'What else is on the other side of the world, in my life, with my fellow men and can I give something back? To somebody who just isn't doing so well. Just a little bit of commitment for the fellow citizens and help them a little bit.			X
9	Good way to finance studies....		X	
10	To give something back, what else is interesting is in the world?			X
11	Think they just want to do something good. I know many volunteers in the voluntary fire-fighting service... Don't know where this comes from... We have people from all walks of life. Some do it for the money, but the interesting people, who have a bit of brain power...			X

Table 8: Why other people volunteer

To get an accurate picture of the motivation of volunteers, they were first asked what they think why other people do voluntary work. (Table 8). Volunteers were then asked what their own primary motivation is (Table 9):

Vol. nr.	Why are you a member of the FPD?	Altruistic	Egoistic	A & E
2	I am social minded and helpful. Support regular colleagues. I have a helper syndrome, poss. Inherited from my family.	x		

Vol. nr.	Why are you a member of the FPD?	Altruistic	Egoistic	A & E
3	To do something else and get out of the everyday professional field. It is not so much the recognition for me.		x	
4	Help other people, do some meaningful in your free time, second job, calling.			x
5	It's a hobby. I don't see the difference between doing voluntary police service and 'sacrificing' my free time and other people going to the tennis or golf club... I see it the same way.			x
6	I do it to help my colleagues and I also enjoy helping. I know it's dangerous but I tell myself: 'Where is it not dangerous'? The most important thing is that I enjoy it and that I can support my colleagues.	x		
7	...now maybe I can get a little police air... ...that would be a possibility to do it as a hobby and have a look at it...			x
8	I like it and I can do it. I like to help.	x		
9	Found it interesting. Wanted to do it as a student already. Now, having settled my job, I am sitting at the desk all day. Why now joining the FPD... And the Police HQ was just three houses away....		x	
10	It wasn't the money, I was already looking for something, 2 or 3 times a month.	x		
11	Finance studies and do something good at the same time. It's a completely different occupation, where you also get to know other areas. I have gained most of my life experience during this time.			x

Table 9: Why are you a member of the FPD?

Vol. nr.	Do you tell people about your volunteering?
3	Yes. In the beginning it was a bit weird with my friends. But when you tell a little bit...
5	Yeah, right. I mean, everybody in my family and friend knows...
6	I am not telling everyone....
7	My friends know that. They are all surprised...
8	Yes, right. They know that too. They saw the drama of my not getting in when I was a kid...
11	Yeah, sure. Everybody around me knows that. People see me that way and they accept it.

Table 10: Do you tell people about your volunteering?

In an attempt to find out whether volunteers might be concerned with their image and also strive for self-rewarding, they were, as a proxy, asked whether they would talk about their volunteer police status to friends. 60 % of the volunteers mentioned that they would talk about their volunteering (Table 10).

#### 4.5 Motivation to stay in the FPD / Changing environment

Volunteers are mourning the current situation in the FPD. While many volunteers have become inactive, the ten interviewed volunteers are still active. To find out why they still

hold on, they were asked what they like most and least in the FPD. Table 11 and 12 answers on these questions:

Vol. nr.	What do you like most in the FPD?
2	Collegial cooperation before 2013. I worked rotating shifts, supported regular colleagues in all things.
2	I have a helper syndrome
3	Feels collegial cooperation as plus.
4	You could show your skills on patrol. I had no desire to go on the motorway, to do control stories.... Best experience: Being accepted by your colleagues.
5	...got a lot of insight into all areas and there was an incredible standing together among the colleagues in the shift..... it was all very personal and familiar.
6	I enjoy helping.
6	Best was being on patrol, car control, working an accident, control the traffic was best.
7	...involvement into proper policing. You expand your personal horizon. Shift work is naturally more exciting... If it went badly, you had a whole night and nothing happened and time didn't pass. You were just part of the department... you felt comfortable and at home...
7	Collegial cooperation. In those cases where the citizen was in need, where you could really help, it was fun. The authority that you practically represent, that you radiate in order to be able to help people.
8	Before 2013: On Monday the phone rang: 'Can you do the night shift on Thursday?' I was on duty almost every week end...you could do everything at some point... Collegial cooperation. They always took me along to shift outings, even if I was somewhere else...
8	Collegial cooperation, you do have this in no other occupation.
9	You could catch someone together with colleagues. Or if a citizen was thankful for our service. .... felt relatively full-fledged.
10	I feel good if a citizen was thankful for our service.
10	Shift work was more interesting. Now, prevention, bike patrol, road safety, that's we are left with.
11	The cooperation, the camaraderie which I have experienced in the FPD, I don't know in my normal working life. I am a lone fighter.
11	Shift work was good, Crime prevention even better. Did projects, recruitment campaigns....

Table 11: What do you like most in the FPD?

As a result, police volunteers liked their integration into the rotating shift system very much. They were attached to a particular shift and always worked with the same colleagues. Besides the exciting work, 70 % mentioned as significant benefit the excellent cooperation between all colleagues.

Vol. nr.	What do you like less as a volunteer in the FPD?
2	Large drop in the number of calls. Less willingness by police administration to involve FPD. The service should be better known in public
2	FPD is largely unknown by the public.
3	I haven't been acting for about two years now. I would like to do shift service again.
3	Lack of consequence in politics, though command staff working hard.
4	The citizens do not even know we exist. I had no desire to go on the motorway, to do control stories....
4	Those who decide from their desk have no idea about the business. Existing knowledge is not queried and used.
5	Today it is very impersonal., The service is almost unknown in public

Vol. nr.	What do you like less as a volunteer in the FPD?
6	Lack of involvement into proper policing, lack of collegiality today. Lack of a real patrol partner...
7	I am still on the role, but I hope that times will change again.
8	Drastically reduced number of calls, just traffic or event duties. The less you are used, the less you can do... loose knowledge...
9	Used to be second man on patrol car, now if lucky, some presence patrol on bike or foot...
9	No one in the police force actively supports us. No more training...
10	Calls are reduced. Now, so, this is prevention. For example, when we ride our bikes in the evening on bicycle patrol. Now in summer we have monitored the Corona rules. (Bicycle patrol with uniform). There we have a colleague who does it all by himself and also involves us but that is his personal commitment.
10	Precinct managers could do more if they wanted to.
11	Situation currently very difficult. Lots have left. Police don't use volunteers intelligently. Have, after 30yrs, toyed with the idea of giving up the uniform. If the FPD will be disarmed, then 80-85 % will quit.
11	They used us again during the refugee-wave. This was hard work, every evening from 6-12 pm. Once this was over, we were kicked in the butt again. We have people from all walks of life. Some do it for the money, but the interesting people, who have a bit of brain power...
11	No one in the police force actively supports us. No more training...
11	No support from the Ministry. A bureaucrat belittled the volunteers and compared them to a folklore group. Also, the FPD should be better known in public.

Table 12: What do you like less as a volunteer in the FPD?

The answers in Table 12 correspond partly to those in Table 11. Volunteers mainly complain about the reduced number of calls, the relatively dull tasks in traffic matters, the loss of involvement into 'proper policing' and the feeling that nobody stands up for them.

Vol. nr.	Future intentions of volunteers
2	Continue to serve and support, whatever....
5	I love being on the streets, with the people. Change of assignment must be worthwhile. Investigation is ok. But watching a tv screen to see who is stealing a pushbike – then my time is too precious for that.
6	People have less and less respect. And to stay in front of an asylum centre without a weapon, I would not go in there.
7	Moving away from the uniform, coding bicycles...honestly, I would not do that.
8	Well, I really love it. Now, after 2013, the job, I don't like it. But it's better than nothing. So, I would stay.
10	I am available if the service changes. As long as it is in uniform. I am flexible, I like driving a car, I am fit. Through the uniform you represent the state... I do attach importance to uniform.

Table 13: Future intentions of volunteers

Table 13 answers on future intentions of volunteers and sums up what they have mentioned in Tables 11 and 12. There are only two volunteers (20%) that have the intention to continue whatever the changes are. 30 %, in contrast, would only continue volunteering armed and in uniform.

#### 4.6 Cop Culture

Vol. nr.	Experience of volunteers with regular police officers
2	Possibly 1/3 of regulars are against us. I would like to see better cooperation. Worst experience is when you are considered ballast.
3	Always good relation with regulars.
4	Never any problems with regulars.
5	The young colleagues, who are fresh on the station as constable, they don't even say 'Hello' to a volunteer. That is very arrogant. Possibly 10% are against us.
6	In the beginning I had to go through a lot. Lots of threats, bullying.
7	Rejection at the beginning. There were really colleagues who did not want to go out with volunteers. But that was rather the exception.
8	Never felt rejection. I was lucky enough to have two older officers who took care of me.
9	Possibly ¼ of the regulars are against us. They say: We'll do without them...
10	Sometimes you have the feeling ... being rejected by regulars because you are not as perfectly trained... but not very often and never with the officials.
11	No problems. I could support and write my own reports. I was integrated in one shift and worked as much as the regulars. Now, as we are centrally managed, you hardly know your colleagues any more.

*Table 14: Experience of volunteers with regular police officers*

One crucial aspect is the question, how volunteers are integrated into the regular police service and what experience they have made with cop culture. 60% of volunteers experienced rejection in a milder or stronger form, including bullying, for a short time. Three volunteers expressed their opinion that up to 1/3rd of regulars still reject volunteers. However, this did not seem to be an urgent problem for them at the time as shows when comparing these results with Table 11.

#### 4.7 Evaluation

It was assumed that a high number of volunteers wanted to participate in the study. However, the process to recruit ten volunteers proved to be tough and needed reinforcement. Some questions had to be shaped or altered during the interviews due to difficulties in understanding by the respondents. Had the researcher run some trial interviews during the planning phase of the project, this would not have happened. Remarkable time was needed to define the themes. Four coding sessions, frequently interrupted by self-doubts and re-viewing the interview texts, were necessary to define the themes. At an early stage in the interviews, it became clear that the interview-questions were not the highest priority for the volunteers. Likely, volunteers were much more concerned about the current situation of the FPD between changes in the fields of work and possible abolition. This might have prolonged the interview process but might also have made the

outcome more valuable. The themes occupy the volunteers' thoughts over an extended time. The next chapter will discuss the findings. This will be combined with a more in-depth presentation of the themes, giving the data more context and meaning.

## 5 Discussion

This study aimed to give answers to three important questions:

- *What is the influence of the broader family on the motivation to apply for the FPD?*
- *What motivates members of the FPD to stay in the service?*
- *What is the influence of the police environment on the motivation of FPD members?*

This chapter will discuss the evidence that answers to the questions above.

### 5.1 Wish to become a police officer

- *80 % of respondents have Police- or military officers in their broader family, see table 6 (volunteers 2,3, 4, 5, 7, 8, 10, 11).*
- *100 % of respondents wanted to join the regular police at some time.*
- *60 % of respondents decided to apply to the police.*

It can be assumed that the wish to become a police officer was triggered by the occupation of members in the broader family (see table 6). All respondents likely carried their desired occupation into adulthood which finally led to the entry into the FPD. Direct and indirect status transmission theory, as Bekkers (2005,2007) and Janoski & Wilson (1995) posit, can explain, that the desire for a police career arose through the influence of the broader family.

In Germany, the profession of a police officer is highly regarded by the public. The police currently occupy fifth place in a reputation scale with increasing popularity ratings (Dbb beamtenbund und tarifunion, 2016). The 'ntv trendbarometer' of 10 June 2020 argues that 82 % of the population trusts the police (see table 15).

In the media, the police officer is usually portrayed as a highly competent person, works well in a team and contributes to the fight against crime with power and control (Daus, C. & Ashkanasy, N., 2005). The tasks of the police force appear exciting and diverse. This

profession probably offers the opportunity to satisfy the innate needs for autonomy, competence and solidarity, as Deci & Ryan's (2000) 'Self-Determination Theory (SDT)' explains.

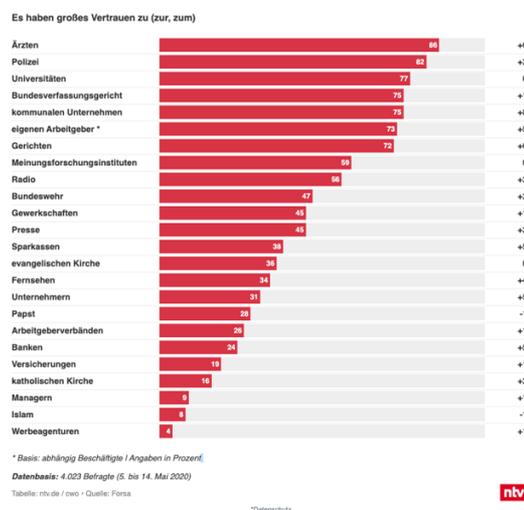


Table 15: Population trust in the police, Ntv trendbarometer (June 10, 2020)

## 5.2 School success, status transmission

Table 5 shows that 90% of the research participants have an above-average formal education.

Parental involvement and parental autonomy support have a positive influence on the development of the child, as Deci & Ryan (2018) propose. Bekkers (2005, 2007) describes that parental influence on the schooling of children is positively linked to the success of the children at school and the development of social behaviour. Parental personality characteristics are also transmitted by indirect status transmission (Bekkers, 2005; Dubow et al., 2009). Tam et al. (2012) note that parents use both their values and the presupposed norms of society to socialise their children. In this context, the indirect transmission of values by parents (Janoski & Wilson, 1995) supports schooling, employment and the relationship with the state.

It can be assumed that the school success of participants is strongly connected to parental influence.

## 5.3 Volunteer work as part of education

- Five respondents (50%) have worked as volunteers in other areas before.

- *In the case of two volunteers, the parents also volunteered (20%);*
- *Volunteer # 11 (table 7) explicitly reports that volunteering was part of his or her upbringing.*

Wilson (2000) and Bekkers, 2010) posit that during the same process through which parents transfer values of social responsibility to their children, they transfer the motivation to help. Nesbit (2013) explains this with the 'Status Transmission Theory' through which the parents transfer their social status to their children together with the social tools (Wilson, 2000). These findings support Shye (2010) and Bekkers (2007) results that people with higher levels of education, income and religious belief/practice are more willing to volunteer. Even if the direct parents did not volunteer work, it can be stated, that the influence of the broader family supported the voluntary work of the respondents.

#### 5.4 Self-efficacy

Phillips and Phillips (2010) point out that many volunteers earn their living through paid work. 90% of interviewed employees have professions with good salaries (table 5). 80% finished the university; one volunteer even gave up a promising career as a civil servant after his studies, for a career in the private industry.

A crucial educational function of parents is the transmission of the ability to approach new tasks optimistically and with the awareness of being able to master these tasks. This function, called self-efficacy by Bandura and Cervone (1983), is a vital prerequisite for developing innate needs such as the pursuit of authority, competence and relatedness. The successful process to the present professions of the research subjects indicates a successful familial mediation of self-efficacy elements that enable the child to measure himself optimistically against tasks, gain self-confidence in his performance (Bandura & Cervone, 1983) and successfully develop his career path against all odds.

#### 5.5 Motivation to become a volunteer police officer

The following sections will explain different motives for the decision to join the FPD. It will also explain what volunteers gain from volunteering. As Deci and Ryan (2018) posit, job satisfaction is made up of the components of wanting to do something (goal achievement), being able to do something (competence) and being allowed to do something

(autonomy). According to Deci and Ryan (1993, 2000, 2018), needs are innate, not learned. The satisfaction of needs is not consciously controlled. Likely, volunteers are not aware that their needs for Autonomy, Competence and Relatedness are not met in their paid work. The same motives (innate needs for self-determination, competence and relatedness) that led volunteers to become interested in the police service could also be the cause for applying for voluntary police service.

#### 5.5.1 Pecuniary motive

Volunteer 9 (table 8, 9) and volunteer 11 (table 9) mentioned that some people join the service for money and to finance studies.

The FPD was - at least before 2013 - an exciting opportunity to spend leisure time and earn some money in the process. Although the subsidy is limited to 7 € per hour, some students worked whole weeks in alternating shifts. Polizeidirektor a.D. 'A' (2020) mentioned that over the years, about ten volunteers had joined the regular police force. He reported about a student who financed his studies by working for the FPD. After his exams, he joined the senior police service in Baden-Württemberg. Another young police officer left the service to study law, which he financed by joining the FPD. Nothing changed for him - except his badge of rank and his salary level. However, after his doctorate, there was no realistic possibility for him to return to the police service of the state of Baden-Württemberg. Instead, he joined the Federal Police and now holds a high-ranking position there. These are exceptional cases, which show that people also joined the FPD for financial and therefore selfish reasons. Pütter (2000a) reports that in 1999 the Heidelberg police leadership approached almost two hundred younger unemployed people with socio-pedagogical experience about the 'possibility of earning additional money', but was only able to attract just over 20 parties. It would be interesting to know whether the pecuniary-egoistic motive is representative, but there is currently no literature on this phenomenon. The interviewed volunteers report more differentiated motives in sections 5.5.2 – 5.5.4.

#### 5.5.2 Self-rewarding tendency

In an attempt to find out if volunteers care about their image and strive for self-reward, they were asked if they would talk to friends about their work as volunteer police officers. 60% of volunteers said they would do so (Table 11, volunteers 2,6,10...). Volunteer 7 and

10 describe this feeling in table 11: 'I feel good if a citizen was thankful for our service'. These findings show that volunteers also have a selfish motive to feel good too. This supports the findings in Tamir & Mitchel (2012), Finkelstien (2009), Bandura et al. (1967).

### 5.5.3 Motive structure of police volunteers

10% (1 volunteer) believe that other volunteers had only altruistic motives and wanted to give something back to society. Another volunteer (10%) believed that the FPD was an excellent way to earn some money, while 80% (8 volunteers) believed that people had altruistic and egoistic motives (see table 8). Table 9 shows what the volunteers thought were their own motives: 40% (4 volunteers) said they had exclusively altruistic motives, 50% (5 volunteers) said they had both altruistic and selfish motives, and one volunteer said he/she only had selfish motives: 'Found it interesting. Wanted to do it as a student. Now that I've got my affairs in order, I sit at my desk all day. Why not join the 'FPD.'

Comparing table 8 (Why other people volunteer) with table 9 (Why are you a member of the FPD) shows a difference in self-evaluation and evaluation of other volunteers: interviewed volunteers believe that they are more altruistic than other volunteers. This could be due to the phenomenon of social desirability, where volunteers try to answer as they believe what the researcher wants to hear (Hieke, 2019; Krumpal, 2011; van de Mortel, 2008). The interviewed volunteers also report some other motives. These responses confirm research findings from the US and UK (Carpenter & Myers, 2010; Ramshaw and Cosgrove, 2019; Finkelstien and Brannick 2007; Cnaan and Goldberg-Glen, 1991) that volunteers

- *rarely have one single motive,*
- *that motives are likely to be formed at an unconscious level, and*
- *that volunteers sometimes do not know what their motives are or*
- *that motives change over time.*

### 5.5.4 Satisfying inner needs

Table 11 offers some explanations in answering the question of what volunteers like best about the FPD. All volunteers referred to experiences before 2013 and underlined their satisfaction with this structure. 20 % of volunteers (i.e. volunteer 8, 9) liked the opportunity to work autonomously. 40% (4 volunteers) explicitly liked the opportunity to show

their skills. Volunteer # 4 remarked: 'You could show your skills on patrol'. Seven volunteers (70 %) refer to relatedness, like volunteer 2: 'Collegial cooperation before 2013...you were part of the department... ...you felt comfortable and at home...' Volunteer 11 explains: 'The cooperation, the camaraderie I experienced in the FPD, I don't know in my normal working life. I am a lone fighter'.

The situation before 2013 was likely more satisfying than the paid employment of the volunteers. It guaranteed that the innate needs for autonomy, competence and connectivity as described by Deci and Ryan (2018) were satisfied. Police work is a profession with a high degree of autonomy (Manning, 2007). Before 2013, the FPD worked in a shift system with a regular police officer as a partner (PD a.D. 'A', 2020). It offered the volunteers many opportunities to decide how to deal with a situation. In this respect, volunteer work was experienced as autonomous (table 9, volunteer 8, 9). Volunteers experienced themselves as fully-fledged colleagues in shift work, at least over time (volunteer 9). Experiencing a credible partner in mutual trust and respect in a shift system, and gaining the recognition and acceptance of other shift colleagues, was essential for the work structure and thus offered excellent opportunities to satisfy the innate needs for autonomy, competence and relatedness as described by Deci and Ryan (2018).

Working with a regular police officer also requires that one increases one's level of knowledge in order to be a real partner (Baard, 2004). This is the competitive element. An experienced volunteer can thus satisfy her/his need for competence.

As a result, it can be expressed that volunteers in the FPD are consciously or unconsciously strive to satisfy their inner needs for autonomy, competence and relatedness.

## 5.6 Changes in motivation

- *100 % of interviewed volunteers complain about the changed working structure (table 11, 12).*
- *Many volunteers have left the service, and even the interviewed volunteers think about quitting.*

It appears that the majority of volunteers have moved from intrinsic motivation to introjected regulation (see Table 3). They seem to believe that their altruistic motives of wanting to help and doing something useful are still valid under the new structure, even if they do not like the structure. For those volunteers, policing is probably still attractive and

gives them the satisfaction of needs that they miss in their paid profession. At the same time, they hope for a positive change and at least want to wait for the political decision on the future of the FPD. However, other volunteers attach conditions to their stay in the FPD (Table 13). While two volunteers (20%, volunteer 2, 8) want to continue in any case, 30% cannot accept a possible loss of uniform or firearms (volunteer 6,7,10).

Cnaan and Goldberg-Glen (1991) find that volunteers stay as long as the overall experience is worthwhile and meets their needs. Haefliger and Hug (2009) offer that the decision to stay or leave depends on the degree of need satisfaction. Deci & Ryan (2018) describe that the repeated suppression of the satisfaction of needs for autonomy, competence and connectedness can have severe consequences for the well-being of the individual. Bozeman and Ellemers (2009) found that failure to satisfy the needs for autonomy, competence and connectedness can lead to leaving the organisation. This fact possibly explains the attrition rate in volunteer numbers.

Concluding, the interviewed volunteers are highly motivated to serve as volunteer police officers. They have served a high number of hours and effectively supported the police service. They have the necessary skills and have found sense and satisfaction in their voluntary profession. The unwanted changes in the working organisation have severely affected their motivation and influence their well-being. They feel now neglected and rejected and experience the handling of the matter on the political and the police department level as unsatisfactory (table 12, volunteer 2, 6, 8, 9, 11). This study has not researched the institutional communication strategy that accompanied the changes. However, the bitterness with which the volunteers explained the enforcement of the 2013 directive that expelled them from 'real police duties' and the example given by a volunteer in which a bureaucrat compared the FPD with a "folklore group" (table 12, volunteer 11) gives room for the view that the communication concerning the upcoming changes likely leads to frustration and anger (Deci, 1971, Haivas, 2013).

## 5.7 Cop culture

- *100 % of participants wanted to be accepted by regular police officers as supporting or even full-fledged police officers (Table 11, volunteer 9), working 'with' the police.*
- *While 60% (6 volunteers) in table 14 initially reported rejection and bullying by regulars, other volunteers did not experience any significant difficulties (volunteers 3, 4, 8, 11).*

- *Moreover, even those who reported bullying limited their testimony to the first weeks of their shift.*

However, there is resistance from a significant minority of regular police officers (volunteers 5, 9), which is likely due to the lack of training of 'volunteers' and the current political discussion.

In the past, paid police officers in the UK have seen volunteers as a threat to their police identity (Reiner, 2000; Bullock and Leeney, 2016; Plimley and Krahenbuhl, 2019). 'Volunteers' have a paid job and perform the additional police service as a kind of hobby, with a limited number of hours and relatively rare assignments (volunteer 10). This distinguishes them substantially from professional police officers in rotating shifts, who have a regular duty roster, in which the same officers are always assigned to a shift. The lack of training and the significantly lower number of hours per week of the volunteers are probably high hurdles to acceptance in the group (Millie 2016, 2019). However, in contrast to UK-research results, this study has not found any rejection based on an 'outsider status' of volunteers.

According to Deci and Ryan (2000), the rejection of 'volunteers' by professional police officers – and may it just be based on the lesser training of volunteers- can lead to disappointment, frustration and demotivation, and it affects the innate need for attachment. Depending on the level of frustration, changes in behaviour range from a reduction in the number of hours in the FPD to leaving the service. The rejection by regular police officers could have led to the emergence of a subculture of volunteer police. However, this study has found no evidence for this.

## 6. Conclusions and Recommendations

All objectives under 1.3 are reviewed and met during the research process. The study interviewed ten volunteers; nine have an above-average education. Results support Bandura's learning theory (1977/1999) and his indirect value transmission theory in which the norms and the culture of the family and the society were transmitted. Arguably, based on this family influence, all volunteers wanted to become police officers.

Volunteers have a variety of motives, mainly altruistic and egoistic. The results show that they are not always aware of their motives, which support similar researches for the United Kingdom. Study results also support Deci & Ryan's (2018) Self-Determination Theory that postulates, that individuals have inborn needs for autonomy, competence and relatedness, which urge to be satisfied. Also, the study supports the assumption that the occupation of a (voluntary) police officer is very well able to satisfy those needs.

### 6.1 Specific conclusions and recommendations

Respondents find the pending political decision on the continuation of the Voluntary Police Service unpleasant. The following conclusions and recommendations are meant to support the planned decision:

#### Conclusion A:

The Voluntary Police Service in Baden-Württemberg has developed from positive beginnings with high membership figures to an anaemic organisation. Today it has only 15 % of the members of 1965. The existence of the FPD is still widely unknown in public (Table 12, volunteers 2, 4, 5, 11). The current state government (Koalitionsvertrag, 2016) has decided on a reorientation of the voluntary police service in the coalition agreement. However, no concept is currently available.

#### Recommendation A1:

The deployment of volunteer police officers is not only a cost-effective way of supporting regular police forces. Also, the possibility to participate as citizens in the fate of the state has a high value in a democracy. Assignments as a lay judge, as a member of the German Federal Agency for Technical Relief (THW), the voluntary fire brigade or as a voluntary paramedic can serve as examples. Also, voluntary police schemes in the UK, the USA, the Netherlands and other countries can support the intended formulation of a new concept.

#### Recommendation A2:

The work of volunteer police officers should be actively advertised so that young citizens can also be won over to it.

Conclusion B:

The structure until the end of 2012 saw volunteers integrated into the rotating shift system. They participated in all activities and experienced the reality of police service all around, always aware that they are a support for the regular police. The system was comradeship-building, and initial reservations of professional police officers were reduced over time. Police volunteers have served an enormous number of hours. This situation has shaped the volunteers' image of the police and their expectations. This work satisfied innate needs for autonomy, competence and relatedness. A political decree excluded the volunteers from dangerous activities in 2013. In practice, volunteers were no longer wanted to work in shifts but continued to be deployed in fewer traffic control operations during football matches, demonstrations and similar activities. As a result, volunteers lost motivation, and the number of volunteers declined.

Due to the longevity of the service, the remaining interviewed volunteers are very experienced in most police tasks that rotating shift services routinely handle. They are highly motivated, and most of them are ready to take on new tasks in case the FPD continues.

Recommendation B:

This willingness should be used to a large extent to relieve regular staff. There are many tasks in the field of crime- and traffic prevention with which police volunteers can identify and effectively support the regular police service. An investigation could determine the extent of this relief in the past. It could also clarify the extent to which the volunteers could be used in a more targeted and planned way in the future.

Conclusion C:

Volunteers argue that before 2013 there were also opportunities in various presidential areas to work in non-dangerous activities like in crime prevention projects, with at-risk young people and in preventive patrols. They lament the ever-decreasing number of assignments. This leads to frustration as their needs for autonomy, competence and relatedness are severely damaged. The results are less trust in the political and police leadership.

Recommendation C1:

A clear political decision on the future of the FPD should be taken soon. This decision should take into account the achievements of the volunteers and their experience.

Recommendation C2:

All units of the police headquarters should review their tasks and identify working opportunities for FPD members.

Conclusion D:

The remaining volunteers experience their new tasks as less valuable and miss the collegial recognition they enjoyed during the shift work. They fear that the service will be increasingly thinned out and lose its importance. They expressed annoyance and frustration with the comments of the bureaucratic level and the way the changes were communicated (table 12, volunteers 6, 11).

Recommendation D:

The communication strategy should be reviewed. The interests of the volunteers, but also of the regular police force, should be visibly perceived by politicians and visibly weighed up in terms of how the service will be continued for its members. The volunteers expect a clear perspective.

Conclusion E:

Volunteers expressed their frustration over their lack of involvement and felt that their input is not properly honoured (Table 12, volunteers 6, 8, 9, 10, 11).

Recommendation E:

A ceremony for 10, 15, 20 or more years of service with a ceremonial thanking could likely heal some of the hurt feelings.

Conclusion F:

Some volunteers attach importance to the uniform and the firearm, which not only serves as protection but subjectively guarantees them recognition as representatives of the state. These volunteers will likely leave the service if the government decides to dismiss the volunteers from the uniform and the firearm.

Recommendation F 1:

Given the small size of the sample, no valid statement can be made as to the extent to which these statements are representative of all FPD members. There is also no valid information available about the value of uniform and firearm for potential applicants. However, the study gives rise to the assumption that the volunteers should continue to be provided with uniform and firearms.

Recommendation F 2:

Those volunteers who do not wish to continue the service should be relieved of their duties. It is vital for the culture of the organisation that volunteers look back on their service with satisfaction. Therefore, this release should be organised and accompanied by a ceremony that recognises the long service they have rendered.

Conclusion G:

Police unions have to fight for job positions for regular police officers. The police profession is very demanding and requires long training. Therefore, it is difficult for the police union to support a two years police training or a three years bachelor training and on the other hand to support police volunteers that cover almost the same tasks as long-time trained officers. Police unions demand an increase in the number of regular police officers. This is likewise understandable. The service of the FPD is an independent activity to relieve the regular police from routine tasks. It can provide valuable support which should not be argued as a saving of regular posts.

Recommendation G:

The police profession is a profession also based on experience. Many volunteers serve now more than 30 years and have accumulated an enormous level of police experience. Police volunteers know their status and see themselves in a supporting position for the regular police (Table 11, volunteers 2, 8). Also, there is the particular professional competence of volunteers from their paid occupation; both must not be underestimated and should be used (table 12, volunteers 4, 11).

## 7. Limitations

Certain limitations need to be addressed:

- Qualitative interviews are a method to approach and perceive the experience and position of the research subject. The researcher, however, considers also his own subjectivity as this can influence the study.
- A natural limitation lies in the ability of the research subject to express and describe his experience and feelings and the ability of the researcher to recognise and to reflect on what is said.
- Only better educated and older volunteers could be interviewed. Six participants are more than fifty years old; the rest is not much younger. It might very well be that this

sample is representative in terms of age, but volunteers have pointed out, that likely 75 % are less educated.

- The Corona-pandemic and the demand for social distancing led to the decision by Essex University, to cancel all face-to-face interviews. While the method of telephone- interviews still made the research possible, this must be considered as only the second-best solution.
- The small number of ten interviews does not allow for a generalisation of the results. However, the achieved results, which are in line with UK-researches, can be a basis for further, similar research projects. The role of the broader family on motivation building and as a source of motivation to join the FPD is still under-researched.

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## Appendices



Appendix 1 Participant information handout

### **Teilnehmerinformation / Participant Information Handout**

Die Motivation von Mitgliedern des Freiwilligen Polizeidienstes in Baden-Württemberg zwischen familiärer Unterstützung und Polizeikultur

*The motivation of volunteer police officers in Baden-Württemberg between family support and cop-culture*

### **Studie /Study**

Die Studie ist ein Forschungsvorhaben der Universität Essex in England, durchgeführt von Kriminaldirektor a.D. Friedrich Schwindt.

*The study is undertaken at the University of Essex in England, by Kriminaldirektor (ret.) Friedrich Schwindt*

### **Hintergrund / Background**

Der Freiwillige Polizeidienst (FPD) in Baden Württemberg wurde im Jahr 1963 als Polizeireserve gegründet. Die Unterstützung des FPD führt zu einer Entlastung des regulären Polizeidienstes und bietet den Angehörigen, wie in England und Wales, eine Teilhabe an den Geschicken des Staates. Meine Forschung konzentriert sich auf die Motivation der Mitglieder des FPD, der Organisation beizutreten und ihre Talente und Erfahrungen einzubringen.

*The Freiwillige Polizeidienst (FPD) in Baden Württemberg was founded in 1963 as a police reserve. The FPD's support relieves the regular police service and offers its members, as in England and Wales, a share in the fate of the state.*

*My research focuses on the motivation of FPD members to join the organisation and contribute their talents and experience.*

### **Um was genau bitte ich Sie? What is it I ask you to do?**

Ich bitte Sie um ein Telefon-Interview das Ihre Motivation und Ihre Erfahrung, die Sie in den FPD einbringen, erörtern soll.

*I would like to ask you for a telephone-interview to discuss your motivation and the experience you bring to the FPD.*

### **Teilnahmebedingungen / Conditions of participation**

Um an der Umfrage teilnehmen zu können, müssen Sie Mitglied des FPD oder innerhalb der letzten 12 Monate ausgeschiedenes Mitglied sein.

*To participate in the survey, you must be a member of the FPD or have retired within the last 12 months.*

### **Ablauf / Procedure**

Sie werden gebeten, sich für ein etwa 30 Minuten dauerndes Telefon-Interview, das aus Gründen der Auswertbarkeit auf Tonträger aufgenommen wird, zur Verfügung zu stellen. Die Ergebnisse der Studie gehen in einem Bericht an die Universität von Essex. Kopien dieses Berichtes werden an das Innenministerium des Landes Baden-Württemberg und die entsprechenden Einsatzbehörden gegeben.

*You will be asked to make yourself available for an interview lasting approximately 30 minutes. For reasons of analysability the interview will be recorded. The results of the study will be presented in a report to the University of Essex. Copies of this report will be given to the Ministry of the Interior of the state of Baden-Wuerttemberg and to the relevant operational authorities.*

### **Vertraulichkeit / Confidentiality**

Die Ergebnisse der Studie sind Grundlage einer Masterarbeit für die Universität Essex. Alle Daten und Informationen zu Ihrer Person oder Ihren Angaben werden in Übereinstimmung mit den englischen Datenschutzgesetzen und den Bestimmungen der Universität Essex sicher verwahrt und können nur durch mich genutzt werden. Nach Fertigstellung meiner Studie werden alle Daten anonymisiert und ein Rückschluss auf Personaldaten unmöglich gemacht.

*The results of the study are the basis for a master's thesis for the University of Essex. All personal data and information relating to you or your details will be held securely in accordance with English data protection laws and the University of Essex regulations and can only be used by me. Once my thesis is completed, all data will be anonymised and it will be impossible to draw any conclusions about personal data.*

### **Ihre Entscheidung / Your decision**

Bitte zögern Sie nicht, mich anzurufen oder anzuschreiben, wenn Sie Fragen haben zur Umfrage, den Abläufen oder den Bedingungen der Teilnahme. Sollten Sie sich für eine Teilnahme entscheiden, worum ich Sie herzlich bitte, können Sie Ihre Einwilligung jederzeit, auch noch nach dem Interview, widerrufen. Dazu brauchen Sie mir keinen Grund anzugeben. Ihre Unterlagen im Falle Ihres Widerrufs unverzüglich vernichtet.

*Please do not hesitate to call or write to me if you have any questions about the survey, the procedures or the conditions of participation. If you decide to participate, which I kindly ask you to do, you can withdraw your consent at any time, even after the interview. You do not need to give me a reason for this. In case of your revocation, the documents of the interview completed by then will be destroyed immediately.*

### **Fragen? / Questions?**

Für Fragen stehe ich Ihnen jederzeit unter Tel. 0160 96608897 oder unter

Email: [Friedrich.Schwindt@t-online.de](mailto:Friedrich.Schwindt@t-online.de), bzw. unter [fs18980@essex.ac.uk](mailto:fs18980@essex.ac.uk) zur Verfügung.

*For questions I am available at any time under phone 0160 96608897 or*

*Email: [Friedrich.Schwindt@t-online.de](mailto:Friedrich.Schwindt@t-online.de), or: [fs18980@essex.ac.uk](mailto:fs18980@essex.ac.uk)*

Appendix 2: Informed consent - Due to the size of the documents sent as separate attachment

Appendix 3 – Interview Guide

## **Die Motivation von Mitgliedern des Freiwilligen Polizeidienstes in Baden-Württemberg zwischen familiärer Unterstützung und Polizeikultur**

*The motivation of volunteer police officers in Baden-Württemberg between family support and cop-culture*

### **Interview Guide:**

Send potential participant explanation sheet and consent form

#### **A) Warming up phase, getting familiar with the participant**

- Thanking participant for volunteering/attending
- Explain purpose and form of the interview
- Explain consent form
- Ask participant to sign the form

#### **B) Interview, Preliminary questions:**

- Alter, Beruf und höchste schulische Ausbildung  
*Age, Profession, Highest educational qualification*
- Wie lange sind Sie im Dienst des FPD?  
*Duration of service?*
- Was hat diese Entscheidung beeinflusst? Beispiel der Eltern? Wertevermittlung? Abenteuerlust?  
*Where did the input come from? Example of parent? Value internalization?*

- Hat jemand in Ihrer weiteren Familie je freiwillige Arbeit geleistet?  
*Has anyone in your broader family ever done voluntary work?*
- Haben Sie bereits vorher freiwillige Arbeit geleistet?  
*Have you done or considered volunteer work before?*
- Was glauben Sie warum Menschen freiwillige Arbeit leisten?  
*Why do you think do people volunteer in general?*
- Ist jemand in Ihrer weiteren Familie noch immer in einer freiwilligen Beschäftigung?  
*Is anyone in your wider family still in voluntary work?*
- Haben Sie in Ihrer weiteren Familie reguläre oder freiwillige Polizisten?  
*Do you have regular or volunteer policemen in your broader family?*
- Wie steht Ihre Familie zu Ihrer freiwilligen Tätigkeit?  
*How does your family feel about your voluntary work?*
- Wieviele Stunden arbeiten Sie beim FPD pro Monat?  
*How many hours do you serve per month on average*

**C) Interview, Motivation:**

1. Bitte erklären Sie, welche Tätigkeiten Sie im FPD ausüben.  
*Please explain what you are doing in the FPD.*
2. Was gefällt Ihnen in Ihrem Amt als Freiwilliger weniger gut? Wie gehen Sie mit Frustrationen um?  
*Is there anything you like less as a volunteer?*
3. Welche Fähigkeiten haben Sie, die nicht vom FPD genutzt werden?  
*What skills do you have that are not used by the FPD?*
4. Was ist Ihre beste Erfahrung mit dem FPD?  
*What is your best experience with the FPD?*
5. Erzählen Sie anderen von Ihrer freiwilligen Arbeit?  
*Do you tell people about your volunteering?*
6. Wie ist Ihr Verhältnis zu regulären Polizeibeamten?  
*What is your relationship with regular (paid) police officers?*
7. Haben Sie jemals daran gedacht, sich bei der regulären Polizei zu bewerben?  
*Have you ever considered to join the regular police?*
8. **Was sind Ihre Gedanken und Gefühle gegenüber den Bürgern, für die Sie da sind?**  
***What are your thoughts and feelings for those you are policing?***
9. Würden Sie bei einer Änderung der Aufgabenstellung (ohne Uniform und Waffe, im kriminalpräventiven Bereich) Mitglied des FPD bleiben?
10. Möchten Sie noch etwas zusätzlich erwähnen hinsichtlich des FPD?  
*Do you want to make any other comment on the FPD?*



### Debrief sheet

Die Motivation von Mitgliedern des Freiwilligen Polizeidienstes in Baden-Württemberg zwischen familiärer Unterstützung und Polizeikultur

*The motivation of volunteer police officers in Baden-Württemberg between family support and cop-culture*

1. Was war der Zweck der Forschung? *What was the purpose of research?*  
Zweck meiner Forschung ist die Feststellung, was Menschen motiviert, sich zum Freiwilligen Polizeidienst Baden-Württemberg (FPD) zu melden und im Dienst zu bleiben.  
*The purpose of my research is to find out what motivates people to join the Freiwillige Polizeidienst (FPD) and stay in service.*
2. Was habe ich beigetragen und was beabsichtigt die Studien herauszufinden? *What did I complete and what did the study aim to find out?*  
Sie haben sich auf freiwilliger Basis dazu bereit erklärt, mir im Rahmen eines etwa 30 minütigen Interviews Auskunft über Ihre Motivation zu geben, dem FDP beizutreten und in diesem zu verbleiben. Ihre Informationen dienen, zusammen mit anderen Interviews und dem Stand der veröffentlichten Forschung dazu, herauszufinden, welche Faktoren Menschen motivieren, freiwillige Arbeit zu übernehmen.  
*You have voluntarily agreed to give me information about your motivation to join and stay in the FDP in the course of an interview lasting about 30 minutes. Your information, together with other interviews and the state of published research, will help to find out what factors motivate people to take up voluntary work.*
3. Wie kann ich eine Kurzfassung der Ergebnisse bekommen? *How can I receive a summary of the results?*  
Die Studie wird zum Ende des Jahres 2020 fertiggestellt sein. Sobald die Studie von der University of Essex akzeptiert worden ist, können Sie von mir eine Kurzfassung der Ergebnisse bekommen. Bitte schreiben Sie mir auf: [fs18980@essex.ac.uk](mailto:fs18980@essex.ac.uk). *The study will be completed by the end of 2020. As soon as the study has been accepted by the University of Essex, you can receive a summary of the results from me. Please write to me at: fs18980@essex.ac.uk.*
4. Wie kann ich mich beschweren? *What do I do if I wish to make a complaint?*  
Sie können sich jederzeit bei meiner akademischen Vorgesetzten, Frau Dr. Hilary Miller, beschweren. Bitte benutzen Sie dafür diese email: [hilary.miller@kaplan.com](mailto:hilary.miller@kaplan.com). *You can always complain to my academic supervisor, Dr Hilary Miller. Please use this email: [hilary.miller@kaplan.com](mailto:hilary.miller@kaplan.com)*
5. Support Agencies / *Psychologische Unterstützung*  
Für den Fall, dass das Interview unangenehme Erinnerungen oder Themen in Ihnen aufgerührt hat, bitte ich Sie, psychologische Hilfe zu erwägen. Diese könnte durch Ihren Hausarzt vermittelt werden. *In case the interview has stirred up unpleasant memories or topics in you, I ask you to seek psychological help. This could be arranged through your family doctor.*
6. Meine Kontaktadresse / *Researcher contact details*  
Ich bin jederzeit für Sie zu erreichen unter meiner e- mail: [fs18980@essex.ac.uk](mailto:fs18980@essex.ac.uk). *You can reach me at any time under my e-mail: [fs18980@essex.ac.uk](mailto:fs18980@essex.ac.uk).*

Ich möchte mich an dieser Stelle noch einmal herzlich für Ihre Teilnahme an der Studie bedanken!

Friedrich Schwindt



## Baden-Württemberg

POLIZEIPRÄSIDIUM KARLSRUHE

Polizeipräsidium Karlsruhe · Durlacher Allee 31-33 · 76131 Karlsruhe

University of Essex

Datum 19.03.2020

Name Rapp

Durchwahl 0721 666-1020

E-Mail OE karlsruhe.pp.praesident.referent@polizei.bwl.de

Aktenzeichen ohne/RefP  
(Bitte bei Antwort angeben)

### Bestätigung für die Ethikkommission der Universität Essex

Ladies and Gentlemen,

this is to confirm, that Kriminaldirektor a.D. Friedrich Schwindt, DiplVerwW, has per decision of Police President Ms. Caren Denner, permission to interview 5 to 10 members of the "Freiwillige Polizeidienst" in Baden-Württemberg in the frame of his intended research project. Members of the FPD are free to volunteer in the interviews. There is no special ethical procedure. We trust that the requirements of the University of Essex' Ethics Commission will suffice.

Sincerely yours

Thorsten Rapp  
Kriminalhauptkommissar



Referent der Polizeipräsidentin  
*special advisor of president*



# Internet Journal of Criminology: Student Dissertation 2021

## Appendix 6 - Risk Assessment

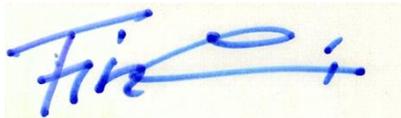
Project title:	The motivation of volunteer police officers in Baden-Württemberg between family support and cop-culture			
Location:	Germany, Düsseldorf and Karlsruhe area			
Brief description of the work:	Semi-structured In-depth face to face interviews via telephone or skype			
	Who is at risk?	Hazards	Level of risk or harm	Control measures
Disturbing emotions, memories	Participant	Psychological damage	low	Shorten the interview, advice to seek help, information where to receive help
Lone, isolated or out of hours working	Researcher	Working unusual hours	low	Available during office hours only
Dealing with the public	Researcher		low	Arranging telephone / Skype interviews at decent hours

### Student declaration

I have reviewed safety considerations for my dissertation project and I have discussed any concerns with my supervisor.

I agree to abide by the control measures in place.

I understand that I am responsible for my own safety during this project and will take any necessary steps to minimize the risks



Student signature:

Date: 15 May 2020

Appendix 7 - Coding Matrix 1 **First Step**

Cluster	M1	M2	M3	M4	M5	F6	M7	F8	M9	M10	M11
EQF level	8	6	8	6	6	3	6	4	7	6	7/8
Working as civil servant	x				x		x				
Working in public oriented profession	x	x						x	x		
Working in own company	x		x						x		x
Learning theory, volunteer work in the broader family		x						x		x	x
Parents or family member working as police officer or voluntary P.O.	x	x		x				x			x
Volunteering before becoming member of FPD		x	x							x	x
Unsuccessful application for regular police				x	x	x	x	x			
Intention to become regular police officer, change of mind	x	x	x						x	x	x
FPD als Sprungbrett für regulären Polizeidienst?			x								
Schichtdienst vor 2013 sehr befriedigend	x	x	x	x	x	x	x	x	x	x	x
Einsatz der Freiwilligen seit 2013, demotiviert?		x	x				x				x
Problems with regular P.O., Mobbing?		x			x	x	x	x		x	
Schlechteste Erfahrung, fehlender Zuspruch Lack of recognition		x	x	x	x	x	x	x	x	x	
Akzeptanz verbessern		x	x				x			x	
Teilnahme an Besprechungen		x									
Weiterbildung			x						x		
Change of tasks, new formation of FPD, continue to work? yes					x	x		x			
Change of tasks, new formation of FPD, continue to work? likely		x	x			x			x		
Neue Aufgabe nur in Uniform										x	x
Altruistic motives		x	x	x	x	X	x	x	x	x	x
Egoistic motives			x			x	x	x	x	x	x
Enhancement			x				x		x	x	
Autonomy		X						x	x	x	
Competence		X						x		x	
Relatedness		x				x	x			x	
Was motiviert Menschen? What motivates people?											

Appendix 8 - Coding Matrix 4

**Matrix 4 - coding – final step theme sorting**

Characteristics of participants

Ten participants (# 2 – 11) agreed to be interviewed. Their characteristics are interesting:

- The majority (7 participants = 70 %) is older than fifty years, two of them are even older than sixty years.
- Three participants are employees in charge of a business.
- Only two are civil servants.
- All participants serve more than 10 years with three participants serving between thirty and thirty-five years.
- All participants are married and have children.
- Four participants have done voluntary work before joining the FPD
- All participants wanted to be a regular police officer. Five participants have changed their mind due to other opportunities; five participants were rejected for different reasons.
- Seven participants (70%) have civil servants in their broader family, Four participants (40%) have regular police officers in their broader family, and one has a relative working as clerk with the police (10%).
- The majority (80%) has achieved a bachelor degree or comparable education, two participants hold a master’s degree in addition.

Gender	Age	Education level	In service for
Female	40-50	4	>20 years
Female	30-40	5	>10 years

Male	40-50	8	>15 years
Male	30-40	7	>10 years
Male	>50	8	>30 years
Male	>50	6	>35 years
Male	>50	6	>10 years
Male	>50	6	>30 years
Male	>50	6	>15 years
Male	>50	6	>10 years
Male	>50	7	>30 years

Table 4: Characteristics of interviewed volunteers

However, the impression that the education level is representative, might be misleading. One of the participants guessed that about 75 % have a lower than A-education level. The overrepresentation of better educated volunteers in the sample is likely based in their greater readiness to be interviewed.

- Recognition Feeling good Competitiveness Challenges

Nr.	Text source	Codes	Themes
6	Secondary school, retail sales employee, worker	Low need for autonomy	Education
8	A-level, working in a bank	Medium level need for autonomy	Education
3	Bachelor degree, sole CEO of a regional company	High level of autonomy, competence	Education, competitive
4	Bachelor equivalent PEQL, Business administrator	Autonomy, competence	Education, competitive
5	Bachelor publ. service, civil servant,	High level of autonomy and competence	Education, competitive
7	Bachelor in admin, civil servant	Competence, autonomy	Education, competitive
9	Bachelor admin science, owns company	High level of autonomy, competence	Education, competitive
10	BA, Banker,	Autonomy, competence	Education, competitive
2	Master educ., public services	Autonomy, competence	Education, competitive
11	MSc equiv. in computer science, Head of company	Autonomy, competence	Education, competitive
2	Mother volunteers	Transmission of values, role model	Role model, family
8	No volunteers in family of origin, but many in wider family	Transmission of values, role model	Role model, family
9	Parents volunteered	Transmission of values, role model	Role model, family

Nr.	Text source	Codes	Themes
11	Parents did not officially volunteer but gave it to me via genes	Transmission of values, role model	Role model, family
2	Volunteer at church and sports club	Transmission of values, role model	Role model, family
3	Paramedic and Rotarian	Transmission of values, role model	Role model, family
8	Never felt rejection. I was lucky enough to have two older officers who took care of me. Who just said: 'Now I'm gonna teach you. Its really useful for us, if I teach you that and you work for us, on our shift, then I made a profit.'	Autonomy, competence	comradeship
8	Some looked a bit strange. But as soon as you took action in a fight, it was over in a flash. Then one or the other came and said: Hey, I didn't think that about you".....		Action, challenge
9	Volunteer work before, fundraising, certainly brought up in this spirit	Transmission of values, role model	Role model, values, family
10	Always volunteered, lay judge, red cross etc, Children and partner also volunteer	Transmission of values, role model	Role model, values, family
11	Always volunteered. In my family this is part of transmission of values...	Transmission of values, role model	values, family
2	Mother works as police officer	Transmission of values, role model	Role model, values, family
3	Father was professional firefighter	Transmission of values, role model	Role model, values, family
4	Grandfather was prof. Police Officer	Transmission of values, role model	Role model, values, family
5	Father was a senior army officer	Transmission of values, role model	Role model, values
8	Partner is police officer	Transmission of values, role model	Role model, values, family
10	Father used to be a military police officer	Transmission of values, role model	Role model, values, family

Nr.	Text source	Codes	Themes
11	Several relatives and cousins are active police officers, daughter also want to join police	Transmission of values, role model	Role model, values
2	Why people volunteer? A) helper, to feel better, get recognition. B) gain advantages from volunteer work	Relatedness	relatedness, family
3	To look beyond the horizon. Police service is something special. But of course, you have also a certain position within society when you do that. Recognition – not for me – certainly plays a role.	Autonomy, competence, Recognition/relatedness	Status Competence
4	One should normally get involved in the state. It's a give and take	Altruistic, social	Social motive
7	Interest, affair of the heart – like a voluntary social year... doing something good for the environment. To do something meaningful, to give something to society... a great way to anchor police work in society...	Altruistic, egoistic	Social, altruistic + egoistic
8	Yeah, well, you just want to give something back. Personally, I'm fine. I was fine then. I had a good childhood, a good family and you just have to do a little bit more than just the same thing. I also wanted to investigate the environment. 'What else is on the other side of the world, in my life, with my fellow men and can I give something back? To somebody who just isn't doing so well. Just a little bit of commitment for the fellow citizens and help them a little bit	Altruistic, interest	Feel good Competitive Adventurous Thankful, family
9	Good way to finance studies....	Egoistic	Realist
10	To give sth. back, What else is interesting is in the world	Altruistic, competence,	Adventurous, Thankful
11	Think they just want to do sth. good. I know many volunteers in the voluntary fire-fighting service... Don't know where this comes from... We have people from all walks of life. Some do it for the money, but the interesting people, who have a bit of brain power...	Altruistic, egoistic	Status?
2	I am social minded and helpful. Support regular colleagues.	Recognition/relatedness	comradeship

Nr.	Text source	Codes	Themes
2	I am social minded and helpful. Support regular colleagues. I have a helper syndrome, poss. inherited from my mother	Altruistic	Role model, family
7	...now maybe I can get a little police air... ...that would be a possibility to do it as a hobby and have a look at it...	Egoistic, Recognition interest	Status, Interest
10	It wasn't the money, I was already looking for something, 2 or 3 times a month	?	Interest
4	Help other people, do some meaningful in your free time	Egoistic, altruistic	Social, altru.
6	I do it to help my colleagues and I also enjoy helping. I know its dangerous but I tell myself: 'Where is it not dangerous'? The most important thing is that I enjoy it and that I can support my colleagues.	Relatedness	comradeship
6	Because they want to help people. Want to experience something different	Egoistic, altruistic	Adventurous,
11	Finance studies and do something good at the same time. Its a complete different occupation, where you also get to know other areas. I have gained most of my life experience during this time.	Autonomy, competence, Recognition Egoistic, altruistic	Social + egoistic
7	I haven't been acting for about two years now. I am still on the role, but I hope that times will change again. And... with 55 years...	Demotivated	Demotivated
11	Situation currently very difficult. Lots have left. Police don't use volunteers intelligently. Have, after 30yrs, toyed with the idea of giving up the uniform. If the FPD will be disarmed, then 80-85 % will quit. They used us again during the refugee-wave. This was hard work, every evening from 6-12 pm. Once this was over we were kicked in the butt again. We have people from all	Autonomy, competence, Recognition	Demotivated

Nr.	Text source	Codes	Themes
	walks of life. Some do it for the money, but the interesting people, who have a bit of brain power...		
2	Many volunteers are still on paper but no longer volunteer for service	Demotivated	Demotivated
2	Large drop in the number of calls. Less willingness by police admin	Demotivated	Disappointed
2	after 2013: mainly traffic regulation at fairs, marches and events	Demotivated	Demotivated
2	I am basically the <b>communicative</b> type, de-escalating	Competence, Recognition	Interest, Adventurous
5	I'd like to see the work of FPD.... <b>more appreciated</b> and also more media support. All the discussions of where police is on, there should police be in... that hurt. We have so many experiences	Competence, Recognition	Disappointed
6	People have less and less respect. And to stay in front of an asylum centre without a weapon, I would not go in there.	Recognition as state body	Status
8	Drastically reduced number of calls, just traffic or event duties. The less you are used, the less you can do... <b>loose</b> knowledge..	Loss of knowledge, Competence,	Loss
9	Used to be <b>second man</b> on patrol car, now if lucky, some presence patrol on bike or foot...	Autonomy, competence, Recognition	Status
10	Calls are reduced. Now, so, this is prevention. For example, the 'open window' campaign, where I post notes or we ride our bikes in the evening on bicycle patrol. Now in summer we have monitored the Corona rules. (Bicycle patrol with uniform). There we have a colleague who does it all by himself and also <b>involves us</b> but that is his personal commitment.	Autonomy, competence, Recognition	involvement
10	Shift work was more <b>interesting</b> . Now, prevention, bike patrol, road safety, that's we are left with.	Autonomy, competence, Recognition	interest
10	Chiefs could <b>do more</b> , call us more often. It depends on the station chief. They could <b>do more</b> .	Recognition	Disappointment

Nr.	Text source	Codes	Themes
11	Shift work was good, Crime prevention even better. Did projects, recruitment campaigns....	Autonomy, competence, Recognition	Disappointment
2	I worked rotating shifts, supported regular colleagues in all things	Autonomy, competence, Recognition	Comradeship, social
2	...the complexity of the profession	Autonomy, competence,	
2	..situation is satisfying when you help a citizen or simply provide security	Autonomy, competence, feeling good	
2	Collegial cooperation before 2013	Recognition, relatedness	
3	Do my sovereign duties...	Recognition as state body, Autonomy, competence,	
3	I would like to do shift service again	Relatedness	
3	Feels collegial cooperation as plus	Relatedness	
4	You could show your skills on patrol. I had no desire to go on the motorway, to do control stories....	Autonomy, competence,	
4	Second job, calling	Autonomy, competence,	
4	Its just good to be able to help sb. ....When you can help, then you have a good feeling	Self-rewarding (egoistic)	
4	Best experience: Being accepted by your colleagues	Relatedness	
5	For the volunteers, I think, (shift service) it was definitely a better service	Relatedness	
5	I love being on the streets, with the people. Change of assignment must be worthwhile. Investigation is ok. But watching a tv screen to see who is stealing a pushbike – then my time is too precious for that.	Autonomy, competence,	
5	...got a lot of insight into all areas and there was an incredible standing together among the colleagues in the shift. ....it was all very personal and familiar. Today it is very impersonal.	Relatedness	

Nr.	Text source	Codes	Themes
6	Best was being on patrol, car control, working an accident control the traffic was best.	Autonomy, competence,	
7	...involvement into proper policing, lack of collegiality today. Lack of a real patrol partner...	Autonomy, competence, Recognition	
7	Best experience: You expand your personal horizon	Autonomy, competence,	
7	Shift work is naturally more exciting... If it went badly, you had a whole night and nothing happened and time didn't pass. You were just part of the department... you felt comfortable and at home...		
8	Before 2013: On Monday the phone rang: 'Can you do the night shift on Thursday?' I was on duty almost every week end...you could do everything at some point...	Autonomy, competence, relatedness	
8	Never felt rejection. I was lucky enough to have two older officers who took care of me. Who just said: 'Now I'm gonna teach you. Its really useful for us, if I teach you that and you work for us, on our shift, then I made a profit.' Some looked a bit strange. But as soon as you took action in a fight, it was over in a flash. Then one or the other came and said: Hey, I didn't think that about you".....	Relatedness, Cop-Culture	
8	relatedness	Relatedness	
9	Training, felt relatively full-fledged	Autonomy, competence,	
10	Shift service was good, people knew each other. They could count on you. Now, after 2013, you have to find your way back again and again. It's no big deal... Personally I get around more. ....do a good job centrally controlling what's happening. You get around, you just have to be mobile.	Autonomy, competence,	
10	I you could catch someone together with colleagues. Or if a citizen was thankful for our service.	Autonomy, competence,	

Nr.	Text source	Codes	Themes
11	Trainer were very good. Learned a lot, got a lot of experience. Have gained most of my life experience during that time	Autonomy, competence,	
2	Feel visible and deep gratitude of regulars. There are officers who are grateful that we are there.	Relatedness, Cop-Culture	
3	Allways good relation with regulars	Cop-Culture	
4	Allways good relation with regulars	Cop-Culture	
11	No problems. I could support and write my own reports. I was integrated in one shift and worked as much as the regulars. Now, as we are centrally managed, you hardly know your colleagues any more.	Cop-Culture, Autonomy, competence,	
2	Possibly 1/3 of regulars are against us. I would like to see better cooperation or flow of information	Rejection, cop culture	
2	Worst experience is when you are considered ballast	Rejection, cop culture	
3	A certain feeling of inferiority is spreading, recognition is lacking. I wish they would show consistency in dismissing or holding the service.	Rejection, cop culture	
4	Tortures between politics and union against us	Rejection, cop culture	
5	The young colleagues, who are fresh on the station as constable, they don't even say "Hello" to a volunteer. That is very arrogant. Possibly 10 % are against us.	Rejection, cop culture	
6	In the beginning I had to go through a lot. Lots of Mobbing, threats, bullying.	Rejection, cop culture	
7	Rejection at the beginning. There were really colleagues who did not want to go out with volunteers. But that was rather the exception.	Rejection, cop culture	
10	Sometimes you have the feeling ... being rejected by regulars because you are not as perfectly trained... but not very often and never with the officials. Possibly 1/4 of	Rejection, cop culture	

Nr.	Text source	Codes	Themes
	the regulars are against us. They say: We`ll do without them...		
2	I applied for regular service and was accepted but decided otherwise	Role Model, value transmission	
3	Thought of applying for regular service, decided otherwise	Role Model, value transmission	
4	As teenager you have the thought of joining the police. Then life takes other paths...	Role Model, value transmission	
9	....thought of joining the Federal Criminal Investigation office, but due to an accident, decided otherwise	Role Model, value transmission	
10	Wanted to join Police, but Sparkasse paid more	Role Model, value transmission	
5	I applied for regular service but failed the sports test. Could have applied for higher intermediate service but wanted to serve in the lower grades first. I am a friend of working from the bottom up, just to gain experience...	Role Model, value transmission	
6	Applied for regular service but failed, was offered instead a position with the volunteers.	Role Model, value transmission	
7	Applied for regular service but failed eye test	Role Model, value transmission	
8	.... always wanted to join regular service, failed medical test	Role Model, value transmission	
11	Thought of joining the Federal Criminal Investigation Office but for them my MSc was worthless	Role Model, value transmission	
3	Feels collegial cooperation as plus	Relatedness	
4	Best experience: Being accepted by your colleagues	Relatedness	
10	Bavarian security guard – you can hardly recognize them... you have to look closely (nothing for me).	Status	
2	Continue to serve and support, whatever....		
5	I don't see any difference between doing voluntary police service and 'sacrificing" my free time and other people going to the tennis club or golf club or playing football...It's just like a hobby.	Egoistic motive	

Nr.	Text source	Codes	Themes
6	People have less and less respect. And to stay in front of an asylum center without a weapon, I would not go in there.	Unconditional clinging on, relatedness	
7	Moving away from the uniform, coding bicycles...honestly, I would not do that. But, honestly, I am 55 years old now, so let the younger ones do it....		
10	I am available if the service changes. As long as it is in uniform. I am computer savvy, I am flexible, I like driving a car, I do martial arts. Through the uniform you represent the state... I do attach importance to uniform.	Conditional, status, Recognition as state body,	
2	Suggestions for change: more training, re-introduction to shift		
6	I hope we can exist for a long time and things return to normal and that the politicians appreciate us, they don't know what we can achieve at all.	Autonomy, competence, Recognition/relatedness	
8	Well, I really love it. Now, after 2013, the job, I don't like it. But it's better than nothing. So, I would stay.	Autonomy, competence, Recognition/relatedness	
10	Chiefs could do more, call us more often. It depends on the station chief. They could do more.	Recognition	
10	The way it was before (2013), there was a reason for it. I think it would be great if it had the same level as in the English speaking countries...	Autonomy, competence, Recognition/relatedness	
6	No relatives in the police		family
3	No volunteer in family		family
4	No volunteer in family		family
5	No volunteer in family		family
6	No volunteer in family		family
4	No volunteer before		family
5	No volunteer before		family
5	No volunteer before		family
7	No volunteer work before		

Nr.	Text source	Codes	Themes
8	No volunteer work before		

### Appendix 9 – Transcripts of interviews

The following text contains anonymized interviews with volunteers. The raw data are confidential and only accessible for the tutor and the researcher

1) Translation of an email from Dr. M. R.

Background information, 12 June 2020

Dear Fritz,

nice to hear from you.

How do you know JPD a.D. 'A' from 'X'? The world is really small.

A telephone interview is of course possible, but I have to tell you that at that time I was formally part of the Voluntary Police Service, but due to the fact that I was a fully trained police officer, I was assigned as a full member of the patrol in my old precinct. I wrote reports, was armed with the regular armament and continued to patrol with my old patrol partner.

In this respect I was not the typical police volunteer, who was only allowed to ride in the patrol car as a third man and was mostly used for traffic control during harmless special operations (public festivals, Christmas markets, May markets, etc.).

But you are welcome to call us. Today I am on the road, but tomorrow I can be reached under XXXX/XXXXXX.

All the best to you and a speedy recovery for your wife.

Your old friend from Kosovo days

M.

Interview 1 transcript into English, anonymized to Dr. 'B', only used for background information

Dr. 'B', a former member of the FPD called me at home in the evening of 12.3.2020.

From 1998 to 2005 he was a member of the voluntary police service in a rural police department in the administrative district of Tübingen. Dr. 'B' is today a lawyer by profession and has accompanied the development of the FPD also during his legal studies. He is now also mayor of a small town between Tübingen and Lake Constance.

Dr. 'B' comes from a police family. His mother was a police officer; one of his brothers was a police officer. In this respect, he has much insight into the police profession, which benefits him today, as head of the local order department in his small town. Dr. 'B' was born in Baden-Württemberg in 1972 and passed his school-leaving examination there in 1992. This was followed by an apprenticeship for the higher non-technical administrative service, which he completed with the degree "Diplom Verwaltungswirt" (Level 6 according to the German Qualification Frame and the European Qualification Frame EQR).

This was followed by a law degree according to level 7 and a doctorate.

Dr. 'B' describes himself as "police-affine", he is married to a police officer. He has not done voluntary services but the idea of giving something back to the community was high on the agenda in his family. His mother in her free time worked for the church. His wife works for a sports association in her free time.

He describes his work for the FPD as very satisfying. He explains that he has been on single patrol and was mainly deployed in traffic surveillance. Shortly before he left, it was planned to assign him to the motorcycle patrol.

M1 describes that the FPD has been drawn into political disputes since its inception under the then Prime Minister Filbinger. These disputes have not subsided to this day. The unclear future of the service may have led to a high number of departures (1963 = 4300; 2007 = 1,164 members).

In the period up to his departure, 41% of the volunteers' work had been on patrol. 30% had been involved in traffic monitoring tasks. all other activities accounted for less than 20% in total.

Background interview with police director (ret.) XXXXX on 12.6.2020, anonymized to PD a.D. 'A' (speaker 2)

Speaker 1 (4:12)

I have been interested in volunteer police service in the USA and England for more than 30 years. At first I wanted to use Holland as a comparison for my master thesis. Then I just got to know that the voluntary police service exists in Baden-Württemberg. I looked at the other volunteer police services and said that the one in Baden-Württemberg is most similar to the Special Constables in England. That would perhaps be a good comparison.

Speaker 2 (4:58)

So you can't compare it in any way with the one in Hesse and the one in Bavaria. They are completely different concepts. Whereby, with what they have sent me in advance, but the Greens and also the SPD have been declared opponents for many years. They want to abolish it completely. Then they didn't really dare to do it and then the new Government came and they said, take away the uniform and take away weapons. In principle similar to what the Hessians do. Do you know the history of voluntary police service?

Speaker 1 (5:31)

Yes, I have read them and I have also read the book of Mr. Ehm. I can see that they all volunteers wanted to become real police officers.

Speaker 2 (6:05)

We have a station chief, who is now a police chief, he was a law student, his father was a detective. He worked as a volunteer cop to earn extra money. He didn't want to be a regular cop in the beginning. And after the voluntary police service, he wanted to become a policeman. At that time, the volunteer police officers still did the normal patrol duty. When we were short on personnel, we used a 1:1 ratio. So a young police officer (comparable to Constable) and a volunteer. That was the squad car crew. And we also had a lot of young people who wanted to become police officers. They wanted to volunteer. Many of them joined the fire brigade. The FPD is an institution, they need people, they advertised it at some point. There were a few, they also went because they knew how to handle weapons. But there are always those. The voluntary police also have them. We had people who joined the police because they wanted a uniform.

Speaker 1 (7:25)

So since 2013 they're not allowed to patrol, am I getting that right?

Speaker 2 (7:32)

Right. That was back then after the elections, when the SPD and the Greens had the majority.

Speaker 1 (7:39)

At the same time, the volunteer police officers were extended beyond the age of 60.

Speaker 2 (7:48)

Exactly, the age of the volunteer police officers has been adjusted to the age of the active police officers. Previously, the age for police officers in Baden-Württemberg was generally 60. That's why the volunteers had to go to 60. Then it was said that everything that applies to active police officers also applies to volunteers. The volunteer police officers had the position of a police officer.

Speaker 1 (8:34)

The calls, is that right, that they have decreased extremely?

Speaker 2 (8:37)

Actually yes, because the normal patrol service used to be the most interesting for the volunteers. I say that as a regular police officer, there is nothing more interesting than patrol duty. Watching the parking lot for hours during marathons is a boring job. When the patrol service was over and out, many volunteers also said that they stopped completely. Or they didn't volunteer as often as they used to. There used to be police volunteers who did night duty every weekend. They liked it because they had time on weekends anyway and then it was great for them to patrol at night.

Speaker 1 (9:30)

So the numbers have literally collapsed from 4500 to 500 to 600?

Speaker 2 (9:36)

And then the other problem was that the SPD and the Greens wanted to abolish the voluntary police service. But they did not dare to do this from now on. Then they thought "we'll let them bleed out". The "X" presidium, for example, has been given 200,000 €. So it was clear that we could pay about 300,000 hours of work. But if the funds are cut by half, then only half of the assignments can be done. In this way they tried to make voluntary police service less and less attractive. In other words, fewer calls for volunteers, and then we had volunteers who said that it was not worthwhile for the two calls that I was deployed. This reduced allocation of resources was one reason why the figures have fallen considerably.

Speaker 1 (10:34)

The police leadership, do they want the volunteers?

Speaker 2 (10:38)

I can't speak for everyone, but I used to be in charge. My presidents, or rather those at my level, they appreciated the volunteers. We've always had minimum service levels at the precincts. If officers got sick or were unavailable, volunteers could step in. Before you have 200 officers working overtime at events and traffic management, police volunteers were actually ideal for such tasks. Police leaders who were close to the SPD and the Greens sometimes had a different opinion. We had police leaders who were also very strongly committed to the

trade unions, and they had a problem with that. The GDP was the union that rejected voluntary police service the most. Of course, that plays a role if the police have to be judged a bit better from the outside. If everyone is supposed to be in the upper echelons of the service, then it is a bit difficult if I have the voluntary police service alongside it, where I say that the range of tasks cannot be quite so demanding. Xxxxxxx, then not every policeman has to be a chief inspector. But that was a discussion that was wrong. My opinion was always that the normal volunteer does not have to fight Organized Crime, he should not be the police leader. He should do what he is trained for. The police profession is also profession of experience. We had police volunteers who were students and some of them worked 40 hours a week. They worked shifts in the normal way. They worked for eight weeks during the semester break. Then there were police volunteers who worked 10,000 hours during their volunteer years. They had more experience than some young officers.

Speaker 1 (13:01)

I can imagine. The subject is politically ticklish. First of all, I asked the Ministry of the Interior, they said "yes, he can do it, he should turn to the local police authorities", because they will take care of it themselves. And then I wrote to a few. Among others also "Y". "Y" is one of the authorities who did not answer at all, not even to the second letter.

Speaker 2 (13:25)

(laughs) I was just sitting with an active police commissioner 20 minutes ago. Then I would have told him to answer.

Speaker 1 (13:46)

I also asked the Hessians in advance and they said, please understand that we need the time and resources for our own people. But of course, I can also understand that. I have also been asked whether I am able to keep the political situation as neutral as possible. I am happy to do so.

Speaker 2 (14:14)

I told you that the political situation here is such that at that time, "GDP" (the biggest police union) supported the Greens and the SPD. In the election program of the SPD, the abolition of the FPD is said to have been part of it. Then everybody was surprised that we all of a sudden had an SPD government. The SPD was then also obliged to fulfil the demands of the trade union. And the Greens have a split relationship with the FPD anyway. And the CDU with the Greens in the government is now also having a hard time and lets it continue. They have now turned off the tap, but they have been thinking about new tasks for a few years now. We haven't employed any volunteers for years now. The problem now is that the volunteers are all getting older and in 10 years there will be hardly any volunteers left.

Speaker 1 (15:30)

The volunteers that I have spoken to so far are not averse to new tasks, but some attach importance to uniform and armament.

Speaker 2 (15:38)

That's it, yeah. If we use them, they'll get into the same situations where you might have to shoot. In the old days you said, "They could easily use that gun someday." In my entire time in the police force I had not had a single use of a gun by a volunteer where anyone had been shot, not one. The subject is overrated. The volunteers may have had a short training, but the gun training was intense. They had to do the

shooting practice every year. They were happy to do that, it was a highlight for them again, they all shot. On the other hand, there were regular colleagues who had not had any shooting practice for 3 years because they avoided it.

Speaker 1 (16:43)

How many volunteers are there in "X/Y"?

Speaker 2 (16:47)

In X/Y we now have about 80 police volunteers, but 30 of them are in a police music orchestra. They perform in uniform and there are only a few regular police officers. You can tell by the stripes or stars on their uniforms. The volunteers get a bar for every 5 years. They play at various events in the city and also cost the police some of the total budget. This costs about 30.000 € in total. And there we are again with the topic, what the volunteers do except supporting their colleagues.

Speaker 1 (19:22)

How many people do you know who have changed from voluntary service to regular police work?

Speaker 2 (19:23)

Over the last 40 years, I would know 10-15 people for sure. Some of them with great careers. We had had many students. Sociology, law, civil society... Some of them went to the Federal Criminal Police Office as career changers.

We once had a young police officer who wanted to start studying again and joined the FPD during his studies. That was the ideal man. He had already passed his training. He went the other way round. He worked better, like many an active colleague. After completing his studies he joined the federal police. The Baden-Württemberg police didn't want him after graduation, they would have only hired him again as a police corporal.

Speaker 1 (20:56)

I know a friend of mine who is now president of the federal police in S.

Speaker 2 (21:00)

Is this Mr. R.?

Speaker 1 (21:01)

Yeah, right. M.R., right.

Speaker 2 (21:05)

He grew up in the precinct where I used to be. You can call him. He used to volunteer for the police. And he's better at handling the weapons the volunteers couldn't use than some of his colleagues. And the case of an active officer volunteering is interesting.

Speaker 1 (22:08)

Well, I'll do it. I'll call M.

What do you think is the basic motivation of police volunteers?

Speaker 2 (22:20)

The one I knew, it was the love of the police, especially in 'XY'. Apart from that, "adventure" also played a role, somehow a bit experience-oriented. Many boys who went to the FPD, for them the uniform also played a role. Problems we had with the volunteers, for example alcoholics or other problems, they had no car. If we needed someone to support us, the volunteers were a very welcome support. When colleagues in my area wanted to take the weekend off, it was often only possible if a volunteer was available. Most of the volunteers were then also deployed where they came from. Volunteers who only came to us because of the gun, I did not know a single one of them.

Speaker 1 (23:56)

I have one more question. It's about cop culture. We know the difference between management culture and cop culture and we also know that a police shift is a very special entity. They won't let anybody in there for a while. I can well imagine that one or two of them reject the volunteers because they think that they are not well enough trained or because they have to look after them. What experiences have you had there?

Speaker 2 (24:30)

The volunteers were a very integrated part of the service group, part of the cop culture. Many colleagues did understand and support this.

Speaker 1 (24:55)

Yeah, I can imagine. There are motivational theories that suggest they want to be like real police officers. And they also want to be part of the cop culture.

Speaker 2 (25:08)

Right. So the volunteers I knew, at the times when they were still doing regular service, they were connected to the local police station. And wanted to be like them. And when we introduced things, the volunteers all wanted to be like them. For a long time, the volunteers still wore the old green uniform when we already had changed to blue. And then the volunteers were recognizable. Then they attached great importance to finally getting the blue uniform. There was only the problem that the uniform had to be paid from the budget of the presidency. Such basic equipment costs 500 €, but then money was scarce. So, one would have had to take 500 € into one's hands, which could have been invested in other things. Until the will was so great that the wish for the new uniforms was heard.

Speaker 1 (28:40)

Would you have something against being named in the study?

Speaker 2 (29:02)

No. You can do that.

## Interview 2 transcript english

The interview was recorded on 01.6.2020 at 16:30

- Age, profession and highest academic education

I am still 34 years old, I have a degree in business administration, worked in the health care sector and now work in the education sector.

- How long have you been in the service of the FPD

I only celebrated my tenth anniversary in December (2019).

- Have you always worked in X.?

No, actually always in M. M. is still my home district. But after the political circumstances in Baden-Württemberg have led to a reorganization and also PD's have been closed and merged, we belong to the presidium in X and will then be deployed in many other locations, including K.

- The reorganization has had a negative effect on volunteers?

That is certainly true. Many volunteers are still on paper but no longer volunteer for service.

- Have you ever thought about applying for a job with the regular police force?

Not only did I think about it, but I applied and got a letter of acceptance for the higher service. But then I had to - or I would have had to - go through the intermediate service (first), because my age did not allow it (otherwise). But then I did not go down that road after all.

- What a pity?

You only know afterwards whether it was the wrong decision. But I just made it for me.

- What were the reasons for your application for the FPD?

That's a bit difficult to write in one sentence. I'll try to keep it short. My mother has been with the Criminal Investigation Department for 20 years and she drew my attention to the fact that there is a job advertisement (for the FPD) in the regional newspapers. This means that in the advertisements for the normal professions, they asked people to apply for the Voluntary Police Service. That's what I did then, 2008 / 2009. And why...the motivation. I was there at the point after my studies - where I did not know what I would do professionally ... and saw it as a second mainstay, as I said. But simply made out of interest.

- What interested you so much in it?

Well, the complexity of the profession. It was, I knew that one can be employed in different areas and that's why I applied.

- What you did there.

Since the police service - when I started, we were still assigned to regular patrol duty and shifts and simply supported the full-time colleagues in all things. That was then abolished relatively quickly, because by then tasks with a potential for danger were already occurring and because of the inadequate training we had. I can no longer say when this will happen. And then the activities were focused and concentrated at the traffic police to support traffic route measures, removals, events, barrier measures. All measures where the potential danger was foreseeable (assessable). In addition, we - and I personally - have taken over additional services, i.e. courier services, weapons transport etc. to the regional council. That was once a week. And once, ah yes, that was also an interesting story, we had a citizen survey. That is, the police were supposed to question citizens and police volunteers were also used to a considerable extent.

- What does the FPD give you that you don't get in your day job?

When I now say a certain amount of recognition, it is a bit difficult, because it is often misunderstood. I am basically very socially minded and helpful. And - to me personally, yes, that means that you can simply support the full-time civil servants with all the things that we have quite well under control. For example, on a Sunday when the shops are open for business, with the large shopping mall area that you steer there, so that there is no backlog on the motorway. And then it is good if you can simply support the full-time civil servants you know of overtime. And you also feel visible and then already deep gratitude of the full-time colleagues.

- What is your relationship with regular police officers?

Different. There are officers, as I said, who are grateful that we are there and who take on and support tasks. Then there are many officials who are not willing or less willing to work with us.

- What does many mean? How can you quantify that?

Oh, it's difficult. There may be 1/3 against us and 2/3 working with us.

- What skills do you have that are not used by the police?

I'm basically a communicative type, when I look for strengths, de-escalating... Then the question is, why don't others... Maybe they've been around too long. Maybe they lack experience. All in all, communication and de-escalation would be my strengths that I haven't been able to bring in so far.

- What was your best experience in the FPD?

The best experience was - apart from the training courses, which were taught very, very appreciatively as police experience and which give us the security for action techniques (for service). Basically, I can't think of anything, the situation is satisfying when you help a citizen or simply provide security.

- What was your worst experience in FPD

The worst experience is when you do not get any encouragement from your (full-time) colleagues when you are ballast (considered ballast). This is not nice, because then arrangements are missed out, this is just not a nice feeling.

- What are your future intentions regarding the FPD?

In contrast to the colleagues who quit the service after the change of tasks, this is out of the question for me. Also, the fact that I am no longer on patrol duty and only have to do traffic or am no longer in my home district, but sometimes have to drive 70 or 80 km, that is no reason for me not to do the service any more. I intend, time permitting and in staying in good health, to continue to work and support the officials.

- What do you think should be done to increase the number of volunteers?

There are various approaches. One would have to change the acquisition, because many people don't know anything about the service. On the other hand, the police volunteers, who certainly have time capacities, could simply be linked more to full-time civil servants. The esteem that is connected with this is decisive for education...incomprehensible. A longer education, perhaps. After all, we spent three weeks at the police school, wrote our papers and shot our exercises... Now we only have a training course once a year, which is certainly too little.

- How many hours a month do you do?

I was one of the top performers in M. I did 10 to 20 hours a week. Right now I only have assignments every two or three months, so if I note down the hours on average, that's about right (like 10-20 hours a week).

- Could you imagine doing something else in the FPD, e.g. not in uniform, e.g. not armed, e.g. in crime prevention...

(Breathes heavily and thoughtfully...) I can imagine it like that. Personally, I was also in action at exhibition stands etc. and had contacts. There was for example the action "No burglary". These are all things that we already do. You could imagine.

- Interviewer refers to the example of England, where SCs work in crime prevention and partly as investigators.

I personally see the danger in individual colleagues who identify themselves through their uniforms, and I would be unhappy if these colleagues could still work for the police. I personally would look at the area of responsibility and then decide, in principle I am very open. All police volunteers have learned a different profession. One should actually make much more use of their skills and knowledge. That would mean a considerable amount of personnel work, which is of course not feasible at present.

The following interview was recorded on 5.6.2020 at 17:00

Speaker 1 (00.47)

I would like to come back to a few things that we have perhaps touched on briefly and others that we have not yet touched on. They have emerged again in the course of my research. If you are prepared to do so?

Speaker 2 (00.39)

Of course

Speaker 1 (00.43)

The question is now a bit of a philosophical question. The question is, "Why do you think people do volunteer work?"

Speaker 2 (00:57)

Indeed, I asked myself this question last week about the subject of voluntary work in Germany. What is the motivation or often the key motivation behind it? I think, why voluntary work is done. I think these are two main areas that I think one can distinguish. The biggest would be for me that there are simply people who belong to this type of helper. Simply wanting to help from different motivations. Either to get recognition or just to feel better if they do something good.

Then perhaps why is there volunteer work - The second group, who simply hope to gain advantages from this volunteer work, by belonging to a certain group and being able to gain advantages from it, for themselves personally, through their individual volunteer work.

Speaker 1 (02:05)

Where would you put yourself?

Speaker 2 (02:07)

(Laughs) - Well, I would put myself in the first group

Speaker 1 (02:13)

I suspected as much.

Speaker 2 (02:17)

I have a helper syndrome. Probably inherited from my mother. One of my weaknesses is that I can't always say no and I also like to support people, so in this case I would put myself in the first group of FPDs.

Speaker 1 (02:35)

Yes, thank you. Is there anyone else in your family who has volunteered, or still does volunteer work?

Speaker 2 (02:43)

Yeah, there is. My mother, for example, who by the way also works for the police, for the criminal investigation department, ishe is active in the church and is active in the local council.

Speaker 1 (03:02)

Is there anyone else in her family?

Speaker 2 (03:05)

Nope

Speaker 1 (03:07)

Could it be, or let's ask - As for her decision to join the voluntary police service, you had already told me that your mother had drawn your attention to the call for applications. Could it be that your mother, or did your mother's example of being active in the church, influenced you to join the voluntary police service and to work there voluntarily?

Speaker 2 (03:36)

I couldn't answer that right now. I would say no. That was basically my own decision and my own deliberation. I am convinced that it must have played a role somewhere subconsciously, but now basically it was not in the balance, ne.

Speaker 1 (03:58)

Have you ever done any other volunteer work, or has anyone in your family ever done more volunteer work?

Speaker 2 (04:07)

I do. I was also a volunteer at the church and in sports clubs. But apart from my mother, who also does voluntary work in sports clubs, not now.

Speaker 1 (04:35)

Well, the mother has, at least as an example, unspoken, maybe she supported it after all. That leads me to the question, do you have in your wider family, apart from your mother, regular or volunteer policemen?

Speaker 2 (04:58)

No. No, we haven't.

Speaker 1 (05:03)

Yeah, fine. I think you're married, are you?

Speaker 2 (05:06)

Yes, I am but we do not have children.

Speaker 1 (05:09)

And your spouse, how do your spouse and your family feel about your voluntary work?

Speaker 2 (05:19)

My wife sees it a bit divided, this voluntary work. On the one hand, she thinks it's good that I do this voluntary work and social commitment. On the other hand there are two points.

There is always a risk assessment to be made, yes. So in fact she is really sometimes afraid if I go on any missions that are also further away. The second is that if you do volunteer work too often. That it has to be put down in the partnership, which is more important now. Which is less of a problem for us, thank God.

Speaker 1 (06:11)

We had already talked about how many hours you worked occasionally, how does that look now, has that been reduced?

Speaker 2 (06:26)

Oh, yeah, that's been reduced immensely. On the one hand, there has been a large drop in the number of calls by this new alliance, back in 2013, when there was a change of government, a change of state government, where the police service was also restricted in its activities - that means no more regular patrol duty, but only operations, mainly in the transport sector, where the potential danger could be assessed and was accordingly underestimated. There was less willingness on the part of the districts and directorates to call up volunteers. And now, of course, in the last month, the current situation has brought the workload down to zero, so to speak. I have now been informed about a deployment in the traffic sector, but it has already been reduced.

Speaker 1 (07:39)

What does the use in the traffic sector mean, what exactly do you have to do there?

Speaker 2 (07:47)

Well in the traffic area there are different control points to support or speed measurements to support the colleagues on site. But the largest part in the transport sector for the volunteers at present, in my view, is really traffic-regulating measures. For example, Sunday shopping hours, too many cars, too few parking spaces, back-up on the motorway, normal traffic regulation to allow through traffic. That is a classic example.

Speaker 1 (08:27)

Let me come back to this, even though I have asked this before - what do you like less about your job as a volunteer?

Speaker 2 (08:39)

What I find less good is the cooperation between the full-time police officers and the volunteers. I would like to see a little more cooperation or a better flow of information. Those are the points that bother me a bit. Apart from that, there's really nothing else.

Speaker 1 (09:05)

What does that mean - information flow?

Speaker 2 (09:10)

Flow of information means, on the one hand, that we as volunteers are very rarely on site as a rule and not up to date with the current situation. We are very much dependent on the fact that we are specifically instructed, that we are taken into the preliminary meetings, that

we are included in the briefings, that we are involved in the assignment meetings and that we are simply put on the same level as our colleagues. Sometimes a little is missing, but yes.

And apart from acceptance, that was the second point. The acceptance of the full-time colleagues, for the cooperation with volunteers, it would be common practice in some places to wish for.

Speaker 1(10:08)

This brings me back to the question of what is your relationship with regular police officers, or the relationship of regular police officers with you?

Speaker 2 (10:18)

Yes, well, I think that's the same, the relationship, so now for me personally, I consider it very good. Well, I am very much in accordance with the motto, just as one calls into the forest, so it reverberates. I always maintain very open communication with my colleagues and also ask if anything is unclear and it has usually worked quite well with the open communication and have met with a lot of acceptance. Personally, I now rarely have the cases or the colleagues who were obviously not pleased to work with volunteers. So I can now personally say - as a rule, my relationship with the full-time police officers is good.

Speaker 1 (11:13)

I had also asked about your best experience with voluntary police service. I'd like to revisit that.

Speaker 2 (11:23)

Yeah, what did I call it? (laughs)

Speaker 1 (11.26)

I'd have to look it up now. But they had actually told me about the joy of the outreaches and that you can work independently to some extent. Delivering weapons to the regional headquarters and so on.

Speaker 2 (11.40)

Yeah, so the best experiences. There are many. Self-employment is one thing, of course. The second, of course, and I think you can say that as the main point, when you work for or with children or, for example, when you close roads, for a martin's parade and the population is obviously grateful that you are there now, interacting and supporting, then it is of course very, very great to see that it can work well.

Speaker 1 (12:25)

One more question, I'll come right back to it. Do they tell others about what they do?

Speaker 2 (12:35)

No, not necessarily. If I am asked about it, I am happy to provide information, as far as I am allowed to do so, but I am not actually peddling it.

Speaker 1 (12:51)

Fine, thank you. One more final question and then I will say thank you very much for your willingness to answer my question a second time. What are your thoughts and feelings towards the citizens for whom you are there? What does that mean for you?

Speaker 2 (13:20)

(Short break) First and foremost, I am mentally with my colleagues by relieving them of work, with activities for which they really, perhaps have no time or desire. I really should think about that with citizens. I think that driving in the presence of the public or being active in the field of prevention, such as burglary driving, are the moments when you have direct contact with the public, and they are of course happy when you are there on the spot. I have less of an impression that citizens are not now pleased that the police are interacting. However, it is probably also due to the fact that I am not present at critical operations, as planned. Rather, I tend to support operations where the acceptance and concern of the citizens is given, as a rule. So that has to be said quite clearly. If I may say so casually - I take the flower trips, the nice ones, knock on front doors, see if the window is tilted, see if someone is there and then throw a note in. I would say that the citizens are quite happy to have this preventive approach. And the other things that the public might not like about police checks, which I will perhaps experience again now, are that the public is less happy. On the whole, though, I have the impression that the public is happy about the roadblocks, about the safety of children or other citizens, or about the preventive aspect.

Speaker 1 (15:30)

Now you put me in a difficult position there Mr. I really like the word flower trips. I'd like to quote you on that. Do you use it often?

Speaker 2 (15:40)

No. I practically created that now.

Speaker 1 (15:50)

I would not use it if it were a standing phrase from you, because I have to ensure that the information you and your colleagues give me is kept confidential and cannot be traced back to the sender of the message.

Speaker 2 (16:08)

I see. But according to this, you can use it. It's practically in the interview.

Speaker 1 (16:14)

Then I thank you very much. Now, is there anything else you'd like to share with me?

Speaker 2 (16:23)

Thanks for asking, but no, I didn't. I wish you every success in your work. I am pleased to have been able to support you and I am also looking forward to the evaluation of your work.

Interview 3 on 8.6.2020, 10:00 h

Speaker 1 (1:40)

Please tell me first of all your age, your profession and the highest school education.

Speaker 2 (1:45)

I am 62 years old now. I am a CEO in XY. School education, clear - academic degree in administrative sciences.

Speaker 1 (2:07)

Ah yes, a graduate in public administration. Civil service?

Speaker 2 (2:14)

I used to be, yeah. I used to be a lifetime civil servant and inspector for the Federal Criminal Police, but then I gave that up and went into business.

Speaker 1 (2:23)

Yes, thank you. How long have you been in the Volunteer Police Service?

Speaker 2 (2:28)

Over 30 years.

Speaker 1 (2:30)

Over 30 years - that's a long time. May I ask what influenced your decision to join the FPD back then?

Speaker 2 (2:44)

That was a long time ago. At first, I wanted to be a cop. I finished the bachelor at the Federal Criminal Investigation Office but decided later to quit and to pursue a career in the private area.

Speaker 1 (3:35)

You've been with the FPD for 30 years now. Does their decision have anything to do with your parents? Is there anyone in your family who has done volunteer work? Is that how you grew up?

Speaker 2 (3:53)

No, not really. My father was a passionate professional firefighter but the fact that we were socially engaged at that time was not an urgent compulsion. Within the family, yes, but more among each other from relatives, something from the post-war period.

Speaker 1 (4:15)

Did you do any volunteer work before you joined the voluntary police service?

Speaker 2 (04:22)

Yes, I was a paramedic and was then finally the head of operations at the Karlsruhe rescue service.

Speaker 1 (04:31)

Ah, paramedics and incident commander. What made you give up the profession of paramedic and become a volunteer police officer?

Speaker 2 (4:52)

That was the task that appealed to me. Paramedics had less to do with my studies. Law was the primary subject there. Public law, criminal law, criminal procedure. And I was interested in what the reality was like.

Speaker 1 (5:11)

I don't get it now.

Speaker 2 (5:13)

So, what's the reality. During college - "You know that. You did the training too". These are case histories that you go through. And when you have a lot of time to present alternatives at the exams, to subsume and the respective legislation. And for me it was always important to see how things look in reality. We had contact again and again, at that time with the police, through the rescue service, but it is something

else again. And at that time, the possibility of being on duty at a shift in the precinct was great. You could do the case work and so on. That was interesting.

Speaker 1 (05:54)

That ended in 2013. What do you think, if I can ask you this? Why do you think people do volunteer work in the first place?

Speaker 2 (06:11)

That's an interesting story. First of all, I think that the tasks to do something else and to get out of the everyday professional field, that this is a motivation. And simply to look beyond the horizon. That's what it was for me. And, of course also, I mean well, police service is something special, whether it is up-to-date is a completely different question. But, of course, you also have a certain position within society when you do that.

Speaker 1 (6:50)

It's, can you say, a matter of recognition?

Speaker 2 (6:54)

Not so much for me. I've had enough professionally. That was not the issue for me, but my colleagues in the police service, who come up with completely different professional hierarchies, certainly play a role.

Speaker 1 (7:10)

In your wider family, do you have anyone else who volunteers or is a member of the regular or voluntary police force?

Speaker 2 (7:22)

No, I haven't.

Speaker 1 (7:26)

What does your family think about your voluntary work?

Speaker 2 (7:29)

They find it interesting. Back when the kids were little, you could always tell a little bit about what's going on. Of course, they only knew the one world, my professional world, where I ultimately involved them. When I told them, what went on that night, that was the interesting thing. That was good. And for me it was also good, because of course I saw again and again how things can be different if you are not careful, especially when the young people are at that critical age, and that was important for me, because I knew the places where they were staying. I knew the gastronomic conditions and that was important for me, also in terms of language. I had also often been in contact with young people in the ministry. That was important for me.

Speaker 1 (8:21)

May I ask how many hours you currently work in the voluntary police service?

Speaker 2 (8:29)

So not at all for the moment. Due to the Covid-19 crisis. Since I'm CEO, our crisis team said it was best not to. Because, of course, the risk of infection is much higher and you never know who you're dealing with. Before that I was on duty regularly. Oh God, I can't tell you by the hour. I think, all in all, it will have been good for two months. 60 days approximately (in the year). But in traffic service.

Speaker 1 (9:12)

On traffic duty? That would have been my next question. What exactly did you do there?

Speaker 2 (9:17)

So there it was a matter of regulating traffic in the wider area, depending on the situation, for example during demonstrations. That in KSC games you primarily control the traffic. Turning off traffic lights, standing at intersections and regulating traffic, things like that.

Speaker 1 (9:43)

Which skills, so this is now of course perhaps a question that makes you laugh a little. What skills do you have that are not used by the voluntary police service?

Speaker 2 (10:01)

(Thinks long and hard)

Speaker 1 (10:08)

So you are the managing director, highly qualified and is it really so interesting to stand at the crossroads and control the traffic when you actually have a much higher qualification?

Speaker 2 (10:25)

Yeah, you can direct traffic like that and you can direct traffic like that. As a rule, normal road users have little use for a police officer at an intersection. This leads to irritation. You immediately get into a conversation and I always make something like that up - that's when you hold up your hand and talk to the citizens like that, just to get understanding or to create a smile here and there. You still have the contact, despite everything. You can shield yourself, that's also possible by saying "No, I'm going to do my sovereign duties here and they have to follow that" or you try to take them with you on your journey.

Speaker 1 (11:17)

But I figure if you had your qualifications in the police, you wouldn't be in traffic duty.

Speaker 2 (11:25)

No, so I am also lucky that I am also directly involved with the police leader from time to time, in KSC operations. I am also present in the meetings and I am also listened to and I am also asked. In this respect, it's something completely different when you see how the mission logistics work, what the strategy is for the games, etc. That is already important.

Speaker 1 (11:51)

What do you like less in your position as a volunteer?

Speaker 2 (11:56)

(longer pause) Actually, I'm satisfied. Of course, I would like to do shift service again. But I also see the problem that it does not work. What for me is actually a topic, where I think, maybe there is also the possibility after my active time, is the topic further training. So, that especially the volunteers in the police force are constantly kept fit in the area of "police law". That is the primary thing, that I actually know what I am doing, what I am allowed to do, how far I can go, I have to go into the police law and that is something special. And I think it should be permanent, that you just take your colleagues with you on your journey. So, this is an issue where I have to say that, in my opinion, this is not enough. Of all times when people say that the propensity to violence is very high. That people say, where do I actually stand, because the person opposite doesn't know what the stripes mean now. For them, you are a protector and should be able to demonstrate a certain legal certainty.

Speaker 1 (13:20)

What is your best experience with volunteer police service?

Speaker 2 (13:23)

This is the collegial cooperation, also with the main professionals, also through the hierarchies, also the recognition when the colleagues see "Ah, ok. That works". So, in the district service it was already great when you could do the processing properly or when the shift commander is out. So, it was great to make this experience. Yes, and also the cooperation, the camaraderie, which I don't know in my normal working life, I am a lone fighter.

Speaker 1 (14:06)

That's right, I was going to mention that. As sole director you sit at the top and yes, comparable perhaps to the head of a police department in this situation. One is relatively lonely. And I'm not sure if what you hear is true or not.

Speaker 2 (14.31)

Right. And there are also sleepless nights here and there, why one hasn't decided So in the end.

Speaker 1 (14:38)

Do you tell others about your volunteer work?

Speaker 2 (14:40)

Yeah. Well, I'm with Lions too. And in the beginning, it was a little weird when my friends at KSC sit in the VIP lounges. And they saw me walking around in uniform, armed. But I've already brought that up. So I approach it quite positive and I also experience that at the beginning there is a little bit of incomprehension "How can you do that" but when you tell a little bit, then there is already, yeah, I wouldn't say that it is a recognition, but it is accepted.

Speaker 1 (15:29)

Respect, perhaps?

Speaker 2 (15:31)

Joa, respect, joa, joa, sure. I think it's important, especially with my friends, that you, so for me it's important - the other way around. When we get into apartments where we normally don't get in, I always say "poverty smells too". Then you see that there is another world. And when you talk about it, then you get a bit of the "thoughtful character" of the person opposite, where you notice, ok, "they really think about it" and see that there is somehow the possibility to look beyond the end of your own nose.

Speaker 1 (16:35)

Nice feeling. Which leads me to the next question. When you think about the citizens for whom you are there in your voluntary police service, what feelings and what thoughts do you have about the citizen? I would like to follow up on your remark "Poverty smells too".

Speaker 2 (16:56)

So first of all listen at eye level, take it seriously. Everybody brings his own package. Life has many shades, and regardless of how they are dressed, whether they are dirty, if they wear a suit, then no topic (laughs). First of all, eye level, recognition. Everyone has a reason, for example, that he drove into the intersection - maybe he doesn't know, maybe he did it on purpose and, and.

Speaker 1 (17:34)

What is your relationship to regular police officers?

Speaker 2 (17:36)

Pretty good. Well, there's, I've never really noticed any difference between volunteering or staffing. We exchange ideas, sometimes we talk about a legal question, of course it can also be that a colleague comes and asks "How do you see it? So Joa as a partner

Speaker 1 (18:08)

Well, I have also read the union statements and I know from the English area, for example, that not every regular policeman likes to see the volunteer policeman. For various reasons, simply because of the lower training, up to the overtime theft, so to speak.

Speaker 2 (18:31)

No, I haven't experienced anything negative in my entire service. Quite the contrary, in fact.

Speaker 1 (18:39)

Thank you. I find that very gratifying. You probably know the discussion better than I do, which is going on at the moment between the CDU and the Green Party, and also with other parties. They are concerned about the fact that the task may be changed, without uniform, without weapons and in the area of crime prevention perhaps, would that be something you would be interested in doing in the future? Or would this be an area where they say - ok, I have 30 years behind me now and others should do that for a change?

Speaker 2 (19:14)

Nah, I'm generally open to such topics. Nevertheless, they are not entirely wrong. I am now 62 years old. I have now extended twice, whether I extend again now or not, but that is now independent of the situation now. Physically I am fit. Xxxxx for my employees, it's still possible. So I don't know if I will do it again. But regardless of that, I can already imagine it. What I wouldn't do would be doorman services or something like that, so I have to say, that would be something where I say "No, that doesn't fit anymore".

Speaker 1 (20:10)

One more question. Would you like to add something about volunteer police service?

Speaker 2 (20:21)

It is precisely with the political discussion, I learn from colleagues, i.e. from the voluntary police service, that a certain feeling of inferiority is spreading or that recognition is lacking. I have to say that the management in X-City is taking a great deal of trouble. For example, they are also concerned that we have been given protective vests, so a lot is happening. Nevertheless, in the political arena, I simply wish that they would either show consistency by saying "That's it, we are dismissing the voluntary police service because it no longer fits into the landscape" or by saying "Yes, it is important, but we also have to invest in the area of further training."

Speaker 1 (21:27)

Yeah, that was a nice closing. I want to thank you for your time...

Interview 4

Speaker 1 (1:07)

I'd like to know your age, your profession and the highest level of education.

Speaker 2 (1:12)

I am 63 years old, born in 1957, and was employed by the municipality, For 30 years. There I was in charge of the Department of Waste Management and City Cleaning. Now I have been in part-time work for 1 ½ years. Leisure phase, until the end of the year and from 01.01 I am a pensioner.

Speaker 1 (1:49)

And you're in volunteer police service?

Speaker 2 (1:52)

Since 1981, yes. For almost 40 years.

Speaker 1 (1:58)

For 40 years, I bet you can tell a lot about it.

Speaker 2 (2:01)

You could write a book, yes.

Speaker 1 (2.09)

I read that you have to quit the voluntary police service at 60.

Speaker (2:15)

Yeah, well, that was 1981 when I joined. 1981, so 1 year later the discussion was already to dissolve the whole thing. It was a constant up and down. Politicians and trade unions discussed it over and over again. But we held out. And in the xxx years, when the regulation was in place, the government was green/red, the whole thing was on the table again. There were no more new appointments and then it was only the phase-out model. And in principle we would all have been phased out, if it hadn't been for the change of government. So, the CDU, with the government in Baden-Württemberg. Mr. Strobl, is now also still fighting. And then there was the extension just before I turned 60. Then came the option, because there was a big decrease among the volunteers, whoever feels able can continue. If there is a need, then you can do up to 65 years. I applied for my extension, got it approved and am now in the fourth extension phase. Let's see how it continues.

Speaker 1 (04.01)

I have the impression, perhaps you will share this, that it will take some time with the government's concept, which is to be decided.

Speaker 2 (4:13)

I think they'll sit this one out and nothing will happen.

Speaker 1 (04:19)

Please tell me again your school education, what are your qualifications?

Speaker 2 (04:25)

I originally went to secondary school and then did my apprenticeship as an industrial clerk. And then also 45 years in the same company in charge of the Department of Waste Management and City Cleaning.

Speaker 1 (4:52)

So in public service with the city and then you have been in public service with the police for 24 years?

Speaker 2 (4:58)

For 39 years

Speaker 1 (05:02)

Yes, of course, for 39 years. You've basically done two jobs in one. 39 years - you must have had a high motivation. What influenced your decision to join the voluntary police service?

Speaker 2 (05:30)

So as a teenager you often have the thought that you are going to go to the police completely. Then life takes other paths and then we had colleagues in the shop who were also in the voluntary police service at the time. Then they talked about it and said "Well, that sounds very good". You can get a little involved and then I applied for a job. It took quite a long time, because there was a high number of applicants. They were then collected, there was a pre-selection and in the end there were 10 men who were allowed to apply.

Speaker 1 (6:12)

Was there anyone in your family, parents for example, who were an example to you in terms of volunteer work?

Speaker 2 (6:21)

Not really, no. Well, my grandfather was a full-time police officer, but in the voluntary sector, there was no one active.

Speaker 1 (6:34)

Did you talk to your grandfather often about being a police officer?

Speaker 2 (6:37)

I was too little then.

Speaker 1 (6:43)

Could you then say whether anyone in your family or in your wider family has done voluntary work in any other way?

Speaker 2 (6:56)

Nope. In the whole family environment, I would not know anybody who was active as a volunteer anywhere.

Speaker 1 (7:07)

Did you do any voluntary work yourself before you joined the voluntary police service?

Speaker 2 (7:15)

Not really, no.

Speaker 1 (7:18)

Why do you think people do voluntary work?

Speaker 2 (7:26)

Because there are many possibilities. Tough question.

Speaker 1 (07:38)

Yes, the question is not so much where they work, but why? What motivates people to do voluntary work, what do you think?

Speaker 2 (7:47)

That one should normally also get involved in the state. Each in his own way, what he imagines. It's a give-and-take. For me personally, that you help other people in some way and do something meaningful in your free time. Association work or anything else.

Speaker 1 (8:13)

You spoke of "give and take". I might come back to it later. May I ask again, are you married?

Speaker 2 (8:21)

Yes

Speaker 1 (8:22)

How does your family feel about your voluntary work?

Speaker 2 (8:27)

Well, I must say, I have been married before. It all fell apart during the police service. I've often wondered how this whole thing got mixed up in that. It's probably just a matter of marriage breaking up a bit. There were times when you had to do a lot of service.

Speaker 1 (8:51)

How many hours do you do?

Speaker 2 (8:54)

All right, currently, through the whole situation, so in patrol duty, nothing has been going on for years. I spent the first 25 years in X. Revier-West, which doesn't exist in that form anymore. And then I was fully integrated into the patrol service. The maximum hours were 56 hours per month. But that was also the absolute top. Xxxx but today it would be practically unthinkable how I managed it all back then. But it worked. Before that the colleagues from active duty called and it was said "We need someone, we need someone". It was a small district. And at the end, before the merger, no more active staff was brought to the station and then volunteers were called in. The minimum service level was five xxxx and we were always in the boat on weekends. Since Corona there has been nothing at all. And before that, I've been in traffic service for 15 years now, I transferred there at my own request. From 50 on it was around that time. I thought to myself "I'm going back one step, into traffic duty". That is then also manageable from the assignment times. Usually, once a month.

Speaker 1 (10:54)

What does your family think about your voluntary work?

Speaker 2 (11:01)

I got to know my wife at that time, I had been there for a long time and she accepted it or never said anything against it. It has become part of our family life.

Speaker 1 (11:23)

I'd like to go back to your grandfather, who was a policeman. Is there anyone else in your family who's on the regular or voluntary force?

Speaker 2 (11:33)

No.

Speaker 1 (11:42)

What exactly is your job?

Speaker 2 (11:55)

There was always the option to patrol the Christmas market for volunteers on Christmas days, i.e. in the pre-Christmas period. Then I was also on the road in the carnival season with the youth protection team. Apart from that only the traffic service and the sports events at the KSC.

Speaker 1 (12:36)

What do you like less or not like at all in your position as a volunteer?

Speaker 2 (12:41)

(long pause) So actually always only the "tortures" between politics and the union against us. That you just could not understand. None of us wanted to replace a full-time employee. That was never a question that you are classified as second class. That was also our job, that is what we can do, that is what we were trained for. That was also different, one colleague was better, the other worse. It always depended on which department we were in. If you had colleagues who were committed in the beginning and showed you everything.

Speaker 1 (13:26)

Do you feel that the trade union and political arguments are directed against you personally?

Speaker 2 (13:32)

Not personally, but it's kind of decided from the desk. And the people who decide, they don't know anything about the business. They don't know what we do or the motivation behind it. What the individual can do and that the police will be relieved is not an issue. Everything else we discuss - with gun, without gun, with uniform, without uniform.

Speaker 1 (14:01)

Are you being heard on this subject?

Speaker 2 (14:04)

Well, we have a spokesperson who is directly with me at the department.

Speaker 1 (14:13)

Is this Mr. Y?

Speaker 2 (14:15)

Mr. Y, right.

Speaker 1 (14:17)

Ah yes, I've spoken to him before. Can you tell me what skills you have that are not used by the voluntary police service?

Speaker 2 (14:43)

Well, I was also in the field of environmental protection, dangerous goods, I was active at that time. And you could have used that in traffic services or with the highway police or with the surveillance squad, but I was deployed differently. At least in my department I could check the active colleagues at that time, if they had something in that direction at some point, then I made the reports.

Speaker 1 (15:33)

But that would probably make sense, too, if your knowledge were to be used there, wouldn't it?

Speaker 2 (15:35)

Yeah, that would have made sense.

Speaker 1 (15:42)

But, how did you bring that in, did you only tell your colleagues or did you once officially point out your abilities and say that you could use them much better?

Speaker 2 (15:53)

I must say that this is not my intention at all, I must honestly say. I enjoyed my work and I had no desire to go on the motorway. to do control stories etc. - that was not my intention. You could also show your skills on the normal patrol, if you had anything like that.

Speaker 1 (16:26)

Please tell me, what is your best experience with volunteer police service?

Speaker 2 (16:33)

(longer pause) The best experience was actually being accepted by your colleagues. Otherwise I wouldn't have lasted 40 years if there had been anything. The colleagues have accepted you. It was fun and it was the second profession.

Speaker 1 (16:51)

"Second job" - I think that's a key word.

Speaker 2 (16:58)

vocation, profession

Speaker 1 (17:00)

Let's talk about how long you've been pursuing your vocation, that second profession. Do you tell others about your voluntary work?

Speaker 2 (17:22)

No, not really. You know I'm in, but there's a lot of talk about it, no.

Speaker 1 (17:31)

Why not, doesn't it interest others, your friends in the circle of friends?

Speaker 2 (17:39)

We've hardly discussed it. And if, then, if there was something special, if you knew anything, if you were there, something like that. I think that most people don't have it on their screens that something like that even exists. It was always like that in Baden-Württemberg - I think that very few people in the state even know about it. I cannot imagine in Baden-Württemberg that the whole institution is so well known.

Speaker 1 (18:08)

Why is that?

Speaker 2 (18:10)

Good question. Somehow this is not being communicated. If it does, the press will be all over it with negative headlines about wanting to abolish it. But I think it's going down. And that no one in the population is really interested. But people have been asked what the stripes on the shoulder are and why there are no stars, what is the background.

Speaker 1 (18:56)

What is your relationship to the regular police officers?

Speaker 2 (19:00)

Actually, consistently good, in time. I had more contact with the policemen from the active police force, with the wife, the family and Tralala. But leisure activities etc. were more with my circle of friends.

Speaker 1 (19:25)

So you haven't had any negative experiences with police officers who said "we don't want to have anything to do with volunteer police officers"?

Speaker 2 (19:30)

Well, not me personally. But there are other volunteers who said it had already happened to them. XXXXXXXXXXXXXXXXXXXX

Speaker 1 (19:50)

Have you ever thought about applying for a job with the regular police, you talked about it for a while in the beginning?

Speaker 2 (8:00 p.m.)

Yes, well, at that time, the opportunities for advancement were not what I had imagined my life to be - to be honest.

Speaker 1 (20:15)

I joined in 1965 and I know exactly how badly we were making money back then.

Speaker 2 (20:20)

(laughs) I have seen better earning opportunities with the city of X and better working hours)

Speaker 1 (20:30)

Did you never think about it later because you've been doing this police work for so long?

Speaker 2 (20:38)

(Think about it for a long time) Yes, well, the entry possibilities, with training, then you would have started somewhere right at the bottom. That was not interesting for me. You got the opportunity to get an insight into police work in addition to your normal job.

Speaker 1 (20:50)

You most certainly did. 39 years - that's a real cop's life. Chapeau! I'd better take my hat off.

Speaker 2 (21:16)

When I think back on all the things you've experienced. As a normal citizen you have to xxxxxxxx. Of course there are also negative things that follow you even today, but I don't want to miss all that.

Speaker 1 (21:37)

What are your thoughts and feelings towards the citizen you are working for? With what thoughts do you approach the tasks when you support a citizen? What triggers you when you respond to a request for help?

Speaker 2 (21:59)

It's just good to be able to help somebody. Independent of the police. Even in your daily life, if you can help people. When you can help, then you have a good feeling.

Speaker 1 (22:37)

Yes, of course you don't always have a good feeling when you have to put the citizen at a disadvantage, for example.

Speaker 2 (22:42)

All right. That's clear. There are also dangerous situations where you can say "We got lucky" up close. xxxxxxxxxxxxxx

Speaker 1 (22:56)

Yeah, it's not always sunshine with the police. You know that as well as I do.

Speaker 2 (23:00)

You're more on the dark side of life, but...

Speaker 1 (23:15)

Anything else you'd like to mention regarding volunteer police service? Anything that's on your mind or that could be improved? Or what you think might be important for research?

Speaker 2 (23:28)

All right. That's over 50 years now that the voluntary police force in Baden-Württemberg exists. It wasn't the worst solution, what they thought back then. In other words, in the form that existed in the early days, 20, 30 years, if you could go back in that direction, if you developed new concepts, whatever the outcome. When the citizen and the police can get back in the same boat. exchange information with each other. There are voluntary police officers in many countries.....

Interview 5 on 8 June, 19:00 hrs:

Speaker 1 (0:30)

May I start by looking at your age, your profession and your highest school education?

Speaker 2 (0:38)

43 years old, I am a law enforcement officer with the city administration in A. and tasked to implement city ordinances. I have a high school diploma. I have a degree in English and have studied economics and business administration.

Speaker 1 (1:15)

How long have you been in the service of the voluntary police service?

Speaker 2 (01:19)

Since 2006. 2005 I took the exam and from 2006 I came to the station.

Speaker 1 (1:28)

Then you remember the time of shift work?

Speaker 2 (1:32)

I still remember the good times, just right. (laughs)

Speaker 1 (1:40)

I often hear it said that people look back on time with joy and believe that this was the better service.

Speaker 2 (1:45)

I not only believe it. I've seen it happen, yes. For the volunteers, I think it was definitely a better service. In my opinion.

Speaker 1 (1:54)

Why was it a better service?

Speaker 2 (1:58)

Because at that time they were able to do a lot of service, got a lot of insight into all areas, and there was an incredible "standing together" among the colleagues in the department. They knew each other, they knew each other personally. They knew what made the man or woman tick and ate together, it was all very personal and familiar. Today it is very impersonal. Just to say a small part of it. Today it is very impersonal. If you come to the station today and you still have some of the "old hands" on the spot, from the patrol service, they still know you. You tell stories about the old days, where you did what I know, what you did, what controls you had. In comparison, the young colleagues, who are then fresh on the station as a constable, they don't even say "Hello" to a volunteer. That is very arrogant. And it was simply much better with the old colleagues. It was more familiar and the cohesion was quite different.

Speaker 1 (3:18)

What influenced your decision to join the voluntary police service?

Speaker 2 (3:23)

Yeah. That's a good question. I was still working at a car dealership at the time. And I was interested in the police profession, I also like to help people in any situation. And then I came across this voluntary police service by chance, really by chance, on the website of the Baden-Württemberg Police. Then I applied there, took part in the selection process and then I was taken on at some point. Those were the beginnings of it, so to speak. And I have not regretted it yet.

Speaker 1 (4:02)

Why do you think people do voluntary work?

Speaker 2 (4:06)

To give back to society what society has given you.

Speaker 1 (4:13)

That's very theoretical now.

Speaker 2 (4:16)

You can ask me the same question - why did I do military service? I do it because I was allowed to grow up in a country where I received many benefits. Whether it is educational, social. I could list more areas. And maybe I'm a bit old-fashioned, but I think you should give something back for the country.

Speaker 1 (4:47)

That's a commendable motive. The question is - has your family been working towards this, are there people in your family, in your wider family people, who also do voluntary work? Has a foundation been laid in your family, perhaps?

Speaker 2 (5:08)

No, my father was an officer (laughs) - maybe it was because of that, I have no idea. He was a professional soldier. No, it just made me, I don't know how to say it.

Speaker 1 (5:23)

Have you ever done volunteer work before, before the voluntary police service?

Speaker 2 (5:27)

No. Well, I could have joined the fire brigade or the THW (Federal Technical Aid), but somehow that didn't appeal to me that much.

Speaker 1 (5:40)

Do you have anyone else in your family or in your wider family who is in the regular police force or someone in the voluntary police force?

Speaker 2 (5:48)

No.

Speaker 1 (5:57)

What does your family think about your voluntary work?

Speaker 2 (6:02)

In the early days my wife was behind it, so it was quite a lot of time. So if you are still active professionally and have 8 hours as a normal activity and then do the voluntary service, which at that time still included 11 hours on Fridays and Saturdays, then that is an enormous

expenditure of time. But she stood there behind me, supported me and never said "Dont stop it, as long as you enjoy it, as long as you like it, I have no problems with it". When they have children it's a bit more critical, let me put it this way. Even xxx, that is what the police reform has in the end regulated itself, by cutting us back relatively strongly. Unfortunately, yes. But I don't see any difference between doing voluntary police service and "sacrificing" my free time in quotation marks and other people going to the tennis club or golf club or playing football in a football club. And in the end I see it the same way.

Speaker 1 (7:20)

You are now comparing this to a hobby?

Speaker 2 (7:22)

Right, right.

Speaker 1 (7:25)

How many hours do you currently work in the voluntary police service?

Speaker 2 (7:29)

Almost not at all and this is due to the reduction in calls. I can only compare it to the past and present. That's why I'm a friend from the past. In the past, distances were shorter. So the TM called me from the precinct or the precinct leader and said, "You, watch out. I could use someone tomorrow, can you or can't you?" It was over the phone, short distances, and they ended up working in the precinct. In my case it

was XX station. After the reform, everything went via X-city, which means you get an email. But in my opinion they also get unnecessary emails from M-city etc. There you have enormous journeys, which are not worthwhile. In the past we used to get a company car if you helped out on the motorway in XY-city. Then you went to the office, got your gun, got the company car and then drove to XY-city. Today they get their service weapon and have to drive there with their private car and they don't get paid for it. That is of course all quite sad.

Speaker 1 (8:45)

In fact, this is very sad. What do you do now, if you're even called up?

Speaker 2 (8:51)

So when we are called now, we are called for events, traffic control measures, carnival parades and the most interesting thing you are allowed to do is the TWE (daytime burglary). But apart from that, they don't actually do anything like that anymore, which is actually usual for the everyday life of the police. Whether they made vehicle controls, drug controls, were present at domestic violence. But I mean, I don't have to tell you what kind of things there are.

Speaker 1 (9:40)

What skills do you have that can be better used by the voluntary police service that are not being used now?

Speaker 2 (9:46)

My flexibility, my commitment. That's a very good question.

Speaker 1 (10:02)

What do you do as an administrative city officer?

Speaker 2 (10:04)

I work for the Public Order Office. Public service. In the end, I'm in the municipal public order service. This is the XXX. Bottom line is, it's exactly the same, except we stop at felonies. That's when the state police take over. We do youth protection checks, we have the drinker scene, drug scene, beggar scene, we have special-use checks, country lane checks. At the end of the day, everything that you can accommodate in the voluntary police service.

( Speaker 1 - Remark: Public Order Officers of the cities in Baden Württemberg are recently equipped with a police like uniform, protective vests, radio and pepper spray)

Speaker 1 (10:42)

What was earlier, this work at the public order office or in the voluntary police service?

Speaker 2 (10:49)

The volunteer police service.

Speaker 1 (10:53)

Can one say, now I don't want to say anything wrong, that your "bread and butter job" is becoming increasingly interesting compared to the voluntary police service?

Speaker 2 (11:03)

Yes

Speaker 1 (11:10)

That's actually nice, isn't it?

Speaker 2 (11:11)

Yeah, you could say that. Well, I'm not quite sure what you're getting at. You could say that. It would please me, though, if the other thing was still the same as it was before. But it's not.

Speaker 1 (11:26)

What is your best experience with volunteer police service?

Speaker 2 (11:30)

(long pause) The various missions I have witnessed. Some very beautiful, some very sad. And the camaraderie with each other, as it used to be, where there was no difference between staff and volunteers.

Speaker 1 (11:50)

Is that really so?

Speaker 2 (11:54)

It used to be, yeah. Well, 90% of the people I knew at the station. So there are always exceptions, even at the station, that tell us "We don't like you" or "We don't want you". But 90 percent of the cases, from my point of view, I would say, were glad that we were there and were happy that we came.

Speaker 1 (12:16)

As your relationship with the regular police officers is perfectly fine?

Speaker 2 (12:20)

Absolutely, yes. I have zero problem with that.

Speaker 1 (12:27)

Have you ever thought of applying to the regular police?

Speaker 2 (12:31)

I did. I was older then. I don't remember exactly when it was, it must have been about 11 or 12 years ago. I must have been about 31 years old. There was a limit then, but I even got a letter of recommendation from my precinct commander. I only had to admit defeat to the younger one in the sports test, which I unfortunately did not pass. That was a very sad situation, because I would have liked to do it from the bottom of my heart. I had already passed the written test, I had passed the doctor's test, only this Cooper test, which was available at that time, I passed it at my age in the women's discipline, but I was just a bit too slow. That was a great pity.

Speaker 1 (13:32)

Could you have gone into the upper grade or middle grade?

Speaker 2 (11:37)

I could have gone into the upper grade, but I wanted to go into the middle grade first.

Speaker 1 (13:43)

Why is that?

Speaker 2 (13:46)

Maybe it's because I'm a little old-fashioned in that respect too. Because I'm a friend of working from the bottom up, just to gain experience in the middle area, so that I can also have a say when I move up to the higher levels. Which today is also very much lost.

Speaker 1 (14:10)

What are your thoughts and feelings towards the citizen you are there for? When you are outside and talk to the citizen, what are your thoughts and feelings about what you do? How do you reflect on your activity in relation to the citizen?

Speaker 2 (14:27)

So, basically I am the contact person and auxiliary person for the citizen in any situation, because I think the citizen has a certain demand that he is helped. Otherwise he would not get in touch. That is the expectation I have for myself. And based on that, of course, to implement what the legislator gives.

Speaker 1 (14:55)

Do you tell others about your volunteer work?

Speaker 2 (15:00)

Yeah, right. I mean, everyone in my family and friends knows.

Speaker 1 (15:08)

Has anyone ever been encouraged to try this?

Speaker 2 (15:11)

No

Speaker 1 (15:15)

Why is that?

Speaker 2 (15:17)

Many people didn't even know it existed. Many then asked me "what are you doing?" or "how do you become?", "how did you get into this?" So, the way you just asked me that too. Then I explained that and the ignorance was quite high in that area.

Speaker 1 (15:40)

This is politically intended?

Speaker 2 (14:43)

I agree.

Speaker 1 (15:46)

Now, if we speculate a little. The new concept is not yet out. And it's a question of whether it will even come in this term or not. If the terms of reference of the voluntary police service were changed. Let us assume that there would be no more uniforms, no more weapons and instead more activities in the field of crime prevention or support in the investigative service. Would that be something for you, or would you say no, that's not for me?

Speaker 2 (16:28)

Let me put it this way. I love being out on the streets, with the people. But I wouldn't necessarily be reluctant I'm just averse to it, excuse me for saying so, but when I get "fool's errand" like this. I've gotten such work before, too, when I had to sit in front of the computer for four hours and guard the bicycle parking lot at the station via a surveillance camera. And see who is breaking which bike locks. Honestly, then my time is too precious for that.

Speaker 1 (17:08)

Of course, this is also related to your educational background, but there are certainly people who say "that would be something for me"?

Speaker 2 (17:15)

Sure, yeah.

Speaker 1 (17:17)

For example, working in the investigative service, would that be something for you?

Speaker 2 (17:21)

Yes.

Speaker 1 (17:24)

Then we can only hope that the state government will come up with a sensible concept that will revalue the police service a bit. The number of members of the police force is going down.

Speaker 2 (17:45)

I think that this is also politically intended. The trade unions have also done their bit in this respect. Not all of them, but I think the GDP was quite strong there.

Speaker 1 (18:00)

The union, I have the impression, is against voluntary police service.

Speaker 2 (18:07)

That's right, that's how I see it, too. Or so I felt when I followed certain articles that were written.

Speaker 1 (18:17)

We're done with our questions now. Just to conclude, would you like to mention anything else we haven't talked about?

Speaker 2 (18:25)

Not really. I would like to see the work of the voluntary police service, of everyone in Baden-Württemberg, or there are only three federal states where this exists, being more appreciated and also receiving more media support. It is exhausting, there are many beautiful experiences, there are also many dramatic experiences. For example, there is one dramatic experience that took me away. It was an 18-year-old who hung himself on the stairs. That this is all played down like that. Where it says police work on it, there should also be police work in it, and all these arguments, which then fell in the press at that time, they then hurt. If you have invested a lot of time and supported it, and later on you are "downplayed" like that - I don't like that. I would like to see more support in the future.

Interview 6

Speaker 1: (0:39)

You told me you were 54 years old?

Speaker 2: (0:45)

Yes

Speaker 1 (0:47)

Could you please also tell me your profession and your highest school education?

Speaker 2: (0:52)

I graduated from secondary school and trained as a retail saleswoman and now I am a production inspector and worker

Speaker 1: (1:02)

Right, I had already noted that down - production inspector and worker. Worker, I can't do anything with that.

Speaker 2: (1:10)

Girls for everything, grinding, pressing, assembling,

Speaker 1 (1:20)

And you also told me that you have been a member of the voluntary police service for 25 years.

Speaker 2 (1:30)

That's right. This year in September, November, so October, September, it's 25 years.

Speaker 1 (1:36)

That's quite a long time. What influenced your decision to join the voluntary police service back then?

Speaker 2 (1:49)

I was at that time when I learned retail saleswoman and cleaned with my mother on the side. And there I was cleaning in the police station, so while I was still doing my apprenticeship training, I saw that there were always only men there. And then there was a situation where the highway patrol needed a woman to do a body search and I just happened to be there cleaning. And then they asked me if I would do that. And that's what I did. They gave me gloves, I reached through and checked if everything was okay and since then I have been interested. They knew me well, because I was just "Susi" there. And then I really applied to the police, but unfortunately, I had bad luck and didn't get a chance and then I got a letter from them asking me if I was interested in becoming a police volunteer.

Speaker 1 (2:56)

So you have not passed the police entrance examination for the middle police service in Baden Württemberg but you have received an offer for the voluntary police service

Speaker 2 (3:07)

Yeah. Right.

Speaker 1 (3:09)

That's nice, isn't it?

Speaker 2 (3:11)

Yeah, that's when I started. Then I wanted to go to xyz-city. Because I trained in xyz-city and everything. But that was not possible because I live in the district xxxx. Then I applied to ... and then I wrote a dictation. But I passed that well and then I was called into 7 weeks evening school.

Speaker 1 (3:36)

And was it fun?

Speaker 2 (3:38)

Yes, so first I had to let my employer know, because he had to give the OK. We did that in writing and then he did not object, on the contrary. Then I got the OK and then I did my job and then I went to school.

Speaker 1 (4:00)

Have you ever done volunteer work before?

Speaker 2 (04:07)

No, not exactly. I was just cleaning with my mother, that's all.

Speaker 1 (4:15)

Is there anyone else in your family who has volunteered?

Speaker 2 (4:17)

No, nobody.

Speaker 1 (04:22)

So, no one who would have led them down this path, in the police force or anywhere else, to do voluntary work.

Speaker 2 (4:34)

No, that was all me.

Speaker 1 (04:37)

Have you police officers, regular or volunteer police officers in your extended family.

Speaker 2 (4:44)

No, I have relatives who are with the police, but nobody before.

Speaker 1 (04:55)

Why do you think people do voluntary work?

Speaker 2 (5:02)

Because they want to help people, I would say or people come because they want to experience something different. I suppose so.

Speaker 1 (5:17)

What does your family think about your voluntary work?

Speaker 2 (5:20)

All right, I'm single right now. I have two brothers. My parents passed away a while back. My mother, was against it at the beginning, where I failed the real police application, she laughed at me and said, I told you right away. And at the voluntary police service she bragged and said "My daughter is in the police".

Speaker 1 (05:47)

Then she was proud, right?

Speaker 2 (5:50)

Yes, she was proud but I was a little ashamed because I didn't want her to say that.

Speaker 1 (05:54)

Oh, yeah, why?

Speaker 2 (5:57)

Yes, because then they all came with questions. And then I changed businesses, and then I told them I was a volunteer for the police. They didn't mind either. On the contrary, my team leader is totally enthusiastic that I do something like that and I once stood in the newspaper BNN, I didn't know that. Then the boss even put the picture on the notice board. Of course, my first work comes first.

Speaker 1 (6:37)

How many hours a month do you work in the voluntary police service?

Speaker 2 (06:41)

It's a little quiet at the moment, but it used to be quite a lot before. I worked a lot of night shifts. And apart from that I mainly did traffic checks, Christmas market checks etc. (very incomprehensibly spoken ...).

Speaker 1 (07:07)

What is paid per hour at the moment?

Speaker 2 (7:11)

I'd rather not talk about that.

Speaker 1 (07:15)

Yeah, I know that about right. I don't know exactly, but I once heard about 16 DM and now about 7 Euro.

Speaker 2 (7:23)

Yes, I do.

Speaker 1 (07:26)

Yeah, it's not so much, is it?

Speaker 2 (7:30)

No, but it's voluntary. Just to be safe in case something happens.

Speaker 1 (7:35)

What are you doing in volunteer police work right now? Is that still essentially traffic control?

Speaker 2 (7:41)

Yeah, mainly just traffic control, KFC deployments, parties and stuff like that.

Speaker 1 (07:50)

Is there anything where they say, man I can do this and that but that is not needed or not used at all in the voluntary police service?

Speaker 2 (8:03)

I don't know exactly, but I am able to do other things if I am taught to do them and I would do that. And if it was office work or something, that's what I'd do. The only thing I've done now is sorting clothes, if someone retired, I'd come and sort the clothes and see what else we could use.

Speaker 1 (8:29)

I don't get it now. Sort clothes?

Speaker 2 (8:31)

Yes, people are retiring and then they send their clothes and I looked to see which ones we could use and then I saw that we volunteers also have something.

Speaker 1 (8:47)

I took my uniform back then.

Speaker 2 (8:49)

Nah, they'll turn it in. And then they sort them and see what's good and what's not good anymore.

Speaker 1 (8:58)

What do you like less, in your position as a volunteer?

Speaker 2 (9:06)

In the beginning, I had to go through a lot, because I was the first, that is me and a colleague, the first women in the voluntary police force.

Speaker 1 (9:15)

Who is the second colleague?

Speaker 2 (9:16)

This is the X.X. She and I were the first women to get into traffic surveillance. First it was "Will those two women be joining us?", then "I have something against women on duty". And then I was on patrol anyway and then we had to listen to some words, but we prevailed.

Speaker 1 (09:45)

Well, you've stood your ground. That's good. So you're assertive?

Speaker 2 (9:50)

Yes, absolutely.

Speaker 1 (9:53)

And that's all over now?

Speaker 2 (09:55)

Yeah, that's all over now. My first KSC mission, too. I crossed over there. I didn't know the light was green. I was a rookie. And then I just walked over and the drivers were all, "You bitch, you whore, you cunt!" We were all like, "Ooh, what are we gonna do?" And then we got into the intersection to stop the green from the other side. My other volunteer colleague, he already got her fooled. He wouldn't have made it over either, he would have been stuck in a traffic jam.

Speaker 1 (10:38)

You've probably experienced a lot, haven't you?

Speaker 2 (10:41)

Yes, sayings, threats to bullying - but I survived it all (giggles).

Speaker 1 (10:48)

What exactly does KFD use mean?

Speaker 2 (10:57)

This means that we are standing outside in the traffic, because you have to close off the roads so that the emergency services can come if things escalate there. And then we're at the intersections. Then we close them, then no cars can get through and then we have to reroute everyone.

Speaker 1 (11:18)

What is your best experience with volunteer police service?

Speaker 2 (11:23)

My best experience was when I was allowed to go out with the patrol and see how it was going on outside and also car control. I was also involved in working an accident, was allowed to control the traffic. Those were my best bets.

Speaker 1 (11:41)

Accident report, you did that too?

Speaker 2 (11:46)

I've been on a night shift, too, because I was on accident duty. Then the person was a brand- new colleague. And then there were two of us and I was allowed to do it.

Speaker 1 (12:00)

Tell me, what is your relationship with the regular officers?

Speaker 2 (12:07)

Well, I have to say, I can adapt. There's always envy and hatred for the volunteers, but I adapt. Even the new one, oddly enough, talks to me in a flawless and friendly way. I don't have a problem with that. It has already been said "I am t Susi of the family nation, because I always bring something with me, a cake or something, or as a marathon I prepared a table with sausage, cheese, vegetables and rolls.

Speaker 1 (12:52)

So you fought for your place?

Speaker 2 (12:55)

Well, don't fight. The give-away I fought for by doing what they said.

Speaker 1 (13:02)

Do you tell others about your volunteer work?

Speaker 2 (13:12)

My best circle of friends - Yeah. But I'm not telling everyone now. I'm not going to. I'm only gonna tell the people I'm good friends with. Nothing about the service, because you can't tell anyone what happened. I won't do that.

Speaker 1 (13.38)

That was not what they meant by that either, but that they are now advertising the voluntary police service and saying that they are in it.

Speaker 2 (13:44)

I would do, but at the moment we are supposed to be abolished and no more are to follow.

Speaker 1 (13:52)

Yeah, we don't know that for sure at the moment. If you are now so preoccupied with the citizen, if you think about what you are doing, for example, when checking up on vehicles or directing traffic, what do you think about the citizen? What are your feelings about them?

Speaker 2 (14:32)

Well, I have a bad feeling when I check it, you don't know what is directly behind it. But try to be always friendly, to greet in a friendly way "Good day, good morning, general traffic control. At the KSC, I sometimes chat with the fans. Depending on the situation, many already know me. And then I also talk to them. But if it's too much for me, because one of them is drunk, then I also say "Hey you, I'm busy, please keep running".

Speaker 1 (15:09)

Why do you do voluntary police service, what are your motives or what feelings do you get from doing it?

Speaker 2 (15:29)

I do it to help my colleagues and because I also enjoy helping. I know it's dangerous, but I tell myself, "Where is it not dangerous?" The most important thing is that I enjoy it and that I can support my colleagues. I see that we are far too few and that support is needed. There are situations where we can help and colleagues are relieved.

Speaker 1 (16:09)

Let me come back to this abolition. It's not clear yet. It could be that the terms of reference change. For example, that they are used more in the preventive area - without uniform, without weapon. Would that be something for you, could you get used to it?

Speaker 2 (16:33)

So not directly. I must say that the people have less and less respect and then without "nothing", that would be a bit too delicate for me. Well, I mean, there are good people, but at the moment, the way they use us, in front of the asylum centres, I wouldn't go in there without a weapon.

Speaker 1 (17:07)

Okay. Is there anything else you'd like to mention regarding your volunteer police service? Anything else on your mind?

Speaker 2 (17:13)

I hope that we can continue to exist for a long time and that things return to normal and that the politicians appreciate us, they don't know what we can achieve at all.

Interview 7,

8 June 2020, 4 p.m.

Speaker 1 (0:44)

May I first ask about your age, your profession and your highest school education?

Speaker 2 (0:50)

So 55, Diplomverwaltungswirt in the Federal Armed Forces Administration and then a university of applied sciences degree in administration.  
(Bachelor, level 6 ISCED)

Speaker 1 (1:33)

How long have you been in the service of the voluntary police service?

Speaker 2 (1:38)

Since October 1989. I'm sure there'll be questions about the restrictions in a moment, won't they?

Speaker 1 (1:56)

Feel free to say what you want  
to say.

Speaker 2 (2:00)

So the job was fascinating for me. Well, the starting point was that I wanted to join the police, but then it all fell apart a bit. I had applied for a job at the Federal Criminal Police Office after my Abitur and the problem was the question "if I wear glasses". I'm actually not a spectacle wearer, but I was in the German Armed Forces for 15 months, when I was certified during my driving training that one eye had minus 0.5 dioptres of visual impairment. And that is why I was prescribed glasses, but I never put them on. But then I thought, commit this to the BKA, then I had to go to the ophthalmologist. The ophthalmologist made a mistake and, for whatever reason, only certified a visual performance of 20% in one eye. In any case, I was then sorted out at the BKA and I have assumed that I have no chance with the police anyway. And then I decided to change my job and finally got stuck with the Federal Armed Forces Administration. But when I read in the newspaper that in Baden-Wuerttemberg, in Karlsruhe, they were looking for voluntary police service, I applied for it and was accepted. At that time I was still living in Rhineland-Palatinate. In the beginning it was quite a nice thing, the first 10-15 years. With the integration into the shift services. That we actually, like the normal police officers have done a service. Until then politically more and more restricted. In the end, the police profession became more and more dangerous, no longer reasonable. And then we were restricted to those tasks that were not dangerous. And I have to say, since then I don't really do any service anymore. I haven't been acting for about two years now. I'm still active, but I hope that times will change again. On the other hand you get older and with 55 years, I have to say... The last night duty, I have to say, I still remember a bit. It doesn't roll past you like it did at 25.

Speaker 1 (05:11)

Can you tell me how many hours you worked when you were active?

Speaker 2 (5:17)

Oh, I've been very active then. I worked in Wiesbaden and then I was on night duty almost every weekend. And on top of that, I even did some night work during the week. This is related to the fact that I was working in the personnel department at that time and of course I had to somehow get the voluntary police service into my personnel file. Then I got a certificate of commitment. I called it voluntary work, which led to the fact that I was also released from work by my employer. But I did not take advantage of that. Not that I did it all the time during the week. As a rule, I went to Karlsruhe, did night work, drove back to Wiesbaden in the morning, worked and then went to bed early (laughs). But during the high times I did two-night shifts or sometimes an early or midday shift.

Speaker 1 (6:51)

Pretty stressful, isn't it?

Speaker 2 (6:54)

No. It was no strain on me. My parents thought so too, of course, but for me the police service was always a relaxation. I don't know if you can understand that, but for me there is also positive stress, even today. When I work in the service and I enjoy it, it is actually no stress for me. Even if I then have to work twelve hours or work on weekends. It is not negative stress.

Speaker 1 (7:43)

What influenced your decision to join the police force at that time, was there anyone at your parents' home or in your family who did volunteer work?

Speaker 2 (7:57)

No, nobody. So the main intention for me was "Oh hey man, now maybe I can get a little police air". But it's my own fault. I could have applied for the state police service after I wasn't accepted by the Federal Criminal Police Office. But I thought to myself "if they don't take you here, then you don't have to try to apply somewhere else". And after my studies, I had just finished my career exams, in April 89 and that's when I saw the article in the newspaper. My parents had subscribed to the newspaper and I think my mother showed me the article at that time. And then I thought: "Wow, that would be a possibility to do it as a hobby and have a look at it". For a short time I also thought about changing my career, because I was also in the higher service of the German Armed Forces, but then I got away from that. But I no longer know why. I also know that it is not so easy to change careers. And then I felt quite comfortable in the Bundeswehr.

Speaker 1 (9:57)

Have you ever done any volunteer work before you joined the police force?

Speaker 2 (10.02)

No, no. I did my Abitur, then I worked at Daimler-Benz for three months and then I was in the Bundeswehr for 15 months. Then I studied for half a semester. But then I also went straight into training in the Bundeswehr administration. But at that time there was no such voluntary social year as there is today.

Speaker 1 (10:48)

Why do you think people do voluntary work?

Speaker 2 (10:56)

I believe that several factors play a role. Firstly, interest, of course. On the other hand, that you have the opportunity to get into areas that interest you, but which are also an affair of the heart. When I imagine the voluntary social year today, people helping in social activities, doing something good for the environment - that may certainly be a factor.

The other is time to bridge the gap or to do something meaningful until I can continue with my full-time career. Or of course to give something to society. I have always compared the voluntary police service with the voluntary fire brigade. This is actually a great way to anchor police work in society. I was quite surprised that such a thing exists. And then, when I learned that Baden-Württemberg has been doing this for a long time, Berlin has something similar with the voluntary police reserve, I was surprised that there are only two federal states that offer something like this.

Speaker 1 (12:45)

Do you have regular or volunteer policemen in your family?

Speaker 2 (12:52)

My cousin was an upper level police officer. He's three years younger than me and joined the force after me. He also worked in Baden-Württemberg, but unfortunately, he died, basically of a heart attack.

Speaker 1 (13:30)

What does your family think about your voluntary work?

Speaker 2 (13:35)

Well, my mother didn't like it. My father liked it.

Speaker 1 (13:44)

May I interrupt you for a moment? Your mother brought it to your attention, but she still didn't like it?

Speaker 2 (13:49)

Yes. My mother knew, of course, that I was flirting with police work. She's not like that now, not that she's keeping things from me when she knows I enjoy them. But she wasn't too keen on it. The job, of course, and the stress factor. You know how the training goes. Evening school, then driving there and back. That was of course one of the things that my mother didn't like so much. But when I did it, she also

came to terms with it. And my current wife has already, how shall I put it, "lost time" that we could have spent together. But she was very open and gave me a lot of freedom. To answer her question - basically positive.

Speaker 1 (15:28)

You said that you liked doing shift work and you haven't done it for two years. In 2013, if I'm properly informed, the shift has been discontinued. What did you do after that?

Speaker 2 (15:55)

That consisted primarily of directing traffic at football matches, operating roadblocks, accompanying carnival parades, and I also did some work from time to time at sporting events such as marathons and cycle races. I'll just call it "traffic direction".

Speaker 1 (16:35)

So you did road blocks and traffic regulation and traffic control?

Speaker 2 (16:51)

Exactly, but I have to be honest with you, so let's put it this way, I did it in the past, right at the beginning, that was just part of it. Shift work is naturally more exciting. It was exciting, it was interesting, you didn't know what to expect, if it went badly, you had a whole night and nothing happened and time didn't pass. If you were lucky, then you were still rushed from one mission to the other and time was over "in no time". The new concept did not convince me. Even the young people who have moved up, they don't really know the old system anymore.

The integration that you had before, you were just part of the department. You were part of it. And that was not only the case on one shift, but because you did your work on other shifts, you also knew them. You weren't quite part of the structure, but you felt comfortable and at home. And this new system, it actually serves the purpose that you no longer have anything to do with the office. Usually I meet up with the traffic controllers somewhere.

Speaker 1 (18:38)

That's like the riot police, right?

Speaker 2 (18:40)

If that's the way you want it, yes. In that way, yes. Then twenty police volunteers meet and we discuss how to block the route. Then you drive out and stand there for three, four, five hours on the road and make sure that nobody drives onto the track. That is not what I experienced at the beginning. And it's the thing that keeps me from volunteering for the voluntary calls.

Speaker 1 (19:17)

After all, you are a civil servant in the upper grade, certainly A11, if not A13. So the question is, what skills do you have that are not used by the voluntary police service? I mean as an A12 in the Bundeswehr, where you must be an administrative specialist, and I can imagine that there are jobs in the police where you can be much better employed.

Speaker 2 (20:03)

Yeah, where I am. From 1989 to 1995, I was in the personnel department, in the military department, and I practically did the recruitment of middle-ranking civil servants and was a personnel manager for senior civil servants. Then in 1995 I changed to the xxxx-service. Since then I have been an investigating officer there at xxx. And I work there quite closely with the colleagues of the xxxx. From the xxx, the xxx and police headquarters. Actually, I would have imagined that I would be active in the field of xxxx, but I never mentioned it. But then I also separated that. The colleagues know where I work, but that has not been mentioned. Nobody approached me either.

Speaker 1 (21.27)

I get the impression that you've outgrown volunteer policing, professionally?

Speaker 2 (21:32)

Well, actually, no.

Speaker 1 (21:50)

I mean the way it looks right now.

Speaker 2 (21:54)

If you like, yes.

Speaker 1 (22:02)

What do you like less about volunteer police service now?

Speaker 2 (22:04)

The lack of involvement in proper policing. In other words, you are more or less in a predominantly voluntary police unit. One is mostly together with other police volunteers, who are always finding each other. This camaraderie, this collegiality that you used to have when you went on patrol with someone, you get to know them a bit better. That's why I want something else. Whether it's a real patrol partner, even if I only have one every few weeks, but then you just had these one or two colleagues with whom you got along well. They also said "Come Jürgen, we'll go out together today". Today you don't have that any more.

The other thing that I miss is the real police work. Of course, traffic directing is part of the police service, but not only. And these new tasks are not what police work is all about.

Speaker 1 (23:49)

What is your best experience with volunteer police service?

Speaker 2 (24:18)

It's like any other volunteer service you do. Whether it's with the fire department or the THW. On the one hand you learn from new situations in which you have to prove yourself. You expand your personal horizon. That is already something positive.

Speaker 1 (24:42)

Do you tell others about your volunteer work?

Speaker 2 (24:44)

My friends know that, I've already told them. Some of my colleagues know it too. They are all surprised. Basically, nobody knows about it. I'm now at home in Wiesbaden and Mainz and in Rhineland-Palatinate they don't even know about the voluntary police service. Hesse has introduced something similar, but with a different approach. But even from the city where I come from, right next to D-Stadt, almost nobody knew it.

Speaker 1 (25:42)

What is your relationship to regular police officers?

Speaker 2 (25:47)

So absolutely positive. Due to my current activity I know of course very many police officers. Most of them, some of them with a real friendship. But mostly from the K sector, not from the uniformed sector.

Speaker 1 (26:14)

Have you ever experienced anything like rejection? There is the concept of police culture, which can be interpreted negatively and positively. Cops don't like to be told what to do. If someone comes along who is perhaps not a real policeman because he has only had a short training, he is not taken very seriously, have you experienced that?

Speaker 2 (26:39)

Yes, I definitely learned at the beginning. This was also partly explained to me by other colleagues. For example, we had officers who were active in the German police union. They were active in the GDP, not in the German police union. And the GDP was a strict opponent of the voluntary police service. It is argued that instead of volunteers, the number of active members should be increased. And you might downgrade the police service a little bit, if you let auxiliary policemen do the same work after 6 months as active ones, who are only allowed to go on the streets after three years of training. There were really colleagues who didn't want to go out with volunteers. But that was arranged internally so that you went out with others. But it wasn't as if you were "really pissed off" at the station. They just said "actually, I don't think it's good that you're here with us now". But that was rather the exception.

Speaker 1 (28:22)

What feelings and thoughts do you have when you meet with the citizen? This concerns the philosophical background why you are doing the service at all.

Speaker 2 (29:04)

That is actually different. In those cases where the citizen was in need, where you could really help, it was fun. The authority that you practically represent, that you radiate in order to be able to help people.

Conversely, however, it was also the case that it gave you satisfaction when you had someone who "deserved" it, with the authority that the uniform gives you, you also put them in their place. Actually, the balance has been maintained. And this saying "As it calls into the forest, so it calls out again", that was also always what I experienced. If the citizen has dealt with you reasonably, then we have also behaved reasonably. And vice versa, if an aggression went out, then one was no longer so friendly and also inclined to be more robust. But the experience between help and intervention was balanced.

Speaker 1 (30:40)

Would you if the task was changed, for example if it was said that we would continue the police service, but without uniform and without weapon. In return, the members should rather be active in the preventive area or in other areas, would that be something for you or would you say that you would then concentrate on other things?

Speaker 2 (31:01)

Well, I've done it before. There was also the Police Station West in X-City that they were looking for people to drag the files from one floor to the other floor. So I spent four hours lugging files. I'm not too bad for that either.

Speaker 1 (31:36)

That's not exactly what I meant. I meant more a change in the assignment.

Speaker 2 (31:41)

So more along the lines of moving away from the uniformed, to coding bicycles and at trade fairs etc.? Well, honestly, I wouldn't do that. But honestly, I am 55 years old now, so let the younger ones do it. Then the time would be, it was a nice time, but then it should not be like that any more.

Speaker 1 (32:24)

You can say that after 30 years.

Speaker 2 (32:28)

Thank you. Of course, it is also more difficult and of course time has changed and the police profession has also become more dangerous, but still, I must say, the way the concept was driven in the past is not really outdated. And quite honestly, we also had people with us who were beating about the bush. We had one case where a person drove alone on patrol without being called up. And then also stopped drivers, but of course that happens. But that wasn't the rule.

Speaker 1 (33:41)

Is there anything else you'd like to mention that we haven't talked about?

Speaker 2 (33:54)

Not really, no.

Interview 8, englisch

Speaker 1: (02:28)

May I start with the question of age, profession and highest school education?

Speaker 2 (02:31)

Exactly, so I have A-levels and work at the bank in the credit processing department, at the Volksbank X.

Speaker 1 (2:42)

Yeah, and how old are you?

Speaker 2 (2:45)

Wait, let me think about this. I was born 83, so I'm 37. (laughs)

Speaker 1 (2:52)

How long have you been in the Volunteer Police Service?

Speaker 2 (2:57)

Since 2003, that is, after I graduated from high school.

Speaker 1 (3:10)

Then you have noticed different times?

Speaker 2 (3:13)

Yeah, definitely. I was still going through the good times.

Speaker 1 (3:23)

Can you tell me what influenced your decision at the time?

Speaker 2 (3:25)

In my case, I always wanted to join the police because I'm tall, slim and blonde, and there weren't that many women in the police at that time. Then my parents and friends said "Oh, that doesn't suit you, you are too tender", so to speak. And then there was this volunteer police service and it was a good thing to try it out and see if it was for me. And so it was. Only with me it was like that at that time, I applied for regular active duty. Only back then they only hired 60 people. That was the time when you did not see the wave coming. And then my back was allegedly bent by 1 degree during the first measurement and I had it measured again a year later because I said that this can't be true and then it was actually absolutely within the limits, but they didn't accept that.

Speaker 1 (4:28)

I was about to say 1-degree has everyone.

Speaker 2 (04:30)

Right. And it depends on how you measure it and I just submitted another certificate and tried again and they didn't accept it. Where I say today, they probably would have waved it through, where they're hiring 1800 people. It was just bad luck. Unfortunately, I didn't and had to go to the bank.

Speaker 1 (4:50)

So your parents advised against it, you did it anyway...

Speaker 2 (4:56)

Yes, because I've always wanted to!

Speaker 1 (4:58)

Are there any examples in your family of voluntary work being done there?

Speaker 2 (5:02)

No. Not at all. Nope.

Speaker 1 (5:06)

That means you are the first in the family to do voluntary work?

Speaker 2 (5:09)

Yeah, well, my mom was never committed to volunteer either, she didn't have time for that. Also the topic "associations" was not so hip with my parents, so they were also in no association or so.

Speaker 1 (5:24)

Why do you think people do voluntary work?

Speaker 2 (05:28)

So, I believe that in many people, this thought, lies in wanting to look into other areas and also wanting to help. And it doesn't matter whether it is an association or any other voluntary service. I believe that it is already so anchored in most people. Many people know it that way. And also, many simply bring it with them that they want something good. I have also just mowed my neighbour's lawn, because she is always so stressed, single parent. I think that sometimes you just bring it along when you don't know it. Many people do know it, so with my husband in the family it's the norm. Now my child is already registered in the guard, where she could hardly walk, because everyone is registered in the carnival club, which I can't do anything with. But that is something completely different and she is now also trained by her aunt, because she is also active. There are also other examples but in my family it was not like that.

Speaker 1 (6:30)

So, in your own family there are no examples, but in your wider family, in your husband's family, voluntary work is more common?

Speaker 2 (6:40)

Yeah, totally. His brother mows the lawn of his soccer club on a voluntary basis because nobody else does it and he doesn't get any money for it. His father always makes these magazines at the football club because he is a trained printer - in other words, these programme magazines that you get at the game. His brother's wife coaches the little carnival offspring. It's quite different there.

Speaker 1 (7:06)

So is there, one could say, a difference in opinion on voluntary work between your family of origin and your husband's family, or are both families basically positive?

Speaker 2 (7:21)

Both of them, so the mum also found it great. Where I did it then and always told them, they thought it was great. There was never anyone who was against it, they thought it was great and then "Come on, tell me", with every question you get a call even today. So that changed immediately.

Speaker 1 (7:40)

Can you tell me if there are other volunteer policemen in your larger extended family?

Speaker 2 (7:50)

Yeah, my husband's a regular cop. He's a senior officer and shift leader at the marketplace in X.

Speaker 1 (8:06)

Yes, well, the service and the association are the marriage markets par excellence.

How many hours do you work now in the voluntary police service?

Speaker 2 (8:38)

So now it has become difficult because you are hardly ever called up. Now it was like I would have worked last Saturday, but then it rained. It was one of those Corona things in the parks that couldn't be done because of the weather. Before that it was the Saturday before, although I have to admit that it was just one colleague, I get on really well with him and he organizes it and has his volunteers, whom he always likes, so that you have a chance to get a service at all. It is difficult to say, calculated for the year, at most once a month, but rather less. Because simply the demand is no longer there.

Speaker 1 (09:26)

What is the reason for the fact that the demand is no longer there?

Speaker 2 (9:29)

So there I can now quote my husband, who is now a really great opponent of the voluntary police service. He says "it's always just, stop, it's fun". He doesn't like it that much. I think it's because the Green government in 2010 put the brakes on it and made it illegal to be used in dangerous areas. Which is total nonsense, because as soon as I wear a uniform, we don't need to talk about it. We are no longer allowed to be used in hazardous areas and then overnight you are allowed to work in shifts. Then it was really like that with me, on Mondays the phone rang "Can you do the night shift on Thursday?". It was easy for the districts, they had the mobile phone number and called and then in 2010 they started to control it centrally. And then just things like directing the traffic, at soccer games or just - that was almost it. Or if there is a traffic control somewhere, but only in isolated cases. Because my husband, of course he also has to do extra duty, because they have guidelines, a week of checks or something like that. He also says, "I don't need volunteers because he does it with colleagues from the shift, when you would still need the temporary workers in normal shift operation. So, he doesn't like it because it saves on active duty."

Speaker 1 (11:10)

You can understand the position, right?

Speaker 2 (11:13)

Yeah, definitely. I totally understand him there. Yeah, I'm sure I do. But you have to say and that's also something, where he made the experience, where we or at least I was still working normally, I was on duty almost every weekend and it was like that, you could do everything at some point. There one opened the writing program for me with his registration and I wrote the report. So that was then sometime no more problem. He says "At the time, if you had a good volunteer, it was really great, but now that we all come into service every leap year, it's risky", which is definitely understandable.

Speaker 1 (11:56)

So you think that the low number of assignments also leads to less familiarity with the service and the possibilities and dangers?

Speaker 2 (12:06)

Yeah, right. Well, it always depends, with me it just starts, then the radio is new and you have to get used to it again, because if you haven't used it for three or four months or you have a service where you never use it. These are things like that, so definitely. The less you are used, the less you can do. I'm no different at the bank. If I then get any credit or notary contracts, which I then have to process, special contracts with property divisions, I only have that every four months and then I have to go to my colleague and ask "do you remember how it was?"

She then also no longer knows how it works and we ask a third party. That's the nature of things, if you don't have something often, that you just don't remember it very well.

Speaker 1 (12:52)

What skills do you have that could be used by the voluntary police service but are not being used?

Speaker 2 (12:59)

(longer pause) ... so the ability to actually use me normally. I can do anything. So, I really used to be quite normal. You could always see that when I was with a colleague who was not so good with corpses, everyone has his own, which he is not so good at, then I just did that and then they only looked at the badge and said "Oh, ah, I have to ask your colleague". So that's when you were really in there. And this ability could be activated again at any time, when I do another service twice a month or three times, depending on the time, and it would definitely be there again.

Speaker 1 (13:46)

What is your best experience with volunteer police service?

Speaker 2 (13:51)

In terms of what one has experienced in ministry or simply in general?

Speaker 1 (13:55)

Yes, what one has experienced in service or in general, both.

Speaker 2 (13:58)

So, I think the best experience, but the best experience is the collegial cooperation. I don't think that exists in any other profession. Well, I used to, when I was 15 years old in the Badischen-Theater, tear off tickets and assign seats, that wasn't as strict as it is today, with the side jobs. The neighbour took me along and then later, at the age of 16, I started waiting tables in the hotel on the side because I needed money. My parents told me that if I wanted to get my driver's license, I had to pay for it myself and then later in the bank. I never met that again, this togetherness and being there for the other person. That's just a completely different thing there. And that which I always find positive and which I also find beautiful in every ministry.

Speaker 1 (14:55)

Have you never experienced rejection, as an unskilled or poorly trained police officer?

Speaker 2 (15:04)

No, I've never actually experienced that. But that was probably also because I was young, 20 or 21, and was lucky enough to have two older people who took care of me. Who just said, "Now I'm gonna teach you." And then they taught me everything, like a normal practice trainer. He told me: "It's really useful for us, if I teach you that and you work for us, on our shift, then I made a profit." They always took me along to the shift festivals and outings - I was never rejected, even if I was somewhere else. But what I've experienced sometimes, that was the

first moment, but it was also earlier, when there weren't so many women around, that they looked a bit strange. But as soon as you took action in a fight, it was over in a flash. Then one or the other came and said "Hey, I didn't think that about you". But never anything negative, really.

Speaker 1 (16:13)

Do you tell others about your voluntary work, in your circle of friends or something?

Speaker 2 (16:18)

Yeah, right. They know that, too. They saw the drama of my not getting in when I was a kid. And of course, I always tell them, even the neighbors or something. They notice when you go on duty or you talk about it.

Speaker 1 (16:37)

What moves you when you have to meet with the citizen and help or even prosecute?

Speaker 2 (16:45)

So what I think is nice, but it also comes from the fact that I have always learned to be polite in the bank, that I often notice that it comes back. The way it comes in, of course not always when I have to deal with some assistants at four in the morning, it doesn't matter how it comes in, but I think that's just nice. And what I also think is nice. Now you always have to be lucky to have a colleague who is a bit brave,

so the other day we had extra duty and then the normal station was practically booked out and they really needed a woman. Because a domestic violence was about a Muslim woman, who is fully veiled, documenting the injuries. Then of course I am lucky (laughs). I then said "Well, I would do it if it is okay for you". That I was allowed to do real police work and not Corona controls. And I think it's really nice that the excited people, that they can actually help. I had then taken the child from her. The child was whining, the woman was whining. So that you could really help people with the way you are. To get them down, to help, to document, to clarify what else you can do and to offer help and yes, just so that you actually feel what moves you. Whether they accept the offer of help, you won't find out afterwards, of course. But just like that - to help, to support people in extreme situations with an overview and calmness and friendliness and to go down or up on one level. Of course, I cannot always judge whether it is then actually always a help.

Speaker 1 (18:50)

When we think about the current discussion - changing the terms of reference, abolition; reorganisation of the voluntary police service, there are various possibilities. For example, we are discussing a voluntary police service without uniform, without weapons, only active in crime prevention or similar. Would that be something for you or would you say - No thanks, that's enough for me.

Speaker 2 (19:12)

Well, because I really love it, I always say it's better than nothing. I don't like it, but it's better than nothing. So I would do it too.

Speaker 1 (19:26)

You are probably properly infected by the virus of the profession and your husband supports this. I have no more questions now. Unless you have something else to tell me regarding volunteer police service that I haven't asked yet.

Speaker 2 (19:48)

Nope, I mean, you know the current situation. You know how it was in the past and how it has developed, but that's not only in the police service, it's the same everywhere. There is simply a change that is not nice. I know that from my husband's equipment, a lot is promised and nothing comes close. Fewer and fewer staff and then someone comes around the corner with some kind of list, so and so many parking tickets have to be distributed. This is simply a general development, for me in the wrong direction. Because the police, who are still there, should treat them a bit better. Even this mask story, my husband was not provided with a mask, no disinfectant.

Interview 9 of 15.6., 15:00 h

Speaker 1 (1:50)

My main concern is to investigate the motivation of the volunteers. This is an interesting topic and it has not yet been investigated. I am the first to do so and I like doing it. May I first ask about your age, your profession and your highest school education?

Speaker 2 (2:12)

I am 56, have a university education as an administrative scientist and work as a travel tour operator. This has nothing really to do with my studies anymore, apart from certain political things. The course of studies was a diploma course.

Speaker 1 (3:08)

I have noticed that most volunteer police officers in Baden-Württemberg have a fairly good school education.

Speaker 2 (3:20)

Yeah. It wasn't always like that. It may be about the survey now. It was more mixed in the early days.

Speaker 1 (3:29)

The question is also for me, and I can't say now, I'm only doing ten interviews, whether this is a coincidental accumulation or whether it is symptomatic. But I already notice it.

Speaker 2 (3:36)

Oh, maybe they're just more willing to participate in a survey like this.

Speaker 1 (3:41)

That could be, yes. There are so many possibilities. This is also a good keyword for my evaluation - higher readiness, with higher education. The travel business is not really going well at the moment, is it?

Speaker 2 (4:07)

No, no, no, no (laughs) It's very, very quiet.

Speaker 1 (4:04)

Until last year, I was still working for the EU in Tunisia and Libya. Yes in Tripoli. It was very interesting. Let's hope that the Corona business will end and the travel business will start again.

Speaker 2 (4:26)

I just got some emails from South Africa and Namibia, they are prepared now. Namibia is opening again. South Africa in September probably. Only our federal government still issues travel warnings and no one should fly there now. We also have liability problems. I can't send anyone there. Namibia has had 30 cases and none of them have died. They seem to have that well in hand.

Speaker 1 (5:09)

May I ask how long you've been in the Volunteer Police Service?

Speaker 2 (5:12)

I thought about that before the interview. Not that long ago, but that's 18 or 19 years now.

Speaker 1 (05:19)

That's quite a long time. Which means you've already experienced time before 2013.

Speaker 2 (5:22)

Yeah, yeah.

Speaker 1 (5:24)

We'll come back to that in a minute. What influenced your decision?

Speaker 2 (5:29)

It was like this, I'm 56 years old, and actually I started relatively late, if you count it that way now. Most people start relatively early. At some point in my studies, when I was 25/24 or something, I read a report about the voluntary police service and found it very interesting. And then I thought as a student it would be a great part-time job. With relatively predictable free time and a bit more exciting than just sitting at a table. But at that time there was no need, there was probably no need. The article was not a promotional item, it was only described. And in Constance there was no job there either. I put that aside and after a few years of self-employment in X-City, I thought to myself "Oh come on, now you're just sitting at your desk all day again, just like at university, traveling is no longer necessary, why don't you ask the police. And actually, there were vacancies there. And then the usual procedure with job interview and spelling test took place.

Speaker 1 (6:49)

What actually influenced your decision, there were police officers in the family?

Speaker 2 (6:54)

No, not at all.

Speaker 1 (6:58)

Your parents, did they do volunteer work or still do it?

Speaker 2 (7:02)

Yes.....

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Written down answers:

Have done voluntary work before, e.g. fundraising

- No siblings
- parental influence on volunteers low
- But certainly brought up in that spirit

- Own children find volunteer police quite good
- Family finds it exciting
- In the period before 2013 1-2 services a month, as second man on the patrol car
- If we're lucky today, there'll be some presence patrols on bike or foot.
- Best experience: Training depends on the district, I felt relatively full-fledged
- Training was neglected for years in other districts
- Felt well received
- Today the mission is too risky, sometimes sitting all night on the station
- Considered going to the BKA, dismissed for accident
- Attempts to appear friendly also depend on the citizen.
- Ready to take on other work as well
- Bicycle and presence strips, preferably in uniform

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Speaker 2 (00:00)

This fear of liability, which can be smelled out everywhere. And no one's gone to the police about it. To become practically an xxx.

Speaker 1 (0:18)

I thank you very much

Interview 10, 12 June 2020, 12 hrs

Speaker 1 (1:50)

May I first of all ask about your age, your profession and the highest school leaving certificate?

Speaker 2 (1:55)

Yes, of course. I am at the tender age of 54. I am a banker and studied business administration, at that time still with the diploma. And at the technical secondary school, the Fachabitur.

Speaker 1 (02:45)

How long have you been in the volunteer police service?

Speaker 2 (2:47)

It's been 18 years.

Speaker 1 (2:50)

Everybody's been at it so long. But that's probably also because no new ones have been hired after 2013, isn't it?

Speaker 2 (2:58)

Yeah, for sure. There's this gap, this delta.

Speaker 1 (03:10)

Did the example of your parents or your wife influence them or what was the reason for their application?

Speaker 2 (3:21)

When I was still living in a different German state, I was lay judge in the district court and actually wanted to do the same in X-City. But then I was told "We have enough jurors and candidates, why don't you go to the police, they're looking for something there. There is something special in Baden-Württemberg". And since I wanted to join the police in that other German state myself at the time and was also in the selection process, it was the logical way for me to go there and ask. That's how it happened, 18 years ago.

Speaker 1 (3:58)

Why didn't that work in the other German state?

Speaker 2 (4:01)

At that time I still had secondary school and then I had fun doing the vocational baccalaureate. The Sparkasse simply paid more because of the school education. And in Bavaria it was like that, that first of all three years would have had to go to Munich. And from the bottom of my heart, if the Sparkasse hadn't taken me on, I would have been in the middle of the Bavarian riot police, because I only did my vocational baccalaureate.

Speaker 1 (4:50)

Has anyone in your wider family ever done volunteer work? Basically.

Speaker 2 (5:00)

I am also a member of the citizen's association, my sister-in-law, my son did his voluntary service with the Diakonie, my daughter too. It has always been like that. My wife, well, she's a nurse, she also did her voluntary social year before. It also meant that after school we basically had to do something else first.

Speaker 1 (5:28)

Was it the same at your parents' house?

Speaker 2 (5:32)

No. Not during that time. They immigrated from Poland in 1970 and we left the country.

Speaker 1 (5:54)

Then there is no need to ask if anyone in your family was a police officer.

Speaker 2 (6:02)

Nah, my father was a Military Police. He told me that once, but I wouldn't hang that high. That cannot quite compare with the normal police.

Speaker 1 (6:12)

Nah, that's where the focus is on the internal workings of the army. Did you do any volunteer work before this police service?

Speaker 2 (6:32)

Yes. I just did this alderman's service and did a voluntary social year with the Bavarian Red Cross. But that was more like after school, with the thought "what am I doing?" I have actually always done voluntary work. Scout leader, worked in the church.

Speaker 1 (7:10)

Why do you think people do volunteer work, what is your idea about it?

Speaker 2 (7:15)

Yeah, well, you just want to give something back. Personally, I'm fine. I was fine then. I had a good childhood, a good family and you just have to do a little bit more than just the same thing. I also wanted to investigate the environment. "What else is on the other side of the world, in my life, with my fellow men and can I give something back? To somebody who just isn't doing so well. Just a little bit of commitment for the fellow citizens and help them a little bit.

Speaker 1 (8:02)

You don't have regular police officers or volunteer police officers in your wider family, perhaps?

Speaker 2 (8:07)

No. The majority of the family still lives in Bavaria.

Speaker 1 (8:14)

You might as well go to the Bavarian security guard.

Speaker 2 (8:18)

Yes, oh, God. I saw them once in Würzburg and "well", you can hardly recognize them (laughs). You have to look closely.

Speaker 1 (8:31)

Your family is certainly positive about your voluntary work, after all, they all do something?

Speaker 2 (8:37)

Of course. Whether it's in church or caring for the elderly.

Speaker 1 (8:48)

On average, how many hours do you spend in volunteer police work?

Speaker 2 (8:52)

It used to be the 200 hours when it was still normal to go on patrol with your colleagues. Today it is significantly less. It should be 100/110, but I would have to check again. But I say half.

Speaker 1 (9:06)

By earlier you mean before 2013, when you were still integrated into the shift?

Speaker 2 (9.10)

Yeah, right. Well, until the government made the change. It wasn't monetary, but I was already looking to do something two or three more times a month.

Speaker 1 (9:25)

Can you explain what activities you are now doing in voluntary police service?

Speaker 2 (9:30)

So, this is prevention. For example, the "open window" campaign, where I post notes or we ride our bikes in the evening on bicycle patrol. Now in summer we have monitored the Corona rules. (Bicycle patrol with uniform). There we have a colleague who does it all by himself and also involves us but that is his personal commitment.

Speaker 1 (10:04)

Do you ride a company bicycle or do you have your own?

Speaker 2 (10.04)

Yeah, a company bike. Mountain bikes, electric motor. It's fun. Or we also do events with surveillance and security of the route, i.e. road safety service. And that's mainly what we're left with.

Speaker 1 (10.29)

But that's actually quite a fulfilling job, which you can't really rate any worse than shift work, can you?

Speaker 2 (10:40)

Well, all right. Personally, I like it fine. Before, I was just in the precinct. I live here in X-city. Was good. People knew each other. They could count on you. But here, you have to find your way back again and again. It's no big deal. You can always talk to each other. Personally, I get around more. That's right. My colleagues do a very good job of centrally controlling what's happening. We get the calls by e-mail. The station used to call me and now it's all done centrally. I don't think that's bad either. You get around. With the few services there are, they spread it around. You just have to be mobile.

Speaker 1 (11:55)

What do you like less in your position as a volunteer? In other words, what frustrates you?

Speaker 2 (12:03)

Sometimes the perception of some colleagues that perhaps we are not as perfectly trained as the officials after all. Sometimes one has the feeling, but not often and with the officials I work with, never. But you are told about it by other volunteers, yes. They don't take us seriously. Apart from that, I have no worries, no fear, no anxiety. Just this "Do they take us seriously?" from my colleagues.

Speaker 1 (12:44)

That is interesting because that is what most colleagues say. But they often limit it and say that it was like that in the early days, but today they know you.

Speaker 2 (12:59)

Right. That's developing. But I still have that basic tendency. Could be more, I suppose. If the precinct captains would call for more, too. Our chief of police has always been very committed to this and has called on the station heads to do so, as he once told us at the volunteer meetings. But that always depends on the station chief. They could do more if they wanted to.

Speaker 1 (13:31)

Could you quantify the rejection in percentage terms?

Speaker 2 (13:37)

Felt, I would say, that a quarter of the colleagues are not well-disposed. Friendly is a strong word, but they say, "We'll do it without them."

Speaker 1 (13:55)

So I would note the term "rather distant" (yes). There are also good reasons for it, or rather, one can find good reasons for it. Do you tell others about your voluntary work?

Speaker 2 (14:10)

Yes, of course. So I have told this in my company "so and so" and I have also been working in several companies. In one company they found it so interesting that I was interviewed about it in the employee magazine. One was a company with more than 6000 employees and that came across quite well. They often asked me about it.

Speaker 1 (14:40)

What skills do you have that are not used by the voluntary police service? In which area do you say "I still have this and that" and if I were to use them to support the police, they would be a step further.

Speaker 2 (14:58)

Yeah, okay. I'm very computer-savvy about what I'm doing here. I come from the IT work, it is in banking, but there I could support and I am very flexible in consulting. I like driving a car. I do martial arts, so my colleague would not have to be afraid if I accompanied him. English is not an issue for me. I like swimming. Because of my profession I could probably bring more to the office than to the field service. So more for the police administration.

Speaker 1 (16:02)

Would you want that if you were offered it?

Speaker 2 (16:07)

Yeah, I've done that. I once happened to be noticed in a service, they didn't really want to send me home again. I was there in the press office, because I used to work in sales and marketing. And then I spent a day on the road with the press office and I enjoyed that too. Working with texts and helping to design advertising measures. Public relations, of course. As long as it's in uniform. Wherever you see them, just close them, there is someone who presents the state, then I would like to do that too.

Speaker 1 (16:48)

Does that mean that if you had to take off your uniform and other uses were found for you, you might not do that anymore?

Speaker 2 (16:55)

So if it were now the same thing that I do in my main job, then I wouldn't see any added value for myself and society. I think through the uniform you also represent the state a little bit or the country and that is really personal for me, because I say here I am doing something and you can see that on the outside. I would do it internally, I mean on the staff, because you don't need a uniform. But the colleagues I know all wear uniforms and that is the feeling of togetherness. I don't know how to do that, that is then the collective bargaining employee. For me there would be no difference any more. Then I could also just continue to pursue my profession. Well, I do attach importance to the uniform. And I like the contrast.

Speaker 1 (17:48)

What is your best experience with volunteer police service? With fellow men and colleagues.

Speaker 2 (17:58)

We just had great moments when we were on the road together with our colleagues and helped people in need. It was fantastic, where you said to yourself afterwards "bah, that's exhausting, we got him out of the car". And then you just had a sense of community. When I'm riding my bike, you have the feeling that "I belong".

But if you really helped somebody on the street and they said "Thank you for helping" or you saw them in the ambulance getting away and surviving. Those are moments that you don't always have. In that moment you just do that. I don't know if you would have done that as a private person.

Speaker 1 (18:49)

We've already discussed your relationship with the regular police officers. You have no reservations about the regular police officers?

Speaker 2 (18:59)

Not at all. Personally, no one ever told me, "You better go home, don't do that." But when I was there, I was immediately integrated. Even more so than today, by certain shift groups I was there with. So personally, I was never attacked. I respect what the colleagues and officials do.

Speaker 1 (19:26)

Do you have police officers in your circle of friends?

Speaker 2 (19:33)

In another German state, yes, but I see them too seldom. They were with me at school. Not really here. A little small talk about WhatsApp, but not really, no. It doesn't go that deep after all.

Speaker 1 (19:57)

How long have you lived in this other German state?

Speaker 2 (19:59)

30 years

Speaker 1 (20:01)

Thirty years without learning the dialect and also without having a Polish accent.

Speaker 2 (20:09)

Well, all right. My parents speak fluent Polish and Russian, but we actually only spoke German. At home, even in Poland, we always switched to High German.

Speaker 1 (20:44)

What are your thoughts and feelings towards the citizen they are there for? Can you say something about that?

Speaker 2

Whether I then always for what I do, when I protect the streets and the traffic area, whether there is always the understanding for the activity of the police, because one is at the moment "the police" is given, but that goes exactly the same for the officers, I think. There is not always an understanding for what you are doing, but it is respected. I have never experienced negative things from the citizens, like being snarled at, even during personal checks during the Corona measures. We were treated with respect. I have always experienced that, respect. And then they also left well-behaved. I have experienced nothing negative with the citizens and thought "humanly it was not okay now".

Speaker 1 (21:45)

Is there anything else you would like to mention regarding the voluntary police service?

Speaker 2 (22:00)

I just think it would be great if it had the same level as in the English-speaking countries. If it were really kept alive with political calculation, with knowledge and will. We will probably not get as far as the English-speaking countries. I will certainly not experience that. It would be this revaluation that would happen again. The way it was before, there was a reason for it. Yes, and it won't fade away.

Interview 11 on 17 June, 17hrs

Speaker 1 (1:59)

May I ask about your age, profession and highest school education?

Speaker 2 (2:05)

I am 50 years old. I got a master-like formal education. I run my own company and I have a website. 15 years ago I managed to turn my hobby into my profession. There are three people living full-time from and 4-5 part-time from the website. We do something for television and do movie productions and live additionally from the advertising on the website. In the Corona crisis this is of course not so easy now.

Speaker 1 (4:08)

How long have they been in the service of the voluntary police service?

Speaker 2 (4:11)

I just tell them freely what I've been doing so far. I've been doing this for 30 years now, so it's been quite a while. When I finished with the Bundeswehr and started studying, I was looking for a way to finance my studies and do something good at the same time. Then I looked for honorary posts, THW and fireworks. At that time I had a friend who was already in the FPD, but he only did two years. He gave me the idea to try it with the police. At that time the police was also not on my career wish list. Then I had done my training course there and was together with some interesting people. Also the leaders of the course were very, very good. The initial time was a very nice time. For me it was a very good possibility to finance my studies, because at that time nobody looked at voluntary work restrictions or taxes. Then I had found my spot in the police station relatively quickly, in X. I was integrated there in one shift and partly worked as much as my active colleagues. I was on patrol duty with them. At that time I was popular as an IT specialist, because then the first computers were in the police

stations and you could show your colleagues how to use the programs. So, I was able to write the incidents myself and did everything that was necessary and was also able to stand my ground. During my studies it went on like this for quite a while and it was also a very nice time. One has learned a lot, got a lot of experience. You got to know interesting people. After I finished my studies I decided to stay with the police. At the State Criminal Investigation Office in Stuttgart I had applied and was informed, that my diploma was of no use for the police. I would have had to start all over again with the police. That was 93/94. I was a few years too early. A few years later that changed. At that time, I got many obstacles in my way in the police force. Then I went into free enterprise and became self-employed. And worked as a computer scientist for big companies. But I didn't break with the police, kept my status and watched how everything developed. Then I learned to dive, got my diving license and that influenced my life. Because of very nice colleagues I got stuck in crime prevention at the police and gave diving courses in crime prevention for a few years. At that time the FPD was very relaxed and well managed. There I was able to do diving trainings with young people at risk of crime, insured by the state. Everyone left me alone. If I needed a vehicle for something, I could call up a vehicle. Nobody talked me into it in any way or looked after me. I did my thing and added a foreign, not internal police instructor. We must have done this prevention work very successfully for eight or nine years. Through my contacts I was able to arrange an internship for the young people. And at some point, there was no money left for this project. But then you have to scratch your head, that what you get as a volunteer is really not much. After many years, this project was scrapped. But then another association said that this project is important to them and that they want to take over the financing. The volunteer lump sum was then financed for 2 years by this association, until the idea came from the board that it cannot be done that way. These were the first blows against the volunteers, although they put their heart and soul into it.

Then also the arduous time of the police service began. It came RED, GREEN and then suddenly everything was different with us. We were no longer on patrol duty. For many of us the motivation was extremely reduced. We were permanently kicked in the butt. That was a very

difficult time overall. Because I also do a lot of social media, I slid into the recruitment advertising. So you can already do a lot as a volunteer. But the police don't use it enough anyway. They don't consider the characteristics of the individual police volunteers. As a computer scientist, I often examined hard drives underhand. Later on, the FPD did not allow that anymore. I then went into the junior recruitment for the police headquarters in X. Together with the head of the presidium we had super cool ideas on how to generate new blood for the police. We drove around the country, made video recordings for crisp advertising videos. That was a really nice story, because you got together with a lot of people from all over the country. You sat there with a lot of important people and a volunteer was there. The nice thing was that as a volunteer I was able to perform in a completely different way than all the higher-ranking people. That always brought a smile out of the station chief's face. I flew there by helicopter, was on the way at Lake Constance. We filmed there and delivered a good result overall. A good campaign started. Had a good website. Patrol cars with QR codes pasted on them. Meanwhile the campaign was presented to the Minister of the Interior in X. There I also had the opportunity to talk to Minister. His reaction was that the campaign was initiated by a volunteer and was very underground. In front of the assembled group he then compared the volunteer's voluntary work with other people who go to donate sperm and that this is just as useful. It was so subterranean that the union also wanted to get a number out of it. But the president asked them not to do that. It was shit, it just doesn't work that way. Since then things have been going downhill continuously in X. The situation is currently very, very difficult. For the past 10-15 years I've been the volunteer spokesman. Together with another spokesman. We hold the reins a bit and try to keep our colleagues together and keep motivation high. We organize regulars' tables, have a Facebook group, do polls and try to get into everything. At the time, when there was a big question mark behind the volunteers, I was interviewed by BNN. That was done at the press office in the PD. There was also a colleague from the press office who made sure that I didn't say anything bad. But I didn't say anything bad either (laughs). They turned it into a half-breed and put a picture of me in it. Many people asked me about it. Although the editor who wrote the article was an ultra-GREEN, where everyone thought, let's see what he writes, he wrote an extremely

positive report about the voluntary police service. He also made a very positive comment of his own. That was the absolute hit and gave good feedback. The whole thing went quite well as long as we still had our old president in X. And then about a year ago Mr. S. We had sought the conversation with him twice very early. But on both occasions he came into the conversation unprepared. We had points where one should find solutions. That was written down and not a single point was processed. The FPD is currently disappearing more and more into insignificance. Then the colleague from active duty, who had looked after us, was retired. Then we noticed first of all, against which windmills he had fought for us to hold up our flag. Nobody does that anymore. They didn't refill this position anymore, but took a typist who is now looking after us. With the result that no one in the police force stands up for us politically any more. Our superior, who somehow had to be transferred to us, is not really interested in our service. At the moment we have the situation that we are no longer used. We do property protection in X. That's the only thing that is still being filled. Even in Corona times they rather used other forces than resorting to us. No more advanced training, nobody cares about us anymore. I haven't been on duty for three months either. (21:00)

Like other colleagues, I have, after 30 years, toyed with the idea of giving up the uniform. This has already happened to many colleagues. Of the 3000 in the country, I think there are only about 1000 left.

Speaker 1 (21:28)

That is still very much appreciated. My last information was a little over 500.

Speaker 2 (21:40)

In XY and XYZ we still have 180 colleagues who are still on the list and only 30 of them are still actively serving. This object protection madness. The rest have already completely lost their motivation. If the GREENS will come back and show a clear edge and disarm the FPD We all know the situation on the street, if you stand there, then 80-85% will immediately give up their service in Mannheim.

Speaker 1 (22:34)

This could then also be the end of the FPD.

Speaker 2 (22:36)

Yeah. Absolutely.

Speaker 1 (22:45)

I didn't realize that at first. I thought that I could compare the FDP with the voluntary colleagues from England. To make this comparison would have been very interesting for me.

Speaker 2 (23:00)

In the Netherlands I think there is something like that. We had informed ourselves there once. I think there have been some bright spots in the last few years. For example, when the refugee crisis came over all of us, suddenly there was money and suddenly we could be reinstated. There were colleagues who helped out every evening. We received about 800-1000 refugees at the bus station in XY. Then we accommodated them in a hall and distributed them and put them on busses and were sent on the runway. That was hard work every evening from

18-24 o'clock. Because the volunteers were deployed every day and the active colleagues were only assigned from time to time, the volunteers have a good know-how. After one or two months, this was done exclusively by the volunteers. Only one leader was then added to the team. That worked extremely well. When the madness was over, we got our asses kicked again. During the Corona time there was again a request which pointed out that in the current situation volunteers were being used again. So we know that this information has reached the decision makers but even then nothing happened.

Speaker 1 (25:40)

Your decision to join the FPD, you said at the beginning, was a purely selfish decision. Unlike the altruistic decision.

Speaker 2 (26:00)

Yeah... Selfish is maybe a little too much. Yes, I was looking for a way to finance my studies, but I also have something useful to do in the back of my mind. I think it was a combination of doing something interesting and useful plus the possibility to make some extra money.

Speaker 1 (26:39)

What do your parents have to do with the decision. Did they perhaps influence you in your upbringing to do social work, to teach you special values, or did this come from you alone?

Speaker 2 (27:01)

I have always done something in this area and I think my parents gave it to me a little bit. My father has always done a lot with others. I used to work in the church with young people and tried to get involved there, and my father gave me that as well. In my family that is a part of the transmission of values. And I must also tell you in all honesty that especially in the early days, when we were on patrol, the satisfaction came back that you can do something good as a policeman after all. There were many situations where you could help desperate people. That was a good feeling with which one then left the service. The whole police story has also reached my family. My daughter, after her high school graduation, now also chooses the way to the police.

Speaker 1 (28:46)

Has anyone in your wider family ever done volunteer work?

Speaker 2 (29:00)

I don't think so. I have many active colleagues in my relatives who also found it quite interesting. My cousins, for example, are active in the police. My father really helped a lot of people, but he didn't organize them.

Speaker 1 (29:45)

And in your current family?

Speaker 2 (29:53)

My wife is very busy because she can't make it in time and the kids are still in school. My big one wants to do an FSJ before she goes to the police but also wants to gain experience in the rescue service.

Speaker 1 (31:36)

Why do you think people do voluntary work?

Speaker 2 (31:39)

Yeah. That's a good question. I think it's actually kind of in the genes. I know enough people there's no way they'd do that. But I also know enough people, including volunteers, who are involved in completely different areas. There are incredibly many who are still in the volunteer fire brigade. I don't know if it's a syndrome that they just like to wear a uniform. I think for some of them it is simply the motivation to want to do something good. But where that comes from is a good question.

Speaker 1 (32:16)

So, you have no idea?

Speaker 2 (32:25)

Not really. I think you'd have to ask a psychologist.

Speaker 1 (32:44)

What does your family think about your voluntary work?

Speaker 2 (32:48)

My parents thought it was creepy. So not because I'm doing volunteer work, but because they always associated it with danger. Every night when I went on duty, they expected me to be shot. That has continued until today. So my parents were clearly against it. And that I should find something else, I still get told by my mother. My wife and my kids grew up with it, they don't know any different. The kids used to see me in uniform and knew that I was going into service. I also got my scratches, but that was just the way it was. But they got along with it. My daughter is still up for it, even though she knew what happened in part. Then that's a clear signal.

Speaker 1 (34:12)

What do you dislike about your job as a volunteer and how do you deal with your frustrations?

Speaker 2 (34:21)

We are currently trying to keep it up with another colleague, because we don't want to accept that they want to dump us after such a long time. The situation in X is still quite good in contrast to other presidencies. The leadership no longer wants volunteers to be deployed. The motivation is extremely low. We have people from all walks of life, we have people with us, they do their voluntary service there, some of them do it for the money but the interesting people, who have a bit of brain power, are almost unanimously ready to give up. There is no

appreciation left and that is also the big problem. When the police commissioner says on the honorific evening that the volunteers are a bargain for him, normally you would have to turn around and leave.

Speaker 1 (36:24)

With two exceptions, all those who have contacted me have a bachelor's or master's degree and are somewhat higher up the career ladder. What can be the reason for this?

Speaker 2 (36:53)

I believe that it is the people who also hold the volunteer work in their Presidium in high regard. What the motivation is that they have gone there, good question. But I have never asked anybody what their motivation was to go. Perhaps it is a good change from what one usually does in one's job. That's the way it is with me too, I have to say in all honesty. It is a completely different occupation, where you also get to know other areas. I have gained most of my life experience during this time.

Speaker 1 (37:55)

I wonder whether the FPD staff as a whole have a higher education.

Speaker 2 (38:01)

No

Speaker 1 (38:04)

Or if they're more willing to take on an interview like this.

Speaker 2 (38:07)

I think the latter is true. When I look at the cross-section of our team, of the 80 volunteers we have in X, we have about 15 who have a higher-level degree.

Speaker 1 (38:53)

What has been your best experience with the FPD?

Speaker 2 (39:03)

That was the time when I worked with young people in prevention. That was the thing that gave back the most. The direct work and the situations that arose from it. Also, the fact that you could get one out of a group of 10 young people back on the right track. That brought me a lot.

Speaker 1 (39:39)

Do you tell others about your volunteer work?

Speaker 2 (39:48)

Yeah, sure, sure. Everyone around me knows that. I get called a lot when something goes wrong and asked for advice. People see me that way and they accept it. Besides my normal job I also teach computer science at a school, because they couldn't find a teacher. The students also know that I hold this position and I don't keep it out. Then the students always ask me "this and that is what happens". This can always be ironed out a bit, as a link between citizens and police. You can explain it to them from both sides. Many know it and everybody lives well with it.

Speaker 1 (41:09)

What is your relationship to regular police officers?

Speaker 2 (41:16)

That has changed a lot. At the time when I started, my relationship with my colleagues was first class. You were integrated and took part in everything they did. You were there at shift festivals, but also when something strenuous was going on. I am still very good friends with many of them. At that time it was really good, because you were also assigned to a fixed position. But that changed completely when RED-GREEN came. In X you are now centrally managed and you are no longer assigned to a district. You hardly know your active colleagues anymore. But it must be said that the attitude of the active colleagues is quite decent. Of course, there are also some who say "The volunteers, they are funny characters, I don't want to have anything to do with them". All in all, it is with the colleagues from the traffic control department, with whom we have worked a lot in recent times, that the acceptance is extremely good. That works really well. Even when I was on the road at the time, I thought that it would be more difficult with the youth campaign. When I was on the road with a lot of senior

police officers, I thought that those who have nothing to do with the volunteers are very critical of the volunteers. I was taught a better lesson then. It's not like that at all. There was a really positive atmosphere there. They thought it was good that people wanted to get involved with the police that way. I was surprised. I didn't think so.

Speaker 1 (43:47)

Even in the beginning you didn't feel any restraint when you were on the shift?

Speaker 2 (43:42)

No. Not at all. I mean it's been 30 years, too. That was a different time. Because I got into it well enough to help with my computer skills and I didn't mince words. But the colleagues at the station were also all terrific. It was a tight-knit community. Our shift leader - very good. He was behind every stupid thing we did somehow and then he ironed it out. Just the way it should be. That is no longer the case and that is a pity. As I said, I still have extremely good friendships with colleagues who were on the shift with me at that time.

Speaker 1 (44:51)

That's interesting, because normally you would have to experience a bit of rejection. There's a cop culture that doesn't like to let strangers in. You have to earn access first.

Speaker 2 (45:10)

Well, that was also the case with some colleagues, but if you showed clean work and did not just sit next to them - it certainly took longer with one colleague than with another, but I had positive contacts throughout. There were one or two active colleagues who were shooting around in the background, but I am big enough to audition and tell active colleagues that it does not work like that. I am also free of pain. Nobody can do anything for me from above. I also had a run-in with my direct superior, who wanted to forbid me to write to units outside the organization. But then I really fired back. Since then, our relationship hasn't been that good, but I've come to terms with that. You can't let yourself put up with everything.

Speaker 1 (46:33)

I'd like to take another step back. What are your thoughts and feelings towards the citizen that you are there for?

Speaker 2 (46:46)

I see myself somewhere in between. I think that in some situations I react more sympathetically, like a police officer riding around in the same shit every day. I think it's because I'm in that space and I'm not in that deep. In many situations I would have reacted more smoothly and my colleagues with whom I was riding at the time know that too. I think that was a good thing too. I have an aversion to violence of all kinds. So it's also good if someone goes along with me who is not so deep in it.

Speaker 1 (48:00)

Although you were at first.

Speaker 2 (48:02)

Still, I wasn't on the books. That's a different situation. And there were certainly ticklish things involved, where you were once in court. I got my charges for trespassing and assault just like all the other colleagues. That's the tightrope walk, of course. On the one hand you stand by your colleagues, on the other hand you should tell the truth.

To come back to the relationship with the citizen. In my entire period of service, there were hardly any situations in which I did not get along with my counterpart. Except for drunkards, where you can't do anything about it anyway. I think there have been many situations where I have developed other ideas, maybe also through my job, how to solve things easily. And the colleague says "That's a good idea. That's what we do."

Speaker 1 (49:57)

Would you like to mention anything else or ask questions?

Speaker 2 (50:03)

I have one more piece of information. Two years ago, I was at the Home Office, I had an appointment given by the Secretary of State. That didn't work for ages, but then I was invited when the subject was topical. I had a long exchange with this person and this was also a person who was behind the FPD. He was looking for a solution to what the GREENS could be offered in order to protect the current colleagues. Unfortunately, the State Secretary is no longer there. I sent an e-mail to the new one but did not get an answer. And the question from my side is, I ask everyone: Does he have a good idea what else we can do to ease this situation that currently exists for us? It is the big problem

that currently nobody enjoys FPD anymore. This joy was still there until 10 years ago. Now there are only volunteers hanging with the corners of their mouths down, doing the things they have to do. Of course, this does not lead to a better performance among the volunteers.