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THE MEDIATING ROLE OF PROFESSIONAL IDENTITY IN THE RELATIONSHIP BETWEEN EMOTIONAL WORK AND WORK ENGAGEMENT: A STUDY WITH PORTUGUESE POLICE.

Master Thesis for the Erasmus Mundus Joint Master Degree in Work, Organizational and Personnel Psychology tutored by Professor Doctor Carla Maria Santos Carvalho, Professor Doctor Ana Luísa Sousa Pinto and Professor Doctor Ramón Ferrer Puig presented in the Faculty of Psychology and Educational Sciences of the University of Coimbra.

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Abstract

Police officers continuously perform under highly demanding emotional, psychological, and physical conditions while they interact with multiple groups, as victims, criminals and even colleagues. This will produce influences in the chosen emotional regulation strategies, which will later impact their professional identity and engagement. This study aims to understand if the professional identity performs a mediating role in the relation between the emotional work (specifically the deep acting, surface acting, demands to express positive emotions and demands to suppress negative emotions) and work engagement, as well as the direction and intensity of their relationships. For that, a self-questionnaire based on the Emotional Work Requirements, Emotional Labour Scale, Social Identity Scale and Utrecht Work Engagement Scale was applied. 924 voluntary participants were involved in the study. Results have shown that professional identity partially mediates the relationship between surface acting and demands to express positive emotions with work engagement, and totally mediates the relationship between demands to suppress negative emotions and work engagement. However, the professional identity doesn't mediate the relationship between deep acting and work engagement. The results were discussed and indications for future research were presented.

Keywords: professional identity, emotional work, work engagement, mediation, Police.

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Introduction

Even though Portugal is a country with low crime rates, according to the Annual Report of Internal Security (2019), 2019 had an increase of 3% in serious and violent crimes. The rise of violence and crime is contributing to an increase of interest in understanding how police officers self-regulate their emotions on duty, how they identify with the organization, and how they get involved at work.

Police officers perform most of their daily activities focused in providing support and controlling public order (Queirós et al., 2013), normally under continuous demands and pressure, being forced to make important and quick decisions with an enormous impact on their lives and others'. Those demands may lead to high levels of stress.

According to Cieslak et al. (2018), stress is a psychosocial phenomenon experienced by humans in different types of situations, both in their daily activities as well as at work. In this case, being a police officer is an occupation that is classified as being high-risk, since they deal with high emotional demands while working with victims, criminals, and colleagues, as well as organizational factors such as shift working, long working hours, frequent conflicts, and unpredictability at work.

Later, this might conduct to multiple problems, such as job dissatisfaction, absenteeism, and dismissals, with negative effects on the physical and psychological well-being of workers, which may even include suicidal ideation. It was found that the longer the police officers are exposed to stress with inadequate training (or none) to cope with those situations, the faster they will be exposed to aggression, anxiety, and poor impulse control (Testoni et al., 2020).

To understand those aspects related to policing work in the Portuguese context, we develop a study that focus on the relationship between the emotional labour, professional identity, and work engagement of the *Polícia de Segurança Pública (*from now on *PSP). PSP* is a Portuguese

Police Institution that performs in many services (internal, external, mixed). At PSP it is possible to develop career as chief, officer and official in the north, south and centre of Portugal.

In the Portuguese police context, more work volume in the metropolitan area is expected, which will require more workers and more internal mobility between the commands. These contextual factors may impact the social aspirations of many young police officers that would normally desire to be immediately back to their local commands and regional stations (Durão & Darck, 2012, Durão, 2010). Therefore, since early stages two types of police officers might be easily recognizable: those who are clearly active and highly work engaged, and those who are more passive and less involved with the professional occupation.

Adding to that, some organizational factors might promote high levels of job stress among police officers. One of those factors was referred in Durão's studies (2010): the discrimination among colleagues, where the operational police officers are considered the realest and most solid police officers.

All the factors mentioned can achieve unwanted psychosocial consequences, which can be increased due to the lack an open discussion of mental health in the current culture of police institutions, posing an obstacle to receiving support (Demou et al., 2020). Additionally, relying on other studies, the authors Demou et al. (2020) have reported a tendency for officers to be hesitant to ask for mental health support because of the fear of being stigmatized, which could further worsen their mental health concerns.

An interesting fact is that since 2012 some studies have already reported and drawn attention to the emotional exhaustion of the Portuguese police officers, presenting high levels of burnout syndrome, lower levels of interest and energy for their occupational activity, lower productivity, lower satisfaction, and motivation (Oliveira & Queirós, 2012). Due to that, we developed a recent search on the multiple databases to analyze the interest status on the Portuguese Police context. We noticed a global crescent interest studying the Police context,

especially in topics related to mental health, suicide, work engagement, organizational support, burnout syndrome, coping strategies and stress appraisal. However, in one of the databases (B-ON), when delimiting the search for the Portuguese police context, the results dropped from almost 14 000 to around 100. We recognize a worldwide growth of interest in this field, but we also believe that scientific studies related to Portuguese Police Officers are still few in Portugal, specially related to emotional work, professional identity, and work engagement.

However, some authors have dedicated to studying the Police Portuguese context. In this case, Oliveira and Queirós (2012) calls out for the violent situations that the Portuguese police officers daily encountered that might promote diverse stressful sources. However, the reverse can occur as well. The more the police officers feel occupational stress, the higher they're likely to express and behave in aggressive forms. Therefore, a sample of 350 male participants from *PSP* with ages between 24 and 53 years old was used to evaluate the emotional exhaustion, depersonalization, and personal realization of the Portuguese Police officers in the Regional Command of Lisbon. The results were that the operational agents of PSP in Lisbon had a high level of personal realization, motivation and working satisfaction, as well as moderated levels of emotional exhaustion. It is believed by the authors that most of the participants didn't frequently encounter threatening or risky situations during their weekly activity, which could justify the lower levels of professional stress, which is already expected since the criminal levels already referred are low. Plus, most of the participants have reported never having felt the need for psychological or psychiatric interventions, reporting as well a good social support network.

However, even though this study was related to Portuguese Police Officers, it isn't general for the rest of Portugal. Mostly, since the sample is only located in Lisbon. It is known that the Portuguese police sector in highly complex, fragmented and dispersed (Gonçalves & Neves, 2013), which might have influenced those results. Many Portuguese police officers are recruited from non-urban zones directly to bigger cities (Durão, 2011). According to this author, this might

be associated to a particular Portuguese demographic phenomenon that occurs since 1980. This phenomenon is related to the bipolarization/inter-regional fluxes of the two principle Portuguese cities: Lisbon and Oporto. Historically, this sort of phenomenon occurs due to better working conditions, and professional opportunities.

Therefore, we recognize the importance of fulfilling the lack of national representation while analyzing these emotional and work-related aspects for the whole country, since it could provide us with relevant insights of the Portuguese Policing emotional work, professional identity, and work engagement.

Multiple studies have shown that emotional work is associated with work engagement. Depending on numerous factors (e.g., organizational and operational stressors,…), that relationship might have different outcomes. In certain situations that relationship might be negatively associated, especially if employees are facing emotionally demanding conditions, influencing severely their well-being (Xanthopoulou et al., 2013).

Particularly referring to police officers, their work engagement isn't constant, and might even differ accordingly with their daily tasks (Bakker, 2011). Police officers are more likely to display emotions, especially facing traumatic situations. This professional category might engage in diverse emotional displays to deal with various publics (e.g., victims, colleagues, and suspects), which will lead to more efforts to manage and regulate their emotions to accomplish organizational desired emotions, which will waste their energy resources and make them cynical about their work (Kwak et al., 2018).

However, that relationship might be presented as positive in certain situations. When employees present high work engagement, it normally means that they have adequate levels of psychological and physical energy, reducing the display of fake emotional actions (Yoo & Arnold, 2014). When the employee is engaged in a deep acting strategy, he/she will perceive the work

demands congruent with what he/she is feeling, allowing authentic expression of self and feelings of personal accomplishment (Carvalho et al., 2012).

Additionally, an important part of understanding how emotional work and work engagement is related is realizing if there are any additional variables influencing it. In that perspective, multiple studies had stated that emotional work is related to professional identity (Ashforth & Humphrey, 1993, Brotheridge & Lee, 2002, Birze et al., 2022), professional identity is associated to work engagement, and that professional identity has a mediating role on the relationship of certain dimensions of emotional work and work engagement (Guedes et al., 2020).

Nonetheless, professional identity might have positive and negative effects in variables related to work behaviour. Regarding the emotional work, Ashforth and Humphrey (1993) stated that the more identified the workers are with the organization, the higher internalization of the obligations will occur, contributing to feeling more stressed about the incapacity to accomplish those same obligations. While that, Schaible (2006) reports that workers with a stronger professional identity tend to be minus fatigued during work since they make a lesser mental and physical attempt during the performance of their tasks. Related to work engagement, employees that are identified to the organization have better psychological and physical health and lower levels of stress and anxiety (Piotrowski et al., 2020), experiencing higher levels of work engagement even in adverse working conditions (Zhang et al., 2018)

When it comes to the Portuguese police professional identity, what is known is that it is highly uncertain, since the Police institution is continuously changing due to political and law changes (Durão, 2010). That same author has stated that the inconsistency on the Portuguese police professional identity can help the police officers dealing with the dualities on their job. This can be congruent with what other authors have stated, namely the fact that the professional identity can be viewed as personal resource to assist on dealing with the intense and multiple job demands (Guedes et al., 2020). Professional identity incorporates the strong affection and bonding

with the belonging group (Nascimento & Souza, 2017), which is compatible with the results stated by Bakker (2011), where workers that experience more job resources, such as support from colleagues, will have higher levels of work engagement. As personal resource, professional identity might be an important self-protector from surface acting, where little support for authentic self-expression is likely to produce feelings of detachment from others (Ashforth & Humphrey, 1993).

Therefore, and due to what was mentioned before, this research aims to analyze those same relationships, based on relevant and solid information from many known authors and statistical procedures, while using data from the Portuguese police officers from each Portuguese Regional Command. Focusing on the following research problem "What is the role of professional identity in explaining the relationship between the demands and strategies of emotional work and work engagement?", two specific objectives emerge: to characterize the professional identity of the Portuguese police sample and to assess the mediating effect of professional identity in the relationship between emotional work dimensions and work engagement.

With this study, our main goal is to provide a better understanding of the role played by emotions in police behavior and suggest intervention strategies that allow the development of these professionals' skills to improve the well-being of police officers and their satisfaction at work, as well as involvement, making them better at performing their functions and effective in their emotional self-managing. We believe that this study is particularly important since this professional category is still not much studied, especially in the emotional aspects related to work. With the results of our study, we hope that the interest, attention, and recognition of this topic contribute to enhancing the effective performance of police officers. It is crucial that more beneficial strategies that value the police officer and the service they provide to society, are created considering the social, material, and emotional demands (Gomes & Souza, 2013).

<center>**Theoretical Background**</center>

Emotional Work and Professional Identity

Working as a police officer requires a lot of physical and psychological abilities. Police officers are normally confronted with emotionally charged and confrontational encounters with victims and criminals, being necessary to dominate the ability to change between emotional expressions. They must maintain control, solidity, and emotional neutrality most of the time, while they have a rigid emotional posture with the criminals, as well as compassion towards the victims (Daus & Brown, 2016), having high demands to express positive emotions and suppress negative emotions. These types of emotional trials have the potential to brutally constrain the police's capability to carry out their work effectively and can have a considerable effect on the well-being of the labour force (Marques & Paulino, 2022).

Meanwhile, characteristics of the institution and the behaviors of the people in the organization can generate multiple stressors (Acquadro et al., 2022). In a systematic review done by Galanis et al. (2020), it was reported that there are multiple risks that can affect directly and indirectly the increasing of job stressors, such as demographic characteristics (e.g., police officers that work in districts with more than 50 000 inhabitants had reported higher levels of stress), lifestyle choices (e.g., lack of hobbies was considered a job stressor), negative and maladaptive coping strategies, and personality traits (e.g., neuroticism, psychoticism and introversion was associated with stress).

Policing stress sources can be various, namely operational linked to "working in shifts, danger, risk of injury, critical incidents, traumatic events, citizen criticism of police officers' behavior, perception of policing by society, fear of excessive use of force, aggressive interactions, work-family conflict, etc" (Queirós et al., 2020, pp.1-2), and organizational related with "conflicts with supervisors/colleagues, lack of material/human resources, work overload, excessive

administrative tasks, leadership problems, etc., as well each police department/command/police station specific way of functioning" (Queirós et al., 2020, p.2, Acquadro et al., 2022).

Each police officer responds to traumatic events and job stressors in a different way, however there is a spark of possible change when it comes to an intervention on the organizational stressors, namely redesigning the work to be less administrative tasks, work overload, and others (Acquadro et al., 2022). This sort of interventions is needed since being frequently near job stressors can negatively and strongly influence the performance (Queirós et al., 2020), leading to exacerbate anxiety and depressive symptoms (Acquadro et al., 2022).

Those job demands, physical tensions and psychological strains may contribute to the appearance of burnout syndrome - a mental and physical breakdown caused by the stress felt at work (Brotheridge & Lee, 2002; Schaible & Six, 2016). According to Maslach and Jackson (1981, p.99), Burnout is a "syndrome of emotional exhaustion and cynicism that occurs frequently among individuals who do 'people-work' of some kind". The authors refer that, when emotional resources are depleted, workers feel they are no longer able to give of themselves at a psychological level, leading to a differentiate aspect of this syndrome - feelings of emotional exhaustion. A recent study has reported that this syndrome starts with the feeling of emotional stress and decreasing job satisfaction that quickly escalates into negative attitudes towards the job and colleagues (Testoni et al., 2020), as well as development of negative, cynical attitudes and feelings about the target audience that they work with (Maslach & Jackson, 1981).

Therefore, being a police officer has been recognized as one of the most stressful occupations worldwide leading to multiple serious mental health issues such as anxiety, depression, post-traumatic stress disorder, substance abuse and burnout (Emsing et al., 2021). According with those same authors, more males than females have presented high scores, which might reinforce the possible lower propensity to seek for help due to a stigma around mental health and macho-culture among the police contexts, contributing to a long-term severity of those problems.

In this case, and related to the police officers' burnout, some authors find it associated with external violence and aggression. Use of force among police officers can be a consequence of high levels of stress, which will contribute to a harder assessment of the situations in analyzing if they were as threatening as they perceived it, leading to misinterpretation and to react aggressively (Queirós et al., 2013, Queirós et al., 2020). This type of situations can be more frequent due to additional stressful factors as COVID-19 pandemic, where more risks and challenges are encountered (Queirós et al., 2020). In a study among Portuguese Police officers, burnout dimensions had explained 13% to 22% of aggressivity (except for verbal aggression), which supports the perspective of burnout syndrome being a predictor of aggressivity (Queirós et al., 2013). This study highlights the severe consequences of this syndrome, which can be physical and psychological, and, consequently, the need of paying more attention to the emotional stability of police officers.

Therefore, it is relevant to describe emotional work and the importance of it on Policing occupation. Emotional Work refers to the ability to manage emotions at work/service by regulating emotional expressions following perceived organizational rules (Daus & Brown, 2012). Those emotions can be described having into account the intensity, variety, frequency, and duration of the work interaction (Brotheridge & Lee, 2002; Daus & Brown, 2012). Emotional work can be divided in two types of approaches: job-focused emotional labor and employee-focused emotional labor. While job-focused emotional labor refers to the exigency levels that a certain profession requires, employee-focused emotional labor is associated with the emotional self-regulation that workers must manage resulting in the organizational demands and rules (Carvalho el al., 2012). Two pertinent strategies emerge to help workers regulate and deal with their emotions: deep acting and surface acting.

Deep acting is related to the self-control of thoughts and internal emotions with the aim of corresponding to the work demands. The worker will perceive them as congruent with what he/she

is feeling, allowing authentic expression of self and feelings of personal accomplishment (Carvalho et al., 2012), and effective completion of tasks (Birze et al., 2022).

Therefore, it seems that deep acting is related to professional identity. Ashforth and Humphrey (1993) have found that the more the workers identify with their profession, the more likely is for them to feel authentic when they are adapting to role expectations and complying with the demands that are arranged on them.

Meanwhile, performing surface acting means that workers consciously express the required emotions but do not feel or make any attempt to feel such emotions. This means that the worker is hiding unsuitable feelings and faking inaesthetic and organizationally imposed feelings (Brotheridge & Lee, 2002, Birze et al., 2022). This act of hiding/suppressing emotions requires a psychological and arousal effort, having a greater investment of resources (Brotheridge & Lee, 2002). Therefore, it is believed that surface acting provides little support for authentic self-expression, being likely to generate feelings of estrangement from self (Hochschild, 1983) and feeling of detachment from others (Ashforth & Humphrey, 1993), which might impact the professional identity.

Related to that, two types of emotion manipulation are recognized: demands to suppress negative emotions and demands to express positive emotions. Emotional demands don't have to be necessarily a bad or unhealthy thing, since some authors even agree that it can help workers to feel according with some of the rules operating in organizational contexts. Therefore, knowing the context that we are working with is highly important, since there are certain situations and occupations where it is necessary to display emotions during the job performance, which is the case of police officers. Having this adaptability to emotional demands is relevant, but it can vary from person to person. The workers that are more emotionally adaptable are more likely to report a small number of requirements to express or suppress emotions (Schaubroeck & Jones, 2000). Emotional adaptability is highly related to emotional intelligence. Police officers with high levels of emotional

intelligence have different skills (e.g., adaptive performance, achievement motivation,…) that are relevant for performing highly demanding tasks (Al Ali et al., 2012). Nonetheless, this is not only one part of the emotional adaptability to the emotional demands of a challenging profession as policing. Professional identity might have a key role in here. If a worker is identified with the organizational rules (and not only), then he/she will get more involved on the affective intragroup bonds, promoting job resources as social support (Nahrgang et al., 2011), which will later encourage a better emotional managing of the job demands (Guedes et al., 2020), allowing a better psychological and physical health (Piotrowski et al., 2020).

This might be explained by the Emotional Labor Theory, which demonstrates that when the more emotional requirements of work opposites employees' sensed emotions (emotional dissonance) occur, more likely the workers are to suffer negative consequences (Schaible & Six, 2016). To complement this perspective, other studies have supported that the more obligated to express or suppress positive or negative emotions opposite to their feelings the employees were, the more "burnt" they were expected to be and the less efficient they were to perceive their performance (Schaible & Gecas, 2010). In general words, this happens because workers will be aware that they are being untruthful to themselves and others, which will conduct to job dissatisfaction, burnout, alienation, and cynicism. To complement that, one of the conclusions of Schaubroeck and Jones (2000) study is that volume and intensity of interpersonal interactions at work was correlated with demands to express positive emotions. Interestingly but not surprisingly, demands to express positive emotion during professional performance was positively related to psychosomatic symptoms among those who had reported low identification with the organization and low involvement with their jobs.

However, professional identity can have a dual role since it might increase the influence of the job stressors and performance flaws. The more identified the workers are with the organization,

the higher internalization of the obligations will occur, contributing to feeling more stressed about the incapacity to accomplish those same obligations (Ashforth & Humphrey, 1993).

Workers with high professional identity tend to be less exhausted during work since they make a lesser mental and physical effort during the performance of their activities (Schaible, 2006). However, a recent study by the same author has argued that in fact professional identity does not have clear benefits or disadvantages, being highly limited by the career stage and context (Schaible, 2018). According with that study, it was found that in early stages of the career high identification is beneficial, especially for those police officers who are community-oriented and perform more operational tasks. Though, in the late career stages those who have a stronger identity and low work centrality will suffer emotional exhaustion. The author justified by arguing that if someone is excessively invested in the police role, they will probably become exhausted, meaning that a dissonance paired with identity will occur.

One thing that remains is that the effectiveness of the police officers' work seems to be dependent on emotional abilities, forwarding to the importance of this theme in the organizational environment (Daus & Brown, 2012).

To improve emotional abilities and preventing high levels of occupations stress, the use of adequate coping strategies is recommended. When someone's resources are exceeding due to several variables and processes in a certain environment, it is desirable to encounter well-being, which will lead to engage in cognitively, affectively, and behaviorally responses to the stressful situation (Lazarus, 1985). This is called coping, which is referred as a complex and changing process related to a person's efforts that emerge when facing challenging or overwhelming demands (Lazarus, 1993). Depending on the stress reactions, it can emerge in two main ways: problem-focused strategies and emotion-focused strategies.

Problem-focused strategies are more directed to the modification of the stress sources

through "problem solving, decision-making, confrontation, social support seek and/or direct action", meanwhile the emotion-focused are more related to the regulation of distressing emotions through the modification of the cognitive meaning given to the stressful situation (Queirós et al., 2020. p.2). According to those authors, resilient people tend to use problem-focused strategies, since this implies a positive adaptation to the stressful situation.

Nonetheless, Lazarus (1993) have stated that a coping pattern will diverge depending on the stressful situation, type of personality and the ending modality (e.g., social purpose, somatic health and subjective well-being), and what works in certain circumstances might be counterproductive in others.

An interesting fact is that it was found differences in the chosen coping pattern accordingly to age and gender differences (Folkman & Lazarus, 1980). Problem-focused coping strategies are lesser used by woman – the authors believe that it is due to fewer opportunities in jobs engaging problem-solving processes. Emotion-focused coping strategies are more used by older people, due to distresses about their health, and not specially to other topics (e.g., job). However, the authors emphasize that before amplifying these results, it is needed to always analyze the stress sources.

To sum up, emotional work and professional identity seem to be related. Police officers must display no emotion (e.g., frustration, anger,…), maintaining self-control, while dealing with criminals and victims (Daus & Brown, 2016, Mastracci & Adams, 2020). Suppression of negative emotions, especially anger was positively related to exhaustion (van Gelderen et al., 2011).

Therefore, emotional work in police officers is highly associated with the expression and suppression of emotions for the purpose of complying with institutional display rules (Mastracci & Adams, 2020). Those emotional demands might contribute to emotional dissonance, which may clarify the emotional exhaustion and detachment felt from their jobs (Bakker & Heuven, 2006). The discrepancy between emotional exhaustion and demanding neutrality, as well as other emotions,

decreases the spontaneous emotional expression, reinforcing the emotional strategies: deep acting and surface acting (Bakker & Heuven, 2006). The same author highlights that this will conduct to deploying emotional resources, resulting in long-term in health issues as burnout. However, if genuine feelings are aligned with the professional displayed rules, then lower emotional labor is needed (Schaible, 2018). However, when individuals are identified with their profession it is expected that they feel more authentic and in complied with the role expectations and demands (Ashforth & Humphrey, 1993). If not, all those aspects might contribute an ambiguous role conflict while dealing with an intense and diverse emotional display (Kwak et al., 2018), impacting abruptly on the professional identity and work engagement.

That amplifies the need to study and analyze this, especially in the Police field. Thus, the formulation of the hypotheses is justified:

H1a: Deep acting positively associates with professional identity.

H1b: Surface acting positively associates with professional identity.

H1c: Demands to express positive emotions positively associates with professional identity.

H1d: Demands to suppress negative emotions negatively associates with professional identity.

Professional Identity and Work Engagement

Professional Identity has been effective in the study of human behavior at work, as it improves the understanding of current singular or collective practices, namely in organizational practices (Nascimento et al., 2015).

Professional identity is the result of professional self-determination of a person who perceives the profession as a vocation, and for that reason, is a product of long-term personal and professional development (Kriukova & Reva, 2020). Other studies emphasize that when the

individual gets involved in the world of work, he or she quickly realizes that the organization presents itself as a means of secondary socialization, which, by changing attitudes and behaviors, creates a professional and social identity (Nascimento et al., 2015).

Therefore, according to Campbell (2012, p.1) "professional identities emerge from complex interactions between ontogenetic selves and socio-historical and socio-cultural dimensions of the practice setting". This means that professional identity arises through the incorporation of organizational models and values and the belonging feeling, which is usually translated into participation in formal and informal collective activities (Gomes & Souza, 2013), becoming collective meanings for group members' behavior (Plessis et al., 2020).

Also, the construction of the professional identity can be influenced and shaped by the internal culture of the organization, history, context, and responsibilities associated with the roles (Kriukova & Reva, 2020), which can conduct this type of identity to reinforce the existing gender roles or disruption of gendered expectations within these groups, namely on Police organizations (Plessis et al., 2020).

Relying on Nascimento and Sousa (2017), it is possible to settle that the professional identity can be characterized having into account the following three dimensions: cognitive centrality (the subjective importance of a social group to the auto-concept), affection to the belonging group (emotional evaluation to the belonging group) and bonds with the belonging group (bonds with the group where perceptions and similarities with the other members are linked).

An important highlight is that this construct and its dimensions aren't static, meaning that it might naturally change over the career path, due to the constant feedback between the individual and organization (Miscenko & Day, 2015).

When referring especially to the police officers, these have pre-existing dispositions and histories formed throughout the many interactions of their life, which may influence expected behaviors, including deference to authority and respect for hierarchy, knowledge of the role, and an attitude of solidarity. These elements take the form of explicit tools such as the uniform, rank, daily parade, and marching, as constructs of placing the individual in their role, which will contribute to identifying all members as being part of the same group (Campbell, 2012).

Gomes & Souza (2013) state that the professional identity of the police officers depends on their self-perception and society's projections of the profession. These authors point out that society generally attributes a negative connotation to the police, largely caused by the media which may end up compromising the image of these professionals about their work and in the structuring of professional identity, influencing behaviors and experiences.

Notwithstanding, Schaible (2018) explored how professional identity works towards the career phases. According to this author, a central focus of a police career identity (e.g., strong work centrality) was beneficial in early career officers. However, in later career officers, this identity was associated with occupational exhaustion.

A study among Portuguese Police Officers has determined that in PSP it is usual to develop two types of careers: a) the objective career (chiefs, agents, Superintendents…), and b) the subjective career ("the crazy police officer" – the one that it is impulsive, "the operational police officer" – the one who works on the streets, "the hardest police officers" – the one that couldn't adapt to the policing life and are harsh to the populations that they daily encountered, "the don't care type of police officer" – the one who avoids working as much as possible, "the rightest police officer" – the one who has university studies and has developed a more humanitarian perspective of their professional activity) (Durão, 2010).

Also, the same author refers that it is wrong to assume that the Portuguese police officers will perform and react accordingly to a hypothetical cohesive professional identity, since it is

tremendously tough to develop professional identity in a place that is constantly changing due to political and law changes. However, the author points out to the fact that this might not be a bad thing since this ambivalence of subjective/objective careers might help the Portuguese police officers to deal with the numerous dualities of their job: autonomy/dependence, prevention/repression, service/security, order, proximity/control of crime.

According to Bakker (2011), engaged workers have better results on their performance than the non-engaged workers, being related to four different reasons. The first reason is that engaged workers experience more positive emotions (such as gratitude and joy) contributing to the amplification of their thought-action, which means that employees will work on their personal resources. Then, the second reason is that engaged workers are healthier, meaning that they can fully dedicate themselves to their work. Also, engaged workers can transfer their engagement to the organizational environment, indirectly improving the team performance. Finally, the last reason is that engaged workers can generate their own job and personal resources.

This is related to the Job Demands-Resources Model (JD-R model) developed by Demerouti, Bakker, Nachreiner and Schaufeli (2001). Job demands stands for physical, psychological, social, and organizational aspects of work that produce physical and psychological impacts on workers (e.g., emotional demands).

Job resources are associated to work aspects that are used to minimize those demands. It can be social support, autonomy, career opportunities, resilience, self-esteem and emotional ability and task identification. According to this model, personal and job demands can predict work engagement and have a positive impact when the job demands are higher.

Meanwhile, engagement can positively influence job performance. After that, and counting with the constant feedback, engaged workers can perform well and create their own resources (which is called job crafting), contributing to a "positive gain spiral" (Bakker, 2011, p.4).
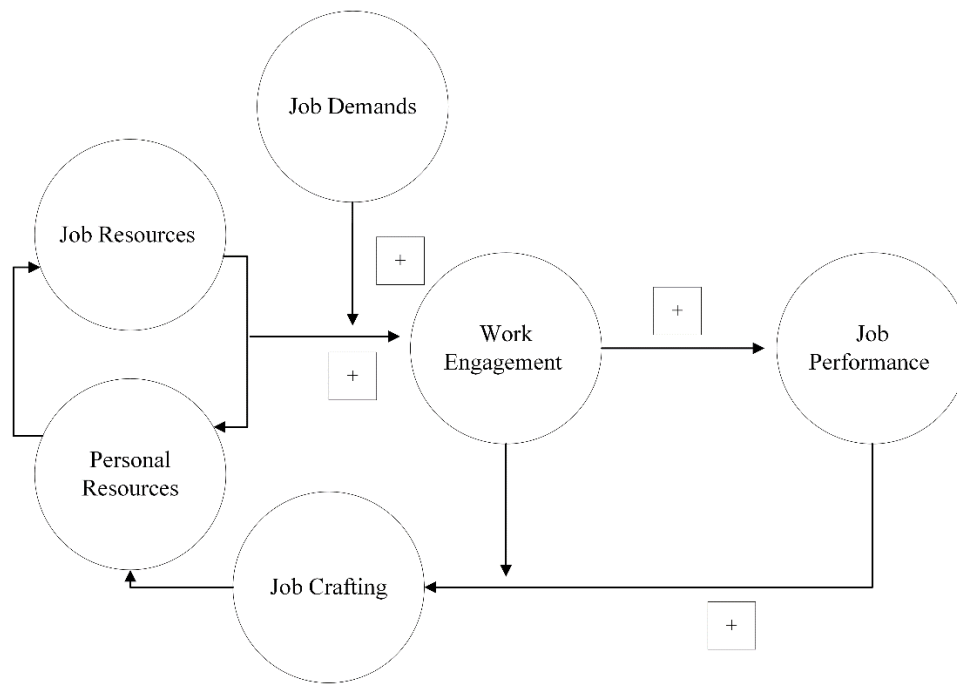
Figure 1. Model of Work Engagement based on Bakker and Demerouti research dated 2008 (Bakker, 2011).

However, this is not linear. When someone experiences more job resources (such as feedback from the supervisor, support from colleagues, etc.), this means that he or she will have higher levels of work engagement, which then will increase the quality of the performance and job crafting, contributing to higher levels of personal and job resources (Bakker, 2011).

In that perspective, professional identity can be looked at as a personal resource, since it allows the construction of an affective intragroup bond related to the working activity, which later helps to cope with the job demands (Guedes et al., 2020). On top of that, according to Piotrowski et al. studies (2020), workers who identify with the organization have better psychological and physical health and lower levels of stress and anxiety.

Besides that, other authors have concluded that professional identity and work engagement seem to be associated as well. Zhang et al. (2018) had confirmed that if the individual's identity is congruent with the profession, then they can experience higher levels of work engagement even in unfavorable working conditions. This means that when an individual identifies with his work then

he or she will spend more energy and enthusiasm in their occupation, which will lead to the elimination of the dissatisfaction caused by the working environment.

In other perspective, Sabanciogullari and Dogan (2015) had reported that professional identity may increase job satisfaction by bringing out a sense of belonging to the profession. Job satisfaction is associated to an individual's perceptions of the needs, values, and expectations fulfilled on his/her job, which can be highly increased if the individual has a strong professional identity. In that study, professional identity had a positive and moderately significant relationship with job satisfaction, which is highly relevant since job satisfaction is a key aspect in retaining employees.

Therefore, the hypotheses formulation is justified:

H2: Professional identity positively associates with work engagement.

Emotional Work and Work Engagement

Work engagement is a "positive, fulfilling work-related state of mind that is characterized by vigor (high levels of energy and mental resilience while working), dedication (tasks involvement, having enthusiasm doing it), and absorption (being so immersed in their work that the employee feels the time spent working went by quickly)", and "a more persistent and pervasive affective cognitive state..." (Schaufeli, 2002, p.74), where the engaged workers direct their energy to organizational goals (Bakker, 2011).

Thereby, work engagement is expected to increase employees' positive attitudes or behaviors towards work and the organization. Employees with high work engagement have adequate levels of psychological and physical energy, so they reduce the display of fake emotional actions, which is connected to beneficial behavior of deep acting - a less stressful form of emotional work (Yoo & Arnold, 2014). However, according to Bakker (2011), work engagement isn't

constant, and might oscillate during different times a day in accordance with their labor activities and duties.

These oscillations might even happen with different stakeholders (criminals, victims, …). Kwak, McNeeley, and Kim (2018) have found that police officers who deal with many citizens daily are more likely to display certain emotions, especially because they deal with traumatic situations. The authors even added that those police officers who experience role conflict and engage in diverse emotional displays need to put more efforts to manage and regulate their emotions to accomplish organizational desired emotions, which will waste their energy resources and make them cynical towards their work.

According to Carrasco et al., (2011), there is a strong and statistically significant relationship between engagement and display of employee's positive emotions, both at the individual and work unit-levels. However, those same authors refer that the relationship between burnout and display of positive emotions was not significant at the individual level, even though it was counter-intuitive at the work-unit level. Also, the authors refer to an interesting study by Pugh (2001) that highlights that those positive emotions displayed by employees were closely related to customer positive affect and service quality, following a contagious process. Finally, in a recent study developed by Guedes, Gondim and Hirschle (2020) with Military Police, it was discovered that demands to express positive emotions and deep acting were positive predictors of work engagement, while surface acting negatively predicted work engagement.

However, another perspective is that there might exist a negative relationship between emotionally demanding conditions and employee well-being, and that can be explained by the job demands resources already mentioned. The explanation is that emotionally demanding conditions require more energy that will drain employee's resources. Employees cannot experience positive emotions in every situation, especially when they must deal with negative or violent impacting situations, especially as Police Officers. This piece of evidence increases negative emotions, which

are particularly hard to deal with when employees need to suppress negative emotions (Xanthopoulou et al., 2013). Nevertheless, it is known that police officers that express more positive emotions are more likely to witness citizen satisfaction and cooperation, which contributes to increasing their interest on the occupation and work engagement (Kwak, McNeeley, & Kim, 2018).

Also, it is equally important to accentuate the importance of the organizational environment: A supportive one is positively related to work engagement (van Gelderen & Bik, 2016). A study has emphasized this aspect by recalling on a supportive environment as an important job resource (Nahrgang et al., 2011). A supportive environment (e.g., social support, leadership, safety climate) is positively related to work engagement, compliance, and satisfaction. This means that the belief that the organization supports the employee, motivates, and boosts the employee work engagement (Nahrgang et al., 2011, van Gelderen & Bik, 2016).

Perceiving organizational support seems to be related to emotional work and work engagement, having an important role on it. According to Brunetto et al. (2022), low perceived organizational support might lead to poor workplaces and high levels of stress, which will compromise employees' resilience and conduct to less engagement. Police Officers perform under emotional labour daily since they must interact with an intense emotion variety with multiple stakeholders (victims, criminals, managers, law system, colleagues, and others), which leads them in most of the times to hide their true feelings and increased exposure to stress-related diseases. To work under these exhausting emotional circumstances can negatively impact the police officer's motivation and engagement. The perceived organizational support can perform as a potential factor to decrease stress and increase resilience and engagement among Police Officers.

An important source to understand how people engage with their work is to analyze their values (intrinsic and extrinsic) (Basinka & Daderman, 2019). Values represent people's highest priorities being cognitive representations of basic motivations, which allows to determine what is

important for employees and what they want to achieve in their work. Job-related well-being, job burnout and work engagement are related to work values. As a matter of fact, the police officers of that study gave a high priority to some of the next values: having an "understanding and respectful manager, the possession of good coworkers, friction-free collaboration with others, the certainty of their job, and the security of their current position" (Basinka & Daderman, 2019, p.9). As in matter of fact, some studies confirm that having emotions institutionally oriented, and then shared values, might be something to be expected to provoke less emotional dissonance and higher well-being (Ashforth & Humphrey, 1993, Schaubroeck & Jones, 2000).

Finally, it came to conclusion that emotional work and work engagement are linked too. According to Schaufeli et al. (2020, p.75) "engagement is the positive antithesis of burnout". Burnout syndrome is the last stage of several tentative of dealing with stressful factors at work (Carlotto & Palazzo, 2006). As it was already mentioned, police officers deal with numerous stress sources, being highly important to develop interventions that are focused on modifications at micro-social level (as interpersonal relationships), and macro-organizational level (Carlotto & Palazzo, 2006), namely in becoming the organizational environments more resourceful encouraging positive self-beliefs in employees (Xanthopoulou et al., 2013).

Therefore, it is believed that these hypothesis are justified:

H3a: Deep acting positively associates with work engagement.

H3b: Surface acting positively associates with work engagement.

H3c: Demands to express positive emotions positively associates with work engagement.

H3d: Demands to express negative emotions negatively associates with work engagement.

Emotional Work, Professional Identity and Work Engagement

As we could see there are multiple studies of this variables among Police Officers. However, there is a study that has a clear mediation between the variables of Emotional Work, Professional Identity and Work Engagement. The study had a sample of 302 Military Police Officers of the Bahia state (Brazil) and has analyzed the variables with the same instruments used in the current study: Emotional Labour Scale, Emotional Work Requirements Scale, Utrecht Work Engagement Scale, and the Social Identity Scale. Their results have shown that professional identity has a crucial role in a Police context, having positive effects in variables related to work and increasing levels of satisfaction and lowering levels of stress and burnout (Guedes et al., 2020).

The hypothesis related to the relationship between deep acting, surface acting, demands to express positive emotions and work engagement mediated by the professional identity were confirmed. Those results can be shortly referred as professional identity acting as a protective factor, allowing police officers to use more deep action strategies. The authors highlight that the military police deal with various publics (e.g., victims, suspects,…) which contributes to the emerging of additional emotional encounters (Guedes et al., 2020)

Each mediation was justified by saying: 1) professional identity of Military Police reduces the direct and positive effect of deep action on burnout, in addition to reducing the direct impact of emotional dissonance the burnout, since workers with strong professional identity can be seen as an personal resource, developing the worker, his/her motivation and the consequent work engagement; 2) surface acting allows individuals to not express their truthful emotions, not getting emotionally involved on their tasks, which can be helpful in certain situations that involves criminals; and 3) expression of positive emotions ties the workers to their colleagues, superiors (people who share the same values and norms) and victims (people who need their services), fulfilling the principal tasks of being a police officer – to protect, through professional identity, which later can contribute to increasing engagement.

With this study we aimed to analyze those relations applied to the Portuguese Police Population, while we fulfill some of the gaps among similar studies, namely the examination of the suppression of the negative emotions in the Guedes et al. (2020) study. Due to that, it is believed that aforementioned hypothesis are justified:

H4: Professional identity mediates the relationship between deep acting and work engagement.

H5: Professional identity mediates the relationship between surface acting and work engagement.

H6: Professional identity mediates the relationship between expression of positive emotions and work engagement.

H7: Professional identity mediates the relationship between the suppression of negative emotions and work engagement.

Objective, Model Under Analysis and Research Hypothesis

When talking about police officers, we immediately recognize that they deal with unpredictable events and high levels of stress. For this reason, we recognize that exploring the police context is important for a better understanding of the importance of emotions and their regulation, work engagement, and professional identity, such as the connections between them.

Furthermore, the purpose of this study focuses on the mediating role of professional identity in explaining the relationship between the demands and strategies of emotional work and work engagement.

 Thus, and based on the previously literature review, this is the proposed Hypothesized Model:
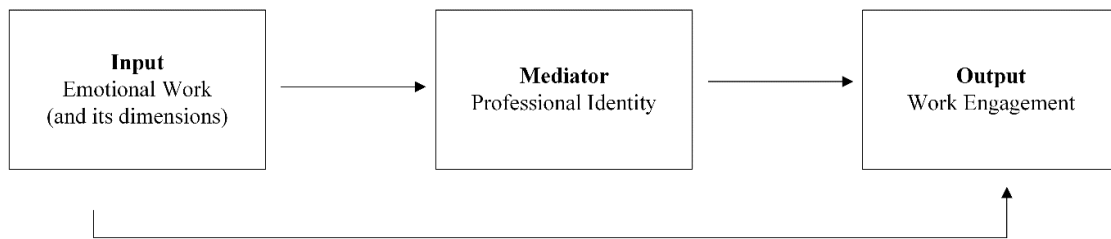
Figure 2. Proposed Hypothesized Model.

Therefore, our objectives focus on how we characterize the professional identity of the Portuguese police sample and to assess the mediating effect of professional identity in the relationship between emotional work and work engagement.

With the results and conclusions of this study, we intend to share them with *Polícia de Segurança Pública* so that they adapt and improve their Human Resources Management processes, specifically in terms of recruitment and selection, performance evaluation, and training. We expect these results to be incorporated in organizational practices, improving the well-being among police officers and their satisfaction at work, as well as involvement, making them better at performing their functions and effective in their emotional self-managing.

Method

Type of the Study

This research is non-experimental and cross-sectional.

Procedure and Sample

The data was collected between November 2020 and January 2021. [1]

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[1] The data was collected by the research team of the EmoWork-Police Project of the Faculty of Psychology and Educational Sciences of University of Coimbra that involved Soraia Oliveira, Joana Teixeira, Beatriz

The touchpoint was established through a formal request presented to the PSP National Directorate, where the intentions of conducting an organizational psychology study regarding the emotions, feelings, and affections in police work context were explained. The request had the aim of the study, how the data collection would be conducted and the practical and theoretical contributions that this study would have. The Portuguese Research team of the EmoWork - Police Project of the Faculty of Psychology and Educational Sciences of the University of Coimbra, compromised to comply with anonymity and confidentiality, while presenting informed consent, following the ethical assumptions of the *Código Deontológico da Ordem dos Psicólogos Portugueses.* As soon as the authorization was conceived, the platform *Limesurvey* was chosen to disseminate online self-administered questionnaires, that were later shared in a PSP intranet system, with a total of forty-eight questions correctly divided into five groups, following the variables used and the respective instruments, and an execution time of approximately 20 minutes. Even though they would answer it individually, the answers will be grouped and worked out statistically together.

Each item of the instruments was adapted to European Portuguese. Even though the Utrecht Work Engagement Scale was already translated and adapted for the Portuguese population, the Emotional Labour Scale, the Emotion Work Requirements Scale, and the Social Identity Scale had to be translated and adapted to European Portuguese. For that, an Expert Committee of five professionals, from the area of psychology and the PSP, executed this last phase using the think-aloud protocol.

The study sample size is 924, constituted by Portuguese police officers from *Polícia de Segurança Pública* - a security force oriented to the public service, having as a mission to

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Pinedo, Andreia Graça - all of whom carried a master's research, coordinated by Carla Carvalho and Ana Pinto.

assure internal security and civil rights, and legally defend the democracy, always in accordance with the law and the Portuguese Constitution (PSP, n.d).

Most of the participants are male (89,00%). The participants have ages between 20 and 63 (M=45,70, SD= 8,52). Almost 65,6% are married and 67,10% claim high school as their highest level of education. Also, 70% are officers, 18,7% are chiefs, and 11,3% are officials, being that the 495 participants works in the external service (M=.54, SD=.49).

The average working years in PSP is nearly 23 (M=22,83; SD=8,87), and the majority works on the Metropolitan Command of Lisbon.

To provide a more global view of the policing occupation worldwide, we will compare some sociodemographic aspects of the Brazilian (Guedes et al., 2020) and Portuguese samples.

One of the biggest differences that emerges is that there are more participants with university education complete (33,9%). According to Marciniak and Elattrache (2020), many police chiefs encourage the officers to improve their communication, critical thinking, and problem-solving skills to fight criminality, something predominantly developed during college. Relying on other researchers' studies, those authors refer that the quality of the policing performance can be upgraded in conjunction with a college education, since their attitudes and values would be positively shaped, improving their behavior. Since criminality is higher in Brazil, having data that mentions 628.595 murders between 2008 and 2018 (Atlas de Violência, 2020), this can be a decisive thing that could influence the recruitment process for applicants that have similar profiles.

On the other side, there are some similarities between the samples, namely both having more male police officers. Some of the justifications found were that Police culture is full of "hyper-masculine characteristics", which could lead to different job experiences between women and man officers. Those same authors went a little further and found out that "women tend to experience higher rates of harassment than men (…), face job-related discrimination and bias more frequently (…), and report higher levels of job-related violence (…)" (Chanin & Rojo-Mendoza,

2020, p.5). From this sociodemograhic data, it is expected that most women might not want to apply to the Police Institution or even decide to give up, maintaining this occupation with a deep gender discrepancy.

Measures

A characterization of the scales used will be provided, as well as a confirmatory factor analysis performed by the Investigation Team of this Project using the Analysis of Moment Structures program (AMOS, version 25.0) - which aim was to validate them.

The investigation team have defined a factor load above .401 to guarantee that each item represented the construct for the factor. For the confirmatory factor analysis, the ratio $\chi2/df$ indicates an adequate fit for values between 2 and 5 and a good fit for values between 1 and 2. The Root Mean Square Error of Approximation reveals an adequate fit for values between .05 and .10 and good fit for values below .05. The Goodness of Fit Index, the Comparative Fit Index, and the Normed Fit Index have demonstrated an acceptable fit between .80 and .90, a good fit between .90 and .95, and a very good fit for values greater than .95. We also considered the confidence interval (in AMOS is 90%) and the test of close fit, which should have no statistical significance (i.e., $p >$ .05). According to the criteria mentioned above, the scales used present good goodness-of-fit Scores. However, it was necessary to exclude item 16 from the UWES scale since it loaded on the factor with a value of .27 (less than .40). Likewise, four covariate measurement error corrections were performed.

To verify the internal consistency of the scales used, reliability studies were conducted, whose aim is to analyze the psychometric qualities of the measuring instruments. Starting with the emotional work instruments', the Emotional Work Requirements Scale presented a Cronbach alpha value of .91, while the Emotional Labour scale presented a Cronbach alpha value of .69. Furthermore, the Social Identity Scale (professional identity instrument) presented a Cronbach alpha value of .84. Finally, the Utrecht Work Engagement Scale (work engagement instrument)

presented a Cronbach alpha value of .95. Therefore, and in accordance with the classification proposed by DeVellis (2003) it is possible to confirm that most of the scales have an excellent reliability, since it presents a value closer or higher than .70.

Emotional Work

Furthermore, to measure this construct two instruments were used. The first one is the Emotional Work Requirements Scale. The original version is by Best et al. (1997), which was later adapted to a Portuguese version by Carvalho and Peralta (2011), and, finally, the one that we used was adapted to a Portuguese version applied to the Brazilian military context by Alves (2015). The instrument that we used has 21 items and a 5-point Likert type scale that goes from 1 "Never" to 5 "Always" and is an evaluative measure of the perception of the emotional control in work, while investigates the extension of certain emotions that are required to the worker to show to be efficient. According to Alves (2015), it focuses in two dimensions: demands to express positive emotions (e.g., "I stay calm even when I am tense/irritated") and demands to hide negative emotions (e.g., "I hide my anger or disappointment toward other police officers").

Therefore, the second one is the Emotional Labour Scale. The original version is by Brotheridge and Lee (2003), which was later adapted to a Portuguese version by Carvalho and Peralta (2011), and, finally, the one that we used was adapted to a Portuguese version applied to the Brazilian military context by Alves (2015). The instrument that we used has 7 items and a 5-point Likert type scale that goes from 1 "Never" to 5 "Always" and evaluates the perception of the emotional demands of work and the emotional regulation strategies (Alves, 2015). In accordance with the previous studies (Brotheridge & Lee, 2003), many dimensions can be evaluated, namely deep acting (e.g., "I make an effort to feel the emotions that I have to express to other police officers and population"), surface acting (e.g. "I pretend to feel emotions that I'm not feeling"), variety of the emotional expressions during work (e.g., "I express lots of different emotions in my work as a police officer"), and intensity of the emotional demands on the work daily basis (e.g. "I express intense emotions on my work daily basis"). This scale has another dimension that was not

used - the duration of the interactions. The dimensions under study and its impacts – deep acting, surface acting, demands to express positive emotions and demands to suppress negative emotions - were previously explained in the Theoretical Background section.

Professional Identity

Lastly, this construct was measured by the Social Identity Scale. The original version is by Cameron (2004), but we used a three-factor structure instrument that was later translated and adapted to Portuguese by Nascimento and Souza (2017), which is called TSSI. The instrument that we used has a peculiarity because the original version was destined to the social context, but the authors adapted it to the professional context. It is composed of nine items measured in a 5-point Likert type scale that goes from 1 "Totally Disagree" to 5 "Totally Agree". This instrument aims to evaluate the part of the individual's self-concept that derives from his knowledge and affiliation with a certain social group, where it enters the cognitive processes and the importance attributed to it, namely the emotional and similarity part (Nascimento & Souza, 2017). Therefore, this scale has three dimensions, which are: centrality (e.g., "Being a police officer is an important part of who I am"), affection with the belonging group (e.g., "I don't feel good in being a police officer"), and bonds with the belonging group (e.g., "I feel strong bonds with other police officers") (Nascimento & Souza, 2017), whose dimensions were already explained in the Theoretical Background section.

Work Engagement

This construct was measured by the Utrecht Work Engagement Scale. The original version is by Schaufeli et al., (2002), but we used an instrument that was later translated and adapted to Portuguese by Simões and Gomes (2012). The instrument that we used is an investigation version, having 17 items and a 6-point Likert type scale that goes from 0 "Never" (if the participant never ever felt a certain way in a work context), then 1 "Almost Never" to 6 "Always". Also, it

evaluates mainly three underlying dimensions: vigor (e.g., "When I get up in the morning, I feel like going to work"); dedication (e.g., "I'm enthusiastic about my job"), and absorption (e.g., 'When I'm working, I forget everything around me") (Schaufeli et al., 2002), whose dimensions were previously explained in the Theoretical Background section.

Statistical Procedures

After organizing the database, it was possible to analyze it. The scales were already validated by the Research Project Team. Reliability studies were conducted to analyze the internal consistency of the scales.

To elaborate a mediation, it is necessary to verify if the required assumptions for linear regression were attended. The assumptions of the regression analysis technique were evaluated, specially the normality (which was inspected through histogram and Normal Q-Q plots for X, M, and Y) linearity (which was verified through the results of the Pearson's correlation), homoscedasticity of residuals (which was inspected through the scatter plot for the residuals - errors -, against the predicted values), and absence of multicollinearity (through the Collinearity Statistics on the Coefficients table) (Abu-Bader & Jones, 2021).

Descriptive and frequency analyses were made. Here it was possible to see more information about the sample, namely when it comes to the mean and standard deviation.

Pearson correlations were made, whose aim was to identify the relationship between the study variables (deep acting, surface acting, ability to express positive emotions, professional identity, and work engagement).

Finally, a simple mediation was used through PROCESS[2] (a macro from IBM SPSS) to test the hypotheses H4, H5, H6 and H7. According to Hayes (2017, p.78), the mediation contains

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[2] This macro was created for SPSS and SAS by Andrew Hayes.

"two consequent variables M and Y, and two antecedent variables M and X, with X causally affecting Y and M, and M causally influencing Y". To happen, a mediation needs multiple assumptions, namely: a) a significant relation between the independent variable and the mediating variable (α), b) a significant relation between the mediating variable and the dependent variable when controlling for the independent variable (β), and c) the mediating effect (α*β), must also be statistically significant (Mackinnon, 2008). The model 4 was used, as well as a bootstrapping model with 95% of the confidence intervals (with 1000 bootstrap estimates to construct that same interval) for the indirect effect. This effect is statistically significant when zero is not included between the lower (BootLLCI) and higher (BootULCI) bound of the 95% confidence intervals generated.

Results

The descriptive and frequency statistics were analyzed, as well as the correlations between each variable under study, which are: Emotional Work (Deep Acting, Surface Acting, Demands to Express Positive Emotions, Demands to Suppress Negative Emotions), Professional Identity and Work Engagement.

The bivariate correlation analysis between our studied variables (Table 1) shown us that that Deep Acting is positively but weakly correlated to Professional Identity ($r=.053$, $p< .01$), as well as to Work Engagement ($r=.060$, $p< .01$). Surface Acting was shown to be negatively correlated with Professional Identity ($r=-.282$, $p<.01$), as well to Work Engagement ($r=-.310$, $p<.01$). Demands to Express Positive Emotions is positively correlated to Professional Identity ($r=.163$, $p<.001$), as well as to Work Engagement ($r=.222$, $p<.01$). Demands to Suppress Negative Emotions is negatively correlated to Professional Identity ($r=-.141$, $p<.01$), as well as to Work Engagement ($r=-.101$, $p<.01$). Finally, Professional Identity was shown to be positively and strongly correlated to Work Engagement ($r=.733$, $p<.01$). Therefore, it is possible to confirm that the H1a, H1c, H1d, H2, H3a, H3c and H3d were supported, and H1b and H3b weren't supported.

Table 1- Mean, standard deviation and correlations between emotional work, professional identity, and work engagement.

Variables	M	SD	1	2	3	4	5
Deep Acting	3.300	.923	-	-	-	-	-
Surface Acting	3.235	.953	.242**	-	-	-	-
Demands to Express Positive Emotions	3.652	.735	.276**	.115**	-	-	-
Demands to Suppress Negative Emotions	3.194	.947	.268**	.450**	.435**	-	-
Professional Identity	3.851	.727	.053	-.282**	.163**	-.141**	-
Work Engagement	3.907	1.340	.060	-.310**	.222	-.101**	.733**

Note. N = 924. ** p < .01 (2-tailed)

To test the H4, H5, H6, and H7, we conducted four mediations, one for each of the dimensions of Emotional Work. Results for the mediation of Deep Acting can be seen in Table 2.

Table 2. *Mediation regression analysis for model 4 tested (Hypothesis H4)*

DV/Predictor	B	SE	95% CI LLCI	ULCI	R²
Professional identity					.053
Deep acting	.042	.026	-.009	.093	
Work engagement					.734
Deep acting	.030	.033	-.034	.094	
Professional identity	1,349	.041	1,268	1,431	
Indirect effect	.057	.039	-.017	,136	

Note: N=924. DV = dependent variable; b = non-standardized regression coefficient; SE = standard error; CI =confidence interval. LLCI = lower CI limit; ULCI = Upper CI limit.

The regression coefficient between Deep Acting (X) and Professional Identity (M) was not statistically significant (a=.042, p= .105). The regression coefficient between Professional Identity (M) and Work Engagement (Y) when controlling for X (b= 1,349, p= .000) was statistically significant. We calculated the product of coefficients for paths α and β and, therefore, the mediated effect is not statistically (α*β= .057; boot SE= .039, IC 95% = [-.017, .136]). Finally, considering that the direct effect of X on Y isn't statistically significant (c'= .030 p= .361) as well, we conclude that Professional Identity doesn't have a mediation effect in the relationship between Deep Acting and Work Engagement. Considering these results, the hypotheses H4 isn't supported.

On the other hand, results for the mediation of Surface Acting can be seen in Table 3.

Table 3. Mediation regression analysis for model 4 tested (Hypothesis H5)

DV/Predictor	B	SE	95% CI LLCI	95% CI ULCI	R²
Professional identity					.282
Surface acting	-.215	.024	-,262	-,168	
Work engagement					.741
Surface acting	-.158	.032	-.222	-,095	
Professional identity	1,293	.042	1,210	1,376	
Indirect effect	-,278	.035	-.351	-.209	

Note: N=924. DV = dependent variable; b = non-standardized regression coefficient; SE = standard error; CI =confidence interval. LLCI = lower CI limit; ULCI = Upper CI limit.

The regression coefficient between surface acting and professional identity was statistically significant (a= -.215, p=.000). The regression coefficient between professional identity and work engagement, when controlling for X was statistically significant (b= 1,293, p= .000). The product of the two coefficients was statistically significant and, therefore, the mediated effect is statistically significant ($\alpha*\beta$= -.278; boot SE= .035, IC 95% = [-.351, -.209]). Finally, the direct effect of X on Y (path c') was statistically significant (c'=-.158, p= .000) which indicates there is a partial mediation of Professional Identity in the relation between Surface Acting and Work Engagement. According to this data, the hypotheses H5 was supported.

Therefore, the results for the mediation of Demands to Express Positive Emotions can be seen in Table 4.

Table 4. *Mediation regression analysis for model 4 tested (Hypothesis H6)*

DV/Predictor	B	SE	LLCI	ULCI	R²
			95% CI		
Professional identity					.163
Demands to express positive emotions	.161	.032	.098	.224	
Work engagement					.741
Demands to express positive emotions	.192	.041	.112	.272	
Professional identity	1,320	.041	1,239	1,401	
Indirect effect	.213	.049	.116	.306	

Note: N=924. DV = dependent variable; b = non-standardized regression coefficient; SE = standard error; CI =confidence interval. LLCI = lower CI limit; ULCI = Upper CI limit.

The regression coefficient between Demands to Express Positive Emotions and Professional Identity was statistically significant (a= .161, p<.000). The regression coefficient between Professional Identity and Work Engagement, when controlling for X was statistically significant (b= 1.320, p= .000). The product of the two coefficients was statistically significant and, therefore, the mediated effect is statistically significant ($\alpha*\beta$= .213; boot SE= .049, IC 95% = [.116, .306]). Finally, the direct effect of X on Y (path c') is statistically significant (c'=-.192, p= .000) which indicates there is a partial mediation of Professional Identity in the relation between Demands to Express Positive Emotions and Work Engagement. Therefore, the hypotheses H6 was supported.

Finally, the results for the mediation of Demands to Suppress Negative Emotions can be seen in Table 5.

Table 5. *Mediation regression analysis for model 4 tested (Hypothesis H7)*

DV/Predictor	B	SE	LLCI	ULCI	R²
			95% CI		
Professional identity					.141
Demands to suppress negative emotions	-.108	.025	-,157	-.059	
Work engagement					.733
Demands to suppress negative emotions	.003	.032	-.060	.066	
Professional identity	1,352	.042	1,270	1,434	
Indirect effect	-.146	.036	-.218	-.080	

Note: N=924. DV = dependent variable; b = non-standardized regression coefficient; SE = standard error; CI =confidence interval. LLCI = lower CI limit; ULCI = Upper CI limit.

The regression coefficient between Demands to Suppress Negative Emotions and Professional Identity was statistically significant (a= -.108, p=.000). The regression coefficient between Professional Identity and Work Engagement, when controlling for X was statistically significant (b= 1.352, p= .000). The product of the two coefficients was statistically significant and, therefore, the mediated effect is statistically significant (α*β= -.146; boot SE= .036, IC 95% = [-218, -.080]). Finally, the direct effect of X on Y (path c') isn't statistically significant (c'=.003, p= .918) which indicates there is a total mediation of Professional Identity in the relation between Demands to Suppress Negative Emotions and Work Engagement. Therefore, the hypothesis H7 was supported
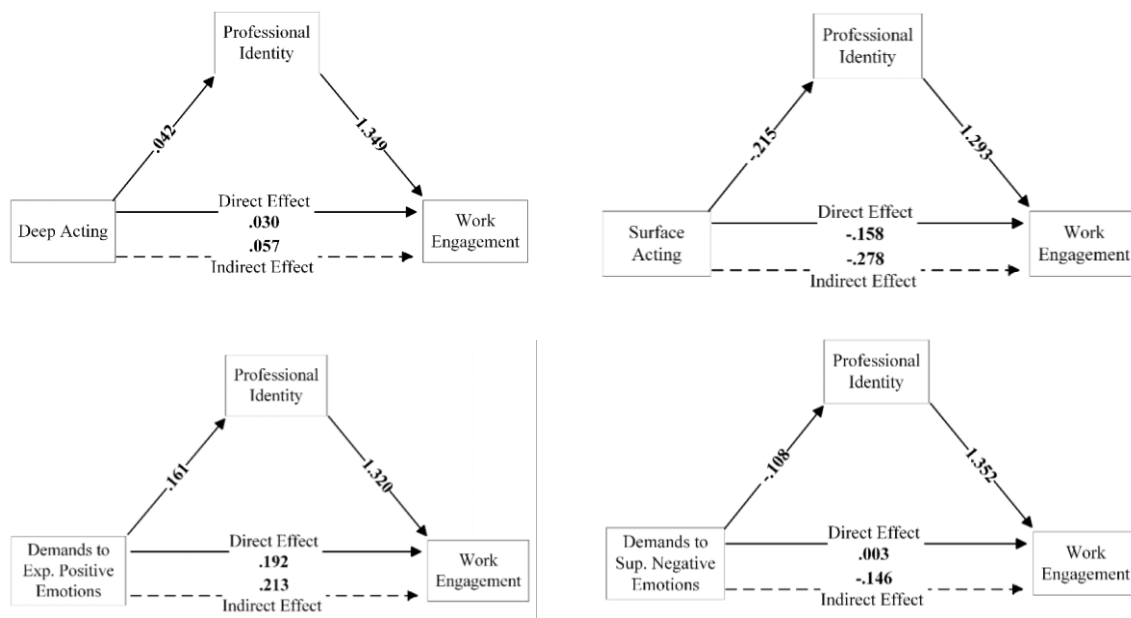
Figure 5. Mediation models of the Professional Identity in the relationships between Dimensions of Emotional Work and Work Engagement.

Discussion

The principal objective of the present research was to analyze the relationships between the emotional work dimensions (deep acting, surface acting, demands to express positive emotions and demands to suppress negative emotions), professional identity, and work engagement, putting the focus on the mediating role of professional identity in the relationship between emotional work dimensions and work engagement. To test the objectives, thirteen hypotheses were formulated based on the literature and on the mediation model tested.

The results have pointed out that professional identity has an important role on the work context of the Portuguese police officers. Shortly, the hypothesis 1a, hypothesis 1c, hypothesis 1d, hypothesis 2, hypothesis 3a, hypothesis 3c, hypothesis 3c, hypothesis 3d, and hypothesis 7 were supported. The hypothesis 1b, 3b, and 4

weren't supported. Finally, the hypothesis 5 and hypothesis 6 were partially supported.

An important remark of this study is that professional identity and work engagement are positively associated (hypothesis 2). This great outcome converges with Zhang et al. (2018) studies. It was reported that when someone's identity is congruent with the profession it is reasonable that he/she can experience higher levels of work engagement, even in unfavorable working conditions.

Then, another result had provided an interesting outcome. Professional identity doesn't mediate the relationship between deep acting and work engagement (hypothesis 4). This was already expectable, because - even thought it was positive - the correlation between deep acting and professional identity was incredibly weak (hypothesis 1a). This might have occurred since deep acting is an emotional strategy associated to self-control of thoughts and internal emotions with the aim of corresponding to the job demands (Carvalho et al., 2012).

This emotional strategy can have beneficial outcomes, especially if the worker perceives the job demands as congruent with what he/she is feeling (Carvalho et al., 2012, Birze et al., 2022). However, if the discrepancy between the felt emotions and demanding emotions occurs, the employee will have a decreasing on the emotional spontaneous expression, reinforcing the deep acting stretegy (Bakker & Heuven, 2006).

However, if the individuals have a strong identification with their profession, it is expected that they feel more authentic and in complied with the role expectations and demands (Ashforth & Humphrey, 1993). If not, all those aspects might contribute an ambiguous role conflict while dealing with an intense and diverse emotional display (Kwak et al., 2018).

Nonetheless, an important result is that deep acting positively associates with work engagement (hypothesis 3a). This result converges with the Yoo and Arnold (2014) studies', where it was confirmed that employees with high work engagement have adequate levels of psychological and physical energy, which will reduce the display of fake emotional actions, being entirely connected to beneficial behavior of deep acting.

Since professional identity doesn't mediate this relationship, it might signify that professional identity is weaker, not having enough influence to produce any effect on this relationship. This result represents the importance of continuing to study the relationship between deep acting and work engagement involving other variables that could explain even more how these variables are related.

Then, the results have pointed out that professional identity partially mediates the relationship between surface acting and work engagement (hypothesis 5).

This converges with what was mentioned before. Surface acting is basically related to faking emotions that are organizationally desired (Brotheridge & Lee, 2002, Birze et al., 2022). If surface acting occurs in an exacerbated form, then an intense psychological arousal, and a bigger investment of personnel resources (Brotheridge & Lee, 2002) might increases feelings of disinterest and detachment from others (Ashforth & Humphrey, 1993).

This is congruent with the fact that surface acting, and professional identity weren't positively associated (hypothesis 1b). The rationale that the relationship of these two variables exists and it brings us back to the fundamental literature on the topic. Surface acting may negatively impact their professional identity, since two of the primary dimensions that characterized workers' professional identity (Nascimento & Sousa, 2017) are the bonds and affection with the belonging group.

Surface acting and work engagement weren't positively related the fact as well (hypothesis 3b). Police officers must daily interact with an intense emotional variety, leading them in most of the times to hide their true feelings and increase exposure to stress-related diseases. To work under these exhausting emotional circumstances can negatively impact the police officer's engagement (Brunetto et al.,2020).

Additionally, having professional identity as a partial mediator means that it might reduce the negative effect of the surface acting strategy on work engagement. In this case professional identity can be viewed as personal resource to assist on dealing with the intense and multiple job demands (Guedes et al., 2020). Professional identity incorporates the strong affection and bonding with the belonging group (Nascimento & Souza, 2017), which is compatible with the results stated by Bakker (2011), where workers that experience more job resources, such as support from colleagues, will have higher levels of work engagement. As personal resource, professional identity might be an important self-protector from surface acting, where little support for authentic self-expression is likely to produce feelings of detachment from others (Ashforth & Humphrey, 1993).

Therefore, the results have revealed that professional identity partially mediates the relationship between demands to express positive emotions and work engagement. This means that expressing positive emotions influences work engagement through professional identity (hypothesis 6). This converges with the Carrasco et al. (2011) studies. Positive emotions displayed by employees has a mutual effect, where it positively affects the customer and service quality, following a contagious process of a continuous self-contamination, as well as an increasing of cooperation and citizen satisfaction (Kwak et al., 2018). An additional fact is that volume and intensity of interpersonal interactions at work, one of the central foundations of professional identity, was correlated with demands to express positive

emotions (Schaubroeck & Jones, 2000), being a positive predictor of work engagement (Guedes et al., 2020). This is congruent with the hypothesis referring to demands to express positive emotions being positively associated with professional identity and work engagement (hypothesis 1c and hypothesis 3c).

Finally, professional identity acts as a total mediator between demands to suppress negative emotions and work engagement (hypothesis 7). This is a great contribution, revealing that professional identity has a key role in the relationship between demands to suppress negative emotions and work engagement.

It is believed that the policing culture might be related to it. During task performance, expression and suppression of emotions for the purpose of complying with institutional display rules are necessary (Mastracci & Adams, 2020). When those emotions aren't aligned with what is felt, those emotional demands might contribute to emotional dissonance, which may clarify the emotional exhaustion and detachment felt from their jobs (Bakker & Heuven, 2006), which is contrary to the work engagement primary idea of vigor, meaning high levels of energy and mental resilience while working (Schaufeli, 2002).

Therefore, it is also expected that the emotional demands to suppress negative emotions might not be also positively associated with professional identity (hypothesis 1d). Workers with high professional identity tend to be less exhausted during work since they make a lesser mental and physical effort during the performance of their activities (Schaible, 2006), which might not be congruent with the emotional exhaustion of suppressing emotions. Our results of demands to suppress negative emotions are negatively associated with work engagement (hypothesis 3d) being concise with the literature. It is known that there is a negative relationship between emotionally demanding conditions and employee well-being,

since emotionally demanding conditions require more energy that will exhaust employees' resources (Xanthopoulou et al., 2013), which isn't consonant with the "positive, fulfilling work-related state of mind" (Schaufeli, 2002, p.74) proportionated by the work engagement. Professional identity mediating this relationship is an interesting outcome. A possible explanation for that is that professional identity arises through the incorporation of organizational models and values (Gomes & Souza, 2013), and assuming that it is needed to suppress negative emotions in certain situations (e.g., with criminals) might be a recognition of the role they perform. If the individual's identity is congruent with the profession, then they can experience higher levels of work engagement (Zhang et al., 2018). After that, a sense of belonging to the profession might occur, increasing job satisfaction - when the individual's perceptions of the needs, values, and expectations on his/her job are fulfilled (Sabanciogullari & Dogan, 2015).

We can conclude that these results were expected and concise with the literature. Professional identity has a mediating role in the relationship between demands to express positive emotions, demands to suppress negative emotions, and work engagement between the Portuguese Police Officers.

The results of Guedes, Gondim and Hirschle (2020) study were like ours, except the mediation that concerned deep acting as *X*, professional identity as *M*, and work engagement as *Y* – our study didn't present a mediation. As the authors have explained, professional identity of the miliary police might reduce the direct and positive effect of deep acting on burnout, besides reducing the impact of emotional dissonance. The possible justification for this is that the Portuguese police professional identity might be weaker, not producing any effect on this relationship between deep acting and work engagement.

However, we emphasize the need to continue studying these variables and the relationship between them in the Portuguese Police field, as well as understanding at which certain point these results weren't influenced by the Portuguese Policing context already mentioned, such as internal mobility between commands and the impacts, as well as the kind of service they perform, especially in the mediations that were partially mediated by professional identity (Durão and Darck, 2012, Durão, 2010).

Conclusion

According to Basinka and Daderman (2019), work is a fulcral aspect in a human being's activities, namely because it is a source of economic security, and where the psychological functions are fulfilled, leading to growth and learning. Therefore, it is relevant to analyze it in populations that work under certain conditions and have such an important role in our society's security - police officers (Basinka & Daderman, 2019).

Therefore, and to answer to the research objectives related to characterization of the Portuguese sample' professional identity, it is possible to confirm that the Portuguese professional identity of the police's sample is positively related to deep acting, demands to express positive emotions, and work engagement, and does not have a mediating role between deep acting and work engagement. As it was mentioned in the discussion, we believe that these results should be analyzed more deeply, since they could provide interventive information to the PSP. These results enhance the fact that professional identity is a strong and dynamic construct, but exceedingly complex, requiring more studies among specially in the Police field.

It would be interesting to explore more sociodemographic details of the participants, namely their familiar situation (e.g., if they have kids, and therefore their

work-life balance), as well as the Portuguese Police context, so it would be possible to compare and explore if there is any correlation within the variables under study. Consequently, it is possible to confirm that this study has theorical and practical implications which are highly important to the Police field of research and organization itself.

First, when it comes to the theorical implications, it is possible to confirm that these are substantial, since, as it was mentioned before, being a Police officer is one of the most emotionally demanding occupations, principally due to the diverse publics they have to deal with, which later can impact positively or negatively the occupational identity and work engagement of each individual. Therefore, "a greater understanding of the underlying causes is important for officers, their families, and the communities they police" (Schaible, 2018, p.1). This research contributes to the production of new knowledge in this area of research, while highlighting the importance of the study of these three constructs in the organizational environment. This research results point out to the importance of professional identity in the Portuguese Police Officers, showing a strong correlation with work engagement, following by positive correlations with deep acting, demands to express positive emotions, which is a strong contribution to the literature, since it will allow and incentive to explore other variables that might be influencing these results. Therefore, we believe that this research enriches the small part of the literature dedicated to the Police field, aiding to improve their well-being at work and how they connect with the occupation itself.

Therefore, when it comes to practical implications, this research highlights the importance of incorporating programs that focus on improving these three constructs on the Police workplace.

First, we do believe that applying risk assessments should clarify the job

demands and risks in a particular venue. Then, with the results, supervisors could analyze the results, and utilize the information for designing targeted interventions (Nahrgang et al., 2011), concerning emotional regulation, identification with the organization and tasks, and engagement.

Police departments should consider the creation of programs that increase the ability of being resilient while promoting the use of adequate coping strategies to each one, since some individual differences such as age and job experience may affect the way they face the stressors (Queirós et al.,2020). Also, police institutions should invest in teaching employees in training regulate to regulate their emotions. Concerning this specific profession, it is relevant to taught how to reduce aggressive behavior and calm victims, helping the police officers to regulate their emotions in a healthy form (Bakker & Heuven, 2006).

Also, creating a supportive environment for employees should be considered, namely through training in how to promote social support. A supportive environment had shown to have multiple benefits, specially concerning the increasing of work engagement, motivation, and general well-being, and extenuating burnout (Nahrgang et al., 2011).

Furthermore, when it comes to the professional identity improvement, Police departments should select applicants that already had experience with Police or have an orientation to the profession, and with a "balanced perspective on the duties of police" (Schaible, 2018, p. 18). Also, training will give a clear understanding of "modern police work, department philosophy and values, and the importance of the less traditional aspects of policing" (Schaible, 2018, p. 18), which is equally important. Therefore, since the work engagement is relevant for the employees and Police Institution, there are several things that the Human Resources can do, namely creating policies based on

the Model of Work Engagement, which will contribute to assess the levels (low, medium, and high) of work engagement of the individuals, teams and even departments, and then make adequate interventions focused on increasing positive work engagement (Bakker, 2011). Besides that, adequate recruitment and selection programs that focuses in evaluating the emotional abilities of candidates are highly important.

Furthermore, there are some limitations and recommendations that need to be presented. The constructs deep acting, surface acting, demands to express positive emotions, demands to suppress negative emotions, professional identity and work engagement are meaningful for the organizational world, namely on Police organizations. Therefore, and as we could see by the literature review, there are many constructs that could influence the relationship between these three variables. An example of this is the fact that work engagement seems to be affected by the work conditions (Britt, 2003). This emphasizes that it would be pertinent to relate the variables tested with others, enriching the research, and producing relevant content in the Police field. Also, a limitation is the fact that it should be used socio-demographic variables in inferential statistics in a way to try to justify and understand the impact of it in some results (e.g., age, or even their allocation - rural *vs.* urban). Also, the fact that professional identity is not a mediator in the relationship between deep acting and work engagement might be an indicator to test the same model with control variables.

Additionally, we recognize that a simple mediation model can be rudimentary since it can oversimplify the complex dynamics through which emotional work dimensions influence work engagement (Hayes, 2013). More statistical methods proportionally complex should be explored. Furthermore, other limitation is the fact that, even though we have an enormous sample, it is missing some balance in it, namely

when it comes to gender. In a study with 915 participants, only 96 are woman. However, as we mentioned before, due to various motives, this will probably rely as a limitation, namely since it is an environment highly dominated by men. Plus, the fact that the sample consists only of Portuguese police officers does not allow us to conclude that the results obtained would be equal as in other countries or cultures. It would be relevant to analyze if these constructs and the relationship between them are the same with Police forces from other parts of the world, which would determine how general these results are. An additional limitation is the fact that the present research didn't deepen the different cultural differences between the Portuguese sample and the Guedes et al. (2020) study. For future research it could interesting to compare both studies, since it could provide relevant insights on the similar and different results. Another limitation is related to the cross-sectional method used. When this is used – data collection and measures in one precise moment -, does not allow to analyze these constructs in a longitudinal way, which could provide more information about the relationship between the variables.

Also, the online self-administered questionnaire (participants might not be aware of the functionalities of the electronic platform) may have cause bias of the common method variance (Conway, 2002). The fact that in certain questions it was asked to evaluate their perceptions on the colleagues, it might have generated the bias of transmitting a positive image of them (even though the confidentiality of the answers was clear), leading to this sort of bias commonly refer as a systematic error or contamination. However, it should be noted that the fact that the analysis of the whole sample was carried out at the same time and in simultaneous may have decreased the mentioned problems. Therefore, a recommendation that seems to be relevant and interesting to mention is the importance to replicate this study in during the COVID-19

pandemic era or to evaluate the influence of these times at least under these constructs. As we live in a time full of uncertainties and fear, it would be interesting to analyze if the results were similar or not. Another recommendation for future research would be to analyze the relationship between the different dimensions of emotional work, professional identity, and work engagement among the different stakeholders, namely victims, criminals, and peers. We do believe that the results can provide more insights about those constructs, allowing better organizational interventions on the Policing institution. Finally, we also recommend analyzing the importance of some organizational practices, as recruitment and selection. It would be interesting to analyze at what point those practices are suitable and adequate.

To conclude, this research aimed to test if professional identity has a role in explaining the relationship between the demands and strategies of emotional work and work engagement. According with the results it does have, except in the relationship between deep acting and work engagement. Also, one of the strongest positive correlations found was between professional identity with work engagement. These results are crucial, since they will produce many interventive information that will increase police officer's well-being and improve their professional efficacy.

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Appendixes

Appendix A: Request for authorization to conduct the study

Ex.mo Sr. Superintendente da PSP – Doutor Rui de Moura,

A equipa de investigação da Universidade de Coimbra, da qual fazem parte as Prof. Doutoras Carla Carvalho e Ana Luísa Pinto e as mestrandas Joana Teixeira, Soraia Oliveira, Micaela Gomes e Andreia Graça, pretende realizar dois estudos que incidem na temática das emoções, sentimentos e afetos em contextos de trabalho (EMOTRAB), sendo um ao nível da regulação emocional e estilos de decisão, e o outro no âmbito do trabalho emocional, identidade ocupacional e envolvimento no trabalho com polícias portugueses. Os mesmos têm o intuito de avaliar a influência da regulação emocional na tomada de decisão, mas também o modo como os polícias lidam com as suas emoções no ambiente de trabalho. Assim, pretende-se conhecer o impacto das exigências do trabalho emocional em polícias, bem como analisar eventuais diferenças ao nível da expressão de emoções positivas por parte dos mesmos (i.e., se as emoções manifestadas pelos polícias para com similares, superiores e "vítimas" difere das que são expressas para com "suspeitos" e "criminosos"). Por conseguinte, a equipa de investigação gostaria de ter o privilégio de poder realizar os estudos acima mencionados com a instituição de prestígio que é a PSP.

Para realizar esta investigação, é necessária a recolha de informação, através de questionários online, seguida do seu tratamento e análise, de forma agregada e nunca de forma individualizada. Deste modo, pretende-se contribuir para a produção de novos conhecimentos nesta área de investigação e, assim, sugerir alguns benefícios para a PSP, ao nível da intervenção prática. Em resumo, poderá possibilitar a adequação e melhoria dos processos no âmbito da Gestão de Recursos Humanos à realidade da PSP, nomeadamente ao nível do recrutamento e seleção, avaliação de desempenho e formação. Procura-se que estas práticas organizacionais possam promover o bem-estar dos polícias e a sua satisfação no trabalho, bem como o envolvimento no trabalho e a eficácia na tomada de decisão, tornando-os melhores no desempenho das suas funções e eficazes na autogestão das suas emoções.

No decorrer do estudo, a equipa compromete-se ao anonimato e confidencialidade de todos os dados facultados, de acordo com o Código Deontológico da Ordem dos Psicólogos Portugueses (princípio específico 7.6. Anonimato e confidencialidade de dados recolhidos, que refere a recolha de dados estritamente necessários à realização do estudo, sendo os mesmos confidenciais e anónimos, não sendo identificada a identidade dos participantes). De igual modo, rege-se pelos princípios éticos e deontológicos relativos à investigação científica do Código Deontológico da Ordem dos Psicólogos Portugueses, nomeadamente, os princípios específicos 7.8. Esclarecimento pós-investigação (i.e., facultar aos participantes oportunidades de esclarecer eventuais dúvidas, bem como de obter informação adicional sobre os objetivos, resultados e conclusões do estudo) e 7.10. Integridade científica (i.e., realizar o estudo em conformidade com os princípios mais elevados de integridade científica). Similarmente, toda e qualquer divulgação/publicação dos dados facultados apenas será realizada após autorização prévia da PSP, tal como sucede na elaboração e discussão do trabalho académico. Também se compromete, no final do estudo, à entrega de um exemplar do trabalho académico à PSP.

A Soraia Oliveira pretende realizar uma dissertação de mestrado sobre a temática do trabalho emocional, identidade ocupacional e envolvimento no trabalho com polícias portugueses, cujo objetivo geral consiste em avaliar as relações entre as dimensões do trabalho emocional (exigências e estratégias) e o envolvimento no trabalho, testando o papel mediador da identidade profissional nessas relações numa amostra de polícias portugueses. O trabalho emocional pode ser definido como o modo pelo qual os colaboradores de uma organização precisam de gerir os seus sentimentos com objetivo de exibir as emoções socialmente desejadas ou necessárias para desempenhar um trabalho de maneira eficiente. Assim, o trabalho emocional tem vinculado fatores organizacionais e individuais (e.g., regras de exibição, pressão, autocontrolo, responsabilidade e requisitos associados à tarefa), bem como pode ter um impacto positivo e/ou negativo no bem-estar pessoal no que diz respeito, nomeadamente, à

satisfação no trabalho, stresse ou envolvimento no trabalho, sendo importante aprofundar a investigação neste âmbito. Por conseguinte, tenciona-se replicar o que a nossa equipa de investigação parceira brasileira efetuou, ou seja, a realização de dois estudos que procuraram relacionar os construtos de trabalho emocional, envolvimento no trabalho e identidade profissional de polícias portugueses. Apesar de ter grande importância na manutenção da segurança, esta categoria ocupacional (profissional) ainda é pouco estudada, especialmente nos aspetos emocionais relacionados com o trabalho. Neste sentido, a investigação acima mencionada parte da seguinte questão. Que relações podem ser estabelecidas entre as dimensões do trabalho emocional (exigências e estratégias) e o envolvimento no trabalho de polícias portugueses? De um modo mais específico, pretende alcançar os objetivos que se seguem: identificar as exigências de trabalho requeridas no trabalho dos polícias a partir dos grupos-alvo de interação; e testar a predição das dimensões do trabalho emocional (exigências e estratégias) sobre o envolvimento no trabalho.

Appendix B: Informed consent

Prezado/a participante,

O presente estudo tem como principal objetivo avaliar como os polícias lidam com as suas emoções no ambiente de trabalho. Neste sentido, o mesmo permite a produção de conhecimentos que fundamentem discussões acerca de práticas voltadas para os polícias, contribuindo assim para políticas e ações direcionadas para a melhoria da saúde destes trabalhadores.

O estudo está a ser realizado pela equipa de investigação da Universidade de Coimbra, da qual fazem parte as Prof. Doutoras Carla Carvalho e Ana Luísa Pinto e a Mestranda Soraia Oliveira. Neste sentido, a execução do mesmo apenas é possível por meio da sua participação, respondendo individualmente ao questionário que segue, cuja duração é de aproximadamente 20 minutos. Acresce referir que a sua participação não acarreta quaisquer riscos ou custos para si, apenas o dispêndio de um pouco do seu tempo. É de salientar que toda a informação facultada neste questionário é anónima e confidencial. Assim, as respostas obtidas serão agrupadas e trabalhadas estatisticamente em conjunto com as dos demais participantes. De igual modo, as informações recolhidas podem ser utilizadas para fins de divulgação científica, de acordo com a ética em investigação científica em vigor em Portugal.A sua participação é voluntária, pelo que pode desistir do estudo a qualquer momento, sendo para tal necessário não concluir o preenchimento do questionário e, assim, nenhuma das suas respostas será utilizada. É de referir que, neste estudo, não há respostas corretas ou erradas, uma vez que se pretende conhecer o que pensa, solicitando-lhe que responda com honestidade.

Agradeço a sua colaboração! Se tiver algum comentário ou dúvida sobre o estudo em questão, por favor, entre em contato com Soraia Oliveira (soliveirace@outlook.com).

Atenciosamente,

A equipa de investigação.

Appendix C: Scales used in the study

Para responder a cada grupo de questões a seguir, por favor, considere a sua experiência quotidiana de trabalho como polícia, pensando em como se sente em relação ao próprio trabalho e às interações com outros polícias, com os seus superiores, com os "criminosos" e com a população em geral. No espaço ao lado de cada item assinale o número que melhor corresponda à sua perceção/resposta, de acordo com os códigos abaixo descritos.

Appendix C1: EWRS (Best et al., 1997)

No meu dia a dia de trabalho como polícia, com que frequência sou solicitado/a ou requerido/a a...

1	2	3	4	5	
Nunca	Raramente	Algumas vezes	Frequentemente	Sempre	

		1	2	3	4	5
1. **Expressar tranquilidade** mesmo quando estou **tenso/a, agitado/a ou irritado/a**, como em abordagens, prisões e situações de perigo						
2. **Expressar simpatia** com: (Por exemplo: dizendo que entende como o outro se sente, ou que acha uma pena algo ter acontecido)	2.a) Outros polícias					
	2.b) Superiores					
	2.c) "Criminosos" e "Delinquentes"					
	2.d) "Vítimas"					
3. **Expressar cordialidade** perante: (Por exemplo, sorrir, cumprimentar, apertar as mãos)	3.a) Outros polícias					
	3.b) Superiores					
	3.c) "Criminosos" e "Delinquentes"					
	3.d) "Vítimas"					
		1	2	3	4	5
4. **Esconder** a minha **raiva** ou deceção perante:	4.a) Outros polícias					
	4.b) Superiores					
	4.c) "Criminosos" e "Delinquentes"					
	4.d) "Vítimas"					
5. **Esconder** o meu **desagrado** perante:	5.a) Outros polícias					
	5.b) Superiores					
	5.c) "Criminosos" e					

	"Delinquentes"					
	5.d) "Vítimas"					
6. **Esconder** o meu **medo** perante:	6.a) Outros polícias					
	6.b) Superiores					
	6.c) "Criminosos" e "Delinquentes"					
	6.d) "Vítimas"					

Appendix C2: ELS (Brotheridge & Lee, 2003)

No meu trabalho como polícia, com que frequência...

1	2	3	4	5
Nunca	Raramente	Algumas vezes	Frequentemente	Sempre

	1	2	3	4	5
1. Faço um esforço para, de facto, sentir as emoções que necessito expressar para com outros polícias e com a população					
2. Tento experienciar de verdade os sentimentos que esperam de mim no trabalho como polícia					
3. Escondo os meus sentimentos verdadeiros em relação a determinadas situações					
4. Demonstro/Expresso emoções intensas no dia a dia de trabalho na PSP					
5. Expresso muitas emoções diferentes no meu trabalho como polícia					
6. Resisto em expressar os meus sentimentos verdadeiros durante o meu trabalho					
7. Mostro muitas emoções diferentes quando interajo com outros polícias, com "criminosos" e com cidadãos					

Appendix C3: UWES *(Schaufeli, Salanova, González-Roma, & Bakker, 2002, tradução e adaptação de Simães & Gomes, 2012)*

Abaixo são apresentadas 17 afirmações que indicam sentimentos que pode ter em relação à sua atividade profissional. Por favor, leia atentamente cada afirmação e indique com que frequência se sente assim relativamente ao seu trabalho. Se nunca se sentiu assim relativamente ao seu trabalho assinale no <u>número 0</u> (zero). Se já se sentiu assim, indique quantas vezes isso aconteceu, escolhendo um número de 1 a 6 para descrever quantas vezes isso aconteceu.

	Nunca	Quase nunca	Raramente	Às vezes	Frequentemente	Muito frequentemente	Sempre
	0	1	2	3	4	5	6
		Poucas vezes por ano ou menos	Uma vez por mês ou menos	Algumas vezes por mês ou menos	Uma vez por semana	Algumas vezes por semana	Todos os dias

	0	1	2	3	4	5	6
1. No meu trabalho, sinto-me cheio/a de energia							
2. O meu trabalho tem imenso sentido e significado para mim							
3. Sinto que o tempo "voa" quando estou a trabalhar							
4. No meu trabalho, sinto-me com força e vigor							
5. Estou entusiasmado/a com o meu trabalho							
6. Quando estou a trabalhar, esqueço tudo o resto à minha volta							
7. O meu trabalho inspira-me							
8. Quando me levanto pela manhã, tenho vontade de ir trabalhar							
9. Eu sinto-me feliz quando estou a trabalhar intensamente							
10. Eu tenho orgulho no trabalho que faço							
11. Sinto-me envolvido/a com o meu trabalho							
12. Eu sou capaz de trabalhar por períodos de tempo muito longos							
13. Para mim, o meu trabalho é desafiador							
14. "Deixo-me levar" pelo meu trabalho							
15. No meu trabalho, eu sou muito forte mentalmente							
16. É difícil "desligar-me" do meu trabalho							
17. No meu trabalho sou sempre persistente, mesmo quando as coisas não correm bem							

Appendix C4: SIS (Cameron, 2004)

A seguir, encontram-se afirmações que ilustram os hábitos, as práticas e as opiniões dos políticos acerca da forma como lidam com a sua profissão e o reconhecimento do trabalho que desenvolvem. Responda às afirmações de acordo com os códigos abaixo.

1	2	3	4	5

	Discordo Totalmente	Discordo moderadamente	Nem concordo nem discordo	Concordo	Concordo Totalmente		

	1	2	3	4	5
1. Ser polícia é uma parte importante de quem sou					
2. Na minha vida diária, frequentemente penso sobre o que significa ser polícia					
3. Frequentemente arrependo-me de ser polícia					
4. Não me sinto bem em ser polícia					
5. Sinto que me adapto bem quando estou entre polícias					
6. Sinto fortes vínculos com outros polícias					
7. Tenho muito em comum com os outros polícias					
8. Ser polícia é um importante reflexo de quem sou					
9. Só de pensar sobre o facto de que sou polícia, às vezes, tenho maus sentimentos					

Appendix C5: Sociodemographic data

Esta é a última parte do questionário, gostaríamos de o/a conhecer um pouco melhor.

1. Sexo   ( ) Masculino ( ) Feminino ( ) Outro
2. Idade_____anos
3. Estado Civil   ( ) Solteiro/a ( ) Casado/a ( ) Viúvo/a   ( ) Separado/a ou Divorciado/a ( ) União de facto ( ) Outro
4. Há quantos anos trabalha na PSP?_____Anos
5. Carreira que ocupa atualmente na PSP: ( ) Oficial   ( ) Chefe   ( ) Agente
6. Alocação atual (Comandos Territoriais de Polícia)

( ) Comando Regional da Madeira	( ) Comando Distrital de Évora
( ) Comando Regional dos Açores	( ) Comando Distrital de Faro
( ) Comando Metropolitano de Lisboa	( ) Comando Distrital de Guarda
( ) Comando Metropolitano do Porto	( ) Comando Distrital de Leiria
( ) Comando Distrital de Aveiro	( ) Comando Distrital de Portalegre
( ) Comando Distrital de Beja	( ) Comando Distrital de Santarém
( ) Comando Distrital de Braga	( ) Comando Distrital de Setúbal
( ) Comando Distrital de Bragança	( ) Comando Distrital de Viana do Castelo
( ) Comando Distrital de Castelo Branco	( ) Comando Distrital de Vila Real
( ) Comando Distrital de Coimbra	( ) Comando Distrital de Viseu

7. Tempo na carreira: _____ anos

8. Setor de atuação

( ) Serviço Externo (policiamento na rua, rondas, tropas de choque, entre outros)

( ) Serviço Interno (atividades burocrática, atendimento ao público, atividades técnico-administrativo diversas)

( ) Misto

Tempo: _____ (anos)

9. Nível de Escolaridade mais elevado que completou

( ) 1.º ciclo do ensino básico (4.º ano)

( ) 2.º ciclo do ensino básico (6.º ano)

( ) 3.º ciclo do ensino básico (9.º ano)

( ) Ensino secundário/técnico-profissional (12.º ano)

( ) Ensino superior (bacharelato ou licenciatura)

( ) Mestrado

( ) Doutoramento

Mais uma vez, a nossa equipa de investigação agradece a sua participação.

Feedback from the Reviewers/Jury Members

Professor Sonia Gondim | University Federal of Bahia

"Há dois aspectos significativos que merecem destaque na tese de mestrado sob avaliação: o fenômeno que está sendo estudado e a categoria ocupacional que serviu de contexto para sua abordagem. O trabalho emocional é um fenômeno ao qual me dedico desde 2009, e embora ainda incipiente no contexto da América Latina e parte da Europa, tem crescido em importância nos últimos anos, em um esforço de explorar de modo mais aprofundado os efeitos positivos e negativos sobre o desempenho, a saúde, o bem-estar dos trabalhadores e demais variáveis atinentes ao comportamento organizacional.

No Brasil, embora já contemos com um grupo de pesquisadores vinculados à ANPEPP (Associação Nacional de Pesquisa e Pós-graduação em Psicologia) que se dedica à segurança pública, sendo o policial o principal público-alvo, os estudos ainda se mostram em estágio inicial, tendo em vista a complexidade que caracteriza este grupo ocupacional/profissional nas diversas regiões do país. As condições salariais e de trabalho não se mostram homogêneas em todo o território nacional, apesar de haver uma cultura militar de base que os aproxima em termos de valores e estrutura hierárquica.

Mais recentemente me aproximei desta categoria ocupacional vindo a orientar trabalhos de mestrado e de doutorado, dois dos quais encontram-se em curso. Alguns comentários que farei mais adiante buscam colaborar para a melhoria da apresentação do trabalho de tese, haja vista sua relevância para as ações de formação e desenvolvimento desta categoria ocupacional, vital para o ordenamento social, e também a prevenção de agravos à sua saúde e ao seu bem-estar.

A tese de mestrado cumpre com os requisitos de forma e de conteúdo de um trabalho empírico no nível de mestrado, definindo de modo claro seus objetivos e formulando

hipóteses passíveis de serem testadas. O texto encontra-se organizado em uma breve introdução, que do meu ponto de vista poderia caracterizar melhor o contexto do estudo. Vou assinalar de modo mais objetivo um pouco mais adiante.

Em sequência aparece o referencial teórico estruturado sob a forma de tópicos, sendo que ao final de cada um deles apresentam-se as hipóteses. O risco de se apressar a apresentação de hipóteses é a de não justificá-las bem. Embora mais adiante no texto as hipóteses apareçam um pouco mais fundamentadas, vejo que seria necessário antecipar algumas destas justificativas na introdução. O teste de mediação se apoia na crença de que a relação entre uma variável peditora e a consequente seria melhor explicada na presença de uma variável mediadora. A hipótese de que a identidade profissional seria mediadora dos efeitos de dois componentes do trabalho emocional (demandas e estratégias regulatórias) sobre o engajamento no trabalho, exige uma explicitação mais robusta. Considerando que este estudo de Andreia se baseou no modelo testado por Hannah Guedes, minha orientanda, seria aconselhável recuperar alguns de seus argumentos relativos ao teste de mediação, inclusive porque os resultados encontrados por ela na amostra de policiais da Bahia foram distintos. Diferenças que caracterizam as polícias nos dois países poderiam ajudar a entender melhor por que no estudo de Hannah a mediação ocorreu na relação entre o uso de estratégias de ação profunda e o engajamento no trabalho. A suposição era de que identidade profissional atuaria como fator de proteção quando se fizesse uso de estratégias de ação profunda para lidar com as demandas de trabalho emocional.

A seção de método encontra-se adequadamente estruturada e contempla informações suficientes em termos de detalhamento para que o leitor possa compreender como o estudo foi levado a cabo. A seção de resultados é descrita de modo detalhado, incluindo figuras e tabelas. A seção de discussão precisaria ser mais bem desenvolvida e os resultados melhor explicados. Inicia-se esta seção de discussão com uma tabela síntese que não me parece

apropriada. Se for o caso colocá-la no final da seção de resultados, antes da discussão. Vou fazer alguns comentários sobre isto mais adiante. Por último, encontram-se as conclusões, sugestões de estudos futuros e contribuições teóricas e práticas. Em relação às referências, identifiquei que cerca de 42% são dos últimos 5 anos. Considero a proporção adequada, embora sugira ampliação de revisão de estudos empíricos sobre TE para aperfeiçoar a seção de discussão.

Enfim, no geral, o texto encontra-se bem redigido, segue uma ordem lógica de argumentação e revela um esforço de apropriação teórico-conceitual e metodológico, oferecendo visível contribuição para o campo dos estudos de trabalho emocional. Sugiro ainda uma cuidadosa revisão para eliminar algumas redundâncias e evitar parágrafos de frase única não recomendados pelas normas da APA.

Finalizo meu parecer agradecendo o honroso convite de participar como arguente desta tese de mestrado e parabenizando a mestranda Andreia Graça, as professoras Carla Carvalho e Ana Pinto, o professor Ramon Ferrer pela excelente qualidade do trabalho apresentado."

Professor Mary Carlotto | University of Vale do Rio dos Sinos

"A investigação apresenta relevância científica e social contribuindo para a construção e desenvolvimento do conhecimento científico em Psicologia, mais especificamente no campo da Saúde Mental e Trabalho.

A temática é relevante e atual, uma vez que busca dar visibilidade a uma categoria profissional de alto risco de adoecimentos, o que demanda atenção e necessidade de intervenções buscando melhoria na sua saúde e qualidade de vida no trabalho.

Fica clara a lacuna a ser preenchida e a intenção de ampliar o foco de estudo, na medida em que busca verificar associações e mediações entre importantes construtos. A pesquisa revela adequada articulação entre elementos conceituais e metodológicos.

Os objetivos e hipóteses estão claras e alinhadas ao referencial teórico. Os resultados estão apresentados de forma adequada, com tabelas autoexplicativas e de excelente qualidade. A discussão está alinhada aos resultados obtidos e adequadamente fundamentada.

Concluo parabenizando a aluna, Andreia Carolina, e orientadoras, Carla Carvalho e Ana Pinto, pela qualidade do trabalho destacando seus pontos fortes: 1. Organização lógica do suporte teórico; 2. Delineamento 3. Escolha e apresentação das variáveis de estudo; 4. Utilização de Figuras e tabelas para visualização de informações; 5. Adequação do tratamento estatístico, apresentação e discussão dos resultados."