

Emotions Faced by the Metropolitan Police of Soacha in the Provision of Service

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Abstract

This study explores the emotions faced by members of the Soacha Metropolitan Police in the performance of their duties, considering how these emotions affect their well-being and responsiveness. Through a 25-item Likert questionnaire, 352 uniformed personnel were evaluated on emotions such as fear, sadness, anger, joy, aversion and satisfaction, differentiating the results by gender. The findings reveal that female police officers show a remarkable ability to make decisions under pressure, with 41.6% of them without difficulties in critical situations, and report high levels of job satisfaction (74%). They also experience sadness in times of loss (45.4%), reflecting a wide emotional range that suggests resilience and adaptability. Men, although they also show strength in making quick decisions (52.3%), have lower job satisfaction (70.76%) and are less likely to express emotions such as sadness and joy compared to their female colleagues. These differences highlight the need to develop emotional support programs and strengthen emotional intelligence in police personnel, optimizing their ability to manage stress and improve interaction with the community.

Keywords: Emotions, Police, Emotional Intelligence, Gender, Decision Making, Job Satisfaction, Emotional Management, Resilience, Police Service.

1. Introduction

The Colombian National Police plays an essential role in maintaining law and order and citizen security, facing operational and emotional challenges that require a deep understanding of the psychosocial factors involved. Police officers experience a wide range of emotions stemming from their work, ranging from stress and anxiety to feelings of satisfaction and pride. However, the nature of their work, which involves exposure to risky situations, critical decision-making, and dealing with victims and aggressors, intensifies the need for police officers to effectively manage their emotions in order to act with balance and professionalism (McCreary, 2016; Cabello et al., 2017). Emotional intelligence, understood as the ability to manage and regulate

one's own and others' emotions, becomes, therefore, a fundamental competence for agents, especially when they face high-pressure scenarios and high emotional demands (Gross, 1998).

Emotional regulation is essential for police officers to be able to respond effectively to complex situations, as it helps preserve mental well-being and promotes positive interaction with the community. Gross's (1998) theory of emotional regulation and Kahn et al.'s (1964) concept of role attrition offer theoretical frameworks for understanding how emotional management affects the quality of police service and the mental health status of officers. The correlation between emotional intelligence and aggressiveness, as well as emotional exhaustion, has been explored in various police contexts, revealing that those police officers with greater self-regulation skills tend to experience fewer symptoms of burnout and have lower levels of aggression (Portillo Ccorisoncco, 2021; Rincón & Flores, 2023). These studies underline that negative psychosocial factors, such as long working hours, inflexible hours, and exposure to violent situations, can have detrimental effects on the mental health of officers and, consequently, on the public perception of the police institution (Maslach & Jackson, 1981; World Health Organization, 2004).

The relevance of this research lies in analyzing the emotions experienced by members of the Metropolitan Police of Soacha in their daily work, differentiating between genders and other sociodemographic factors. This perspective is fundamental, since previous research suggests that men and women manage their emotions differently in stressful situations, which impacts their reactions and the level of job satisfaction. For example, the analysis of the emotions of female police officers shows a remarkable ability to handle pressure and an inclination to express a wide emotional spectrum, from sadness in the face of loss to satisfaction in the fulfillment of their tasks (Gross, 1998; Portillo Ccorisoncco, 2021). On the other hand, their male colleagues, although they show strengths in decision-making under pressure, tend to experience less satisfaction in the workplace.

This study is fundamental for the design of emotional well-being programs within the Colombian National Police, as it allows the identification of specific needs of agents and the development of strategies that reinforce their emotional and social skills. The implementation of emotional intelligence training programs and the promotion of a culture of psychological and emotional support are essential to strengthen the performance of police officers and improve their interaction with the community. Ultimately, this research will contribute to optimizing the institution's mental health programs, promoting a healthier work environment and raising the quality of the service provided to citizens, guaranteeing an emotionally competent and effective response to the challenges of the police service.

2. General objective

Analyze the emotions experienced by members of the Soacha Metropolitan Police in the exercise of their duties, identifying emotional patterns differentiated by gender and other sociodemographic factors, to contribute to the development of emotional support and well-being programs that strengthen emotional intelligence and improve the quality of police service.

3. Methodology

3.1 Type of research

The methodology applied to this research work was a quantitative research, exploratory and cross-sectional (Hernández et al., 1997. Likewise, cross-sectional studies, also known as cross-sectional or sectional, are first used to collect information at a specific point in time (Bernal, 2000). In this case, the data was collected in September 2023.

3.2 Population studied

The study population included uniformed personnel of the Metropolitan Police of Soacha, in the age range of 18 to 50 years. The sample was chosen with rigorous statistical criteria. To determine the sample size, factors such as population variation and the level of confidence needed to obtain meaningful results were taken into account. The target population of the study consisted of 974 individuals where a total of 276 individuals were initially selected as the sample population. However, importantly, the project significantly exceeded this recommended sample size with 352 responses collected, providing a 95% confidence level with a margin of error of 5%.

3.3 Collection of information

A 25-item Likert questionnaire was designed to identify the emotions experienced by police personnel. The variables analyzed in this study included age and sex. Various emotions were investigated, such as fear, sadness, anger, joy, aversion and satisfaction. These emotions are linked to specific areas such as health, family and personal well-being, which provides insight into the everyday situations that police officers (men and women) face. Emotions were categorized as follows:

- Miedo (6 ítems: 1, 2, 3, 4, 5, 6)
- Tristeza (6 ítems: 7, 8, 9, 10, 11, 12)
- Ira (6 ítems: 13, 14, 15, 16, 17, 18)
- Alegría (2 ítems 19:20)
- Aversión (2 ítems 21:22)
- Satisfacción (3 ítems 23, 24, 25)

The technique can be applied autonomously or by a third party. The answers were evaluated using a detailed scale in the questionnaire as follows:

- Never
- Sometimes
- Often
- Almost always

The collection of the above emotions was developed through questions that were asked through an online form using Microsoft Forms software. The form with its respective questions and answers is presented in Table 1.

Questions asked in the questionnaire	
Emotion (Fear)	
1.	Are your finances a constant source of concern?
2.	Do you think that your work in the National Police frequently puts your personal safety and that of your family at risk?
3.	When you are on duty, do you have any of the following symptoms before, during or after: sweating, tachycardia, changes in appetite or difficulty falling asleep?
4.	Do you often refrain from acting in certain service situations for fear of potential legal implications?
5.	Do you find it difficult to make wise decisions when you find yourself in situations that require an immediate reaction?
6.	After your workday, do you continue to think about the situations you experienced during your service?
Emotion (Sadness)	
7.	Do you feel down when you are away from your loved ones for a long time for work reasons?
8.	Do you experience helplessness, homesickness, and decay when you lose a loved one or coworker?
9.	Do you experience difficulties in the development of your work and personal activities due to difficulties in your physical health?
10.	Have you noticed changes in your level of concentration, heart rate, or breathing pattern during emotionally challenging times?
11.	Do you feel frustrated when you are not approved for a permit or transfer?
12.	Are you concerned about the cases of corruption that occur within the police institution?
Emotion (Anger)	
13.	Do you dislike not being able to effectively resolve an event related to the police service?
14.	Do you feel uncomfortable when suggestions are made about areas that need to be improved in your police service?
15.	Do you react with exaltation when faced with verbal aggression by the institution's staff or citizens?
16.	Do you get angry easily when the citizen does not comply with the police order given?
17.	Do you bother the mistakes of your colleagues when carrying out police functions?
18.	Do you feel uncomfortable being assigned requirements at the end of your day, postponing your time out?
Emotion (Joy)	
19.	Do you feel pleased when you manage to generate a positive impact on the safety and tranquility of the community?
20.	Do you participate in recreational activities with family members or in social contexts that allow you to clear yourself from the experiences of your police work?
Emotion (Aversion)	
21.	Do you feel reluctant to express or experience your sexuality?
22.	Do you feel displeasure about the demonstrations of citizens against the police institution?
Emotion (Satisfaction)	
23.	As a police officer, is it easier for you to communicate assertively in your work environment?
24.	Do you feel proud after successfully performing a compliance or resolving a difficult situation in your police service?
25.	Is it easier for them to resolve conflicts in the community peacefully and effectively in the police service?

Table 1. Questions applied in the questionnaire to analyze the emotions of the members of the Metropolitan Police of Soacha at a specific time

3.4 Information management

For the creation and management of the questionnaire, Microsoft Forms was used, an effective tool that facilitated the direct collection of data from the population of interest. To guarantee the validity of the instrument, it was based on previously established questionnaires, adapting items

specifically to the police context. In addition, a pilot test was implemented that allowed the questionnaire to be refined.

With the data collected, a quantitative analysis was carried out and the appropriate statistical tools such as Microsoft forms and Excel were used. It is important to highlight the ethics that supported this research where anonymity, confidentiality and autonomous participation of the people involved were guaranteed. The study was conducted under strict ethical principles and was approved by an ethics committee. The methodology developed sought the implementation of ethical guidelines according to Neuman (2016) and Creswell & Creswell (2017), ensuring the quality of the research.

4. Results and discussion

The results found in this study of the emotions of the members of the Soacha Metropolitan Police show that a population of 352 individuals participated where 78% of the respondents are male; while 22% belong to the female gender (Table 1). It is important to mention that the analysis of the results of emotions will be differentially by gender (male vs. female).

TOTAL PERCENTAGE	100%	352 uniformed personnel
	78%	275 males
	22%	77 women

Table 2. Number and percentage of police officers participating in the study of the main emotions faced by men and women in the Metropolitan Police of Soacha, Distributed by Sex (Female and Male).

4.1 Analysis of emotions by gender

The information contained in the annexes shows a detailed view of the composition and characteristics of police personnel, such as: Age range [(18-20 years: 5 officials), (21-30 years: 183 officials), (31-40 years: 133 officials) and (41-50 years: 31 officials)], biological sex [275 males and 77 females], marital status [88 civil servants married, 168 civil servants single; divorced 3, de facto marital union 93], grade [patrolmen 251, Deputy Intendant 79, Intendant 18, Chief Intendant 4, time in the institution [(1-5 years: 152 officials), (6-12 years: 70 officials), (13-20 years: 115 officials) and (21-25 years: 14 officials)] and mode of service [144 officials under surveillance per quadrant, 99 administrative officials and 109 other officials].

Overall, the information collected presented that the age range of most of the police officers in the study was between 21 and 30 years old (52%), indicating a young police force and possibly with high energy and adaptability, but potentially less experienced. On the other hand, the information collected made it possible to characterize that the Metropolitan Police of Soacha was composed of young and male personnel at the time of this work. The analysis also showed that this unit stood out for its intense activity in patrol and surveillance. In addition, the remarkable participation of its members in the survey reflected a high degree of commitment and a proactive attitude towards self-evaluation and continuous improvement.

According to Mayer and Salovey (1997), emotions are "organized reactions" that manifest through cognitive, behavioral, and physiological responses, and are deeply rooted in individual

experience and perception of well-being. This concept highlights the importance of emotions in decision-making and interpersonal interactions, especially in an environment as challenging as the police (Ekman & Davidson, 1994). In the case of the Soacha police, emotions arise in response to a variety of situations, from critical incidents and confrontations with aggressors to the management of internal corruption and the loss of colleagues, reflecting the intensity and variety of experiences in their daily work.

	MUESTRA 77 MUJERES											
	MIEDO		TRISTEZA		IRA		ALEGRIA		SATISFACCIÓN		AVERSIÓN	
MAS RELEVANTE	31,2% NIVEL 2	14,3% NIVEL 0	40,3% NIVEL 3	18,2% NIVEL	26% NIVEL 3	13% NIVEL 0	66,2% NIVEL 1	2,6% NIVEL 0	40,3 NIVEL 3		10,4% NIVEL 3	66,2 NIVEL 0
MENOS RELEVANTE	39% NIVEL 3	7,8% NIVEL 0	45,4% NIVEL 3	7,8% NIVEL 0	3,9 NIVEL 3	62,3% NIVEL 0	33,8 NIVEL 3	19,5% NIVEL 0	74% NIVEL 3	5,2% NIVEL 0	33,8% NIVEL 3	22,1% NIVEL 0
	23,4% NIVEL 3	31,2 NIVEL 0	11,7% NIVEL 3	42,9 NIVEL 0	3,9 NIVEL 3	53,2% NIVEL 0			53,2% NIVEL 3	6,5% NIVEL 0		
	22,1% NIVEL 3	30% NIVEL 0	14,3% NIVEL 3	31,2% NIVEL 0	2,6 NIVEL 3	53,2% NIVEL 0						
	7,8% NIVEL 3	41,6 NIVEL 0	24,7% NIVEL 3	22,1% NIVEL 0	13% NIVEL 3	19,5% NIVEL 0						
	23,4% NIVEL 3	17% NIVEL 0	41,6% NIVEL 3	7,8% NIVEL 0	15,6 NIVEL 3	30% NIVEL						
	MIEDO	5. Le cuesta tomar decisiones acertadas cuando se encuentran en situaciones que requieren una reaccion inmediata	TRISTEZA	8. ¿Experimenta impotencia nostalgia y decaimiento cuando pierde un ser querido o compañero de trabajo	IRA	14. ¿ Le incomoda cuando le hacen sugerencia sobre aspectos que debe mejorar en su servicio de policia?	ALEGRIA	19. ¿ Siente agrado cuando logra generar un impacto positivo en la seguridad y tranquilidad de la comunidad?	SATISFACCIÓN	24. ¿Se siente orgulloso despues de realizar un cumplimiento o resolver una situacion difícil con éxito en su servicio de Policia?	AVERSIÓN	21.¿ Siente rechazo para expresar o vivenciar su sexualidad?
						15. ¿ Se enfrenta con facilidad cuando el ciudadano no acata la orden						

Table 3. Percentage distribution of emotions of uniformed women members of the Soacha Metropolitan Police. In original language Spanish

4.2 Analysis of emotions of women in the Metropolitan Police of Soacha

The general analysis of emotions classified by biological sex yielded interestingly revealing results among female participants. It should be noted that the group of women, although not outnumbering that of men, was significant: a total of 77 women, representing 22% of those surveyed. Table 2 is shown below. A summary of key findings related to each emotion among female participants is presented.

Fear: In the context of uniformed women, 41.6% said they did not have difficulties in making the right decisions in situations of immediate reaction. Only 7.8% reported problems making decisions at similar times, indicating that most felt safe and able to make quick decisions in the police field.

Sadness: Among women in uniform, 45.4% experienced feelings of helplessness, nostalgia, and discouragement at the loss of loved ones or co-workers. 7.8% stated that they did not feel these emotions in such circumstances, indicating that a significant proportion is emotionally affected by losses in their work and personal environment.

Anger: In the aspect of "anger," 62.3% of women did not show discomfort with suggestions to improve their police service; while 2.6% did say they were easily angered when their orders were not followed. This suggests that most of them were willing to receive feedback and could not be dissatisfied with disagreements or criticism in their work.

Joy: In the "joy" category, 62.2% of respondents were satisfied with making a positive impact on the community. 2.6% did not experience liking in these circumstances; reflecting a high degree of motivation to contribute to community safety.

Aversion: Regarding "aversion", 66.2% of women did not experience barriers or fears that prevented them from expressing or living their sexuality fully; however, 10.4% did feel rejected. This indicates that most are comfortable with their identity and sexual orientation in law enforcement, although one group may face challenges.

Satisfaction: In the "satisfaction" category, 74% of women said they felt proud after successfully completing challenging tasks in their police service. In contrast, 5.2% did not experience this emotion; suggesting that the majority may find themselves in a situation of fulfillment and satisfaction in their police work.

The above analysis helps to identify the ability of women in the Soacha police force to handle high-pressure situations and experience a wide range of emotions, from sadness to satisfaction, indicating high emotional intelligence. This aligns with Salovey and Mayer's (1990) idea, that people with high emotional intelligence are able to manage their emotions effectively, allowing them to adapt to stressful situations and maintain emotional well-being.

MUESTRA HOMBRES 275											
MIEDO		TRISTEZA		IRA		ALEGRIA		SATISFACCIÓN		AVERSIÓN	
31.1% nivel 2	19.5% nivel 0	32.49% nivel 3	19.86% nivel 0	19.49% nivel 3	15.52 nivel 0	68.59% NIVEL 3	6.14% NIVEL 0	42.6% NIVEL 3	17.33% NIVEL 0	6.86% NIVEL 3	64.98% IVEL 0
36.5% nivel 3	9.4% nivel 0	37.91 nivel 3	14.08% nivel 0	5.05% nivel 3	60.29% nivel 0	30.69% NIVEL 3	17.33% NIVEL 0	70.76% NIVEL 3	5.05% NIVEL 0	28.16% NIVEL 3	25.99% NIVEL 0
18.41 nivel 3	30.32% nivel 0	16.47 nivel 3	40.79% nivel 0	3.25 nivel 3	54.15% nivel 0			55.6% NIVEL 3	6.86% NIVEL 0		
18.05 nivel 3	30.32 nivel 0	11.91% nivel 3	34.66 nivel 0	3.97% nivel 3	55.79% nivel 0						
5.42 nivel 3	52.35 nivel 0	26.35% nivel 3	25.99 nivel 0	9.39 nivel 3	21.3% nivel 0						
16.97 nivel 3	23.83% nivel 0	48.01% nivel 3	13% nivel 0	16.25% nivel 3	32.49 nivel 0						
MIEDO		TRISTEZA		IRA		ALEGRIA		ADVERSIÓN		SATISFACCIÓN	
9.2 Experimenta dificultades en el desarrollo de sus actividades laborales y personales debido a sus dificultades en su salud física?		12.¿Le generan preocupación los casos de corrupción que se presentan dentro de la institución policial?		14.¿Le incomoda cuando le hacen sugerencias sobre aspectos que debe mejorar en su servicio de policía?		19.¿ Siente agrado cuando logra generar un impacto positivo en la seguridad y tranquilidad de la comunidad?		21.¿ Siente rechazo para expresar o vivenciar su sexualidad ?		24.¿ Se siente orgulloso después de realizar un cumplimiento o resolver una situación difícil para éxito en su servicio de policía ?	
				15.¿ reacciona con exaltación cuando se enfrenta a agresiones verbales por parte del personal de la institución?							

Table 4. Percentage distribution of emotions in uniformed men who are members of the Metropolitan Police of Soacha. In original language Spanish

4.3 Analysis of emotions of the men of the Metropolitan Police of Soacha

The results obtained from the male participants were particularly revealing. It is important to note that, in this survey, men constituted the majority, with a total of 277 participants, which represented 72% of the total population. Table 3 below shows the key findings related to each emotion experienced by male participants:

Fear: In the context of uniformed men, 52.33% said they had no difficulty making the right decisions in immediate reaction situations. Only 5.42% reported problems making decisions in

their daily work, indicating that most felt changes in emotions preventing them from harassing decision-making in the police field.

Sadness: Among men in uniform, 40.79% experienced feelings of incapacity, sadness and despair in the face of negative results where the institutional image is affected. 9.4% said they balanced composure in the control of emotions in their work and personal environment.

Anger: In the aspect of anger emotion, 60.29% of men did not reflect discomfort with orders to improve their police service; while 3.5% did express dissatisfaction when their police work is not recognized by citizens. This suggests that most men, despite the circumstances, are willing to the suggestions given and do not disagree with the drifts of their work.

Joy: In the category of emotion "joy", 64.98% of the respondents showed satisfaction for generating an effective and efficient impact on the requirements of the community. 6.86% did not experience pleasure in some circumstances; however, they reflect a high degree of motivation to attend the calls of the community.

Aversion: Regarding "aversion", 64.98% of men do not experience taboos that prevent them from expressing their sexuality, however, 6.14% do feel rejected by society. This indicates that the majority of men are stable and respected with their sexual orientation in the police context, although there is a small number who still do not reflect being clear about the manifestation of their feelings for fear of being rejected.

Satisfaction: In the "satisfaction" category, 70.76% of men say they are satisfied and proud to wear the uniform and leave the institution high. In contrast, 5.05% did not experience this emotion; due to the fact that a degree of nonconformity is evidenced by the impotence of not being able to ascend to the higher grade, manifesting dissatisfaction.

Male public officials also expressed the emotion of fear with a percentage of 36.5% in the understanding when they were asked do you think that your work in the national police frequently puts your personal safety and that of your family at risk?, as a result of this question the scenarios or emotional events of greater presence in their interventions, He highlighted the high frequency with which police officers have to sleep away from home, participate in high-risk devices or perhaps receive threats for their different interventions in police motives, against violators of the norm.

The male uniformed participants also in the question They experience helplessness, nostalgia and decay when they lose a loved one or co-worker showed an emotion of sadness with a percentage of 37.91% of the interventions that require the use of the muzzle (shooting) and the death of a colleague. It should be noted that this group of uniformed male participants demonstrated a good level of management of the emotion of anger, despite the fact that this basic emotion can be more frequently addressed by the contexts of intervention, demonstrating as a result that 60.29% of the men do not generate discomfort with the suggestions on aspects that should be improved in their police service dictated by their superiors. While only 19.49% tend to be upset by not being able to effectively resolve an event related to the police service. This reflects that most are open to feedback and do not get angry easily when the citizen does not comply with the police order given by them.

The distribution of emotions reflected differences between men and women in the service. Women, although fewer in number, showed a remarkable ability to handle high-pressure situations (41.6% without difficulties in quick decisions) and expressed a wide emotional spectrum, from sadness in the face of losses (45.4%) to satisfaction in their work (74%). This suggests remarkable emotional resilience, as well as possible increased susceptibility to the emotional effects of police work.

Men, making up the majority of the body, also showed strengths in decision-making under pressure (52.35%), but exhibited a different range of emotional responses, such as a lower tendency to experience satisfaction in their job (70.76%) compared to women. This may reflect differences in the perception of work and in emotional management.

This can be enriched by the application of Salovey and Mayer's (1990) theory of emotional intelligence. This theory proposes that emotional intelligence includes the ability to accurately perceive, value, and express emotions; the ability to access and/or generate feelings when they facilitate thinking; the ability to understand emotion and emotional knowledge; and the ability to regulate emotions in oneself and others.

The variability in emotional responses between men and women in the police field can be influenced both by social and cultural factors, such as gender roles, and by individual differences in emotional intelligence. Integrating emotional intelligence into training and professional development programs is critical, as it can significantly improve police officers' ability to manage stress, make effective decisions, and foster healthy interpersonal relationships within the community. This approach is consistent with Salovey and Mayer's (1990) theories of emotional intelligence, which emphasize the importance of recognizing and managing emotions in oneself and others.

In summary, the labor demand that the uniformed members of the national police are immersed in determines their relationship with the community day by day, and shows that it is the officials of the national police between men and women who must assist as guarantors of human rights, in all scenarios of citizen participation. This interaction has a direct influence by generating different emotions that can cause an appropriate or inappropriate response in uniformed officers when they are faced with complex scenarios or situations of pressure, risks, moments of difficult overcoming (death of family members, friends or co-workers, among others). Therefore, it is important to recognize individual capacities and to be able to develop skills that are in accordance with the needs of each police service, thus providing the uniformed members of the National Police with tools to effectively deal with different situations in which they are exposed during the development of their official duties.

4.4 Discussion

The results of this research show a broad and complex panorama of the emotions experienced by members of the Metropolitan Police of Soacha. Through a differential analysis between genders, emotional patterns are highlighted that reflect both strengths and challenges in the emotional management of police officers in contexts of high emotional demand. Of the 352 police officers surveyed, 78% were male and 22% female, which allows a significant comparison

to be made between the two groups to understand how the emotional experience varies according to gender in police activity.

4.4.1 Fear Emotion

In the analysis of the emotion of fear, it is observed that 52.3% of men and 41.6% of women do not have difficulties in making correct decisions in situations that require an immediate reaction, reflecting a remarkable ability to manage the stress inherent in their work. However, 36.5% of men reported constant concerns about personal safety and that of their families due to their role in the police, while this concern was lower among women. This difference may be influenced by the social and family context in which they operate, where men could assume a greater responsibility for protection in the family sphere. These findings suggest that the emotion of fear is present in police practice, but that the way it is dealt with varies significantly between genders.

4.4.2 Emotion of Sadness

Sadness was another emotion of great relevance, especially among women, of whom 45.4% expressed feelings of helplessness and decay in the face of the loss of colleagues or loved ones, compared to 37.9% of men. These data reflect that, although both groups experience sadness, women seem to have a greater predisposition to feel emotional affectation in situations of loss, which could indicate a stronger emotional bond with their peers and a greater sensitivity to loss. However, a small percentage in both genders, 7.8% in women and 9.4% in men, reported not feeling sadness in these circumstances, indicating individual differences in the way they experience and express this emotion.

4.4.3 Emotion of Anger

Anger represents an emotion that police officers face due to the demands and stresses of their job. In this study, 60.3% of men and 62.3% of women showed no discomfort when receiving suggestions on how to improve their police service, indicating a favorable disposition towards feedback and moderate control over the expression of anger. However, 2.6% of women and 3.5% of men did react angrily to criticism or suggestions, reflecting a sensitivity in a small group that could benefit from anger management interventions and communication skills. This anger control is important, as it relates to the ability of police officers to act professionally and avoid unnecessary conflict in their daily interactions.

4.4.4 Emotion of Joy

Joy was one of the positive emotions evaluated, and its results highlight the satisfaction of the police officers in fulfilling their role in the community. In this category, 62.2% of women and 64.9% of men reported feeling joy when they saw the positive impact of their work on community safety. This data is relevant, as it shows a high degree of motivation and satisfaction in both genders, which is essential for well-being at work. However, a small percentage, 2.6% in women and 6.9% in men, indicated not experiencing joy, which could be related to particular situations at work that negatively affect their perception of it. This suggests that, although most police officers find satisfaction in their work, there are external or internal factors that can influence the reduction of this positive emotion.

4.4.5 Emotion of Aversion

Aversion was also assessed in relation to personal experiences, such as the expression of sexuality. The results show that 66.2% of women and 64.9% of men do not experience significant barriers to expressing their sexuality. However, 10.4% of women and 6.1% of men reported feeling rejection or discomfort in this aspect, which could be influenced by social perception and prejudices present in the work environment. These findings underscore the need for an inclusive and respectful work environment, which allows police officers to express their identities without fear of judgment or discrimination.

4.4.6 Emotion of Satisfaction

Job satisfaction is a crucial indicator of well-being and work motivation. In this aspect, women show 74% satisfaction, expressing pride in successfully completing challenging tasks, while in men this percentage is slightly lower, with 70.8%. This difference, although small, suggests that women may have a more pronounced perception of achievement and accomplishment in their role, which can be beneficial for their resilience and permanence in the workplace. However, in both genders, a small percentage (5.2% in women and 5.0% in men) do not experience this satisfaction, which may be linked to external factors such as lack of recognition or limitations in opportunities for professional growth.

In general, the results of this research reflect a significant variability in the emotions experienced by the police officers of Soacha, differentiated both by gender and by individual factors. Women, although in smaller numbers, show a remarkable ability to manage high-pressure situations and greater satisfaction in their work, which may be related to greater emotional intelligence. Men, on the other hand, tend to handle decision-making well under pressure, but experience less satisfaction compared to their female colleagues. This analysis underscores the importance of developing gender-specific emotional support programs that address particular emotional needs and strengthen emotional intelligence skills in police officers. By promoting a healthier, more emotionally balanced work environment, the institution can improve the well-being of its members and, ultimately, the quality of service provided to the community.

5. Conclusions

The results of this research reveal distinctive emotional patterns among members of the Soacha Metropolitan Police, highlighting important differences in the way men and women manage and experience their emotions during the exercise of their duties. Female police officers demonstrated a high ability to handle high-pressure situations, with 41.6% of them indicating ease in making quick and correct decisions. In addition, they express an emotional range that goes from sadness in situations of loss (45.4%) to a remarkable satisfaction in their work (74%), which suggests an emotional resilience that contributes positively to their performance. In contrast, men, although they also show strength in decision-making under pressure (52.3%), have a lower tendency to experience job satisfaction (70.8%), which could be linked to variations in the perception of work, gender roles and personal expectations. These results indicate that

emotional support strategies should be designed considering these particularities to effectively address the specific needs of each gender.

Fear is revealed as a constant emotion in the police service, particularly among men, of whom 36.5% expressed constant concern for their safety and that of their families, which could reflect an additional emotional burden derived from their sense of responsibility in the family environment. This finding suggests the need to implement specific intervention programs that provide tools to manage fear in high-risk contexts, thereby strengthening resilience in the face of perceived threats and improving their overall well-being.

Service satisfaction is an important motivational factor in both genders, with a slight difference between women (74%) and men (70.8%). This finding highlights the importance of reinforcing motivation through recognition and support strategies, helping to balance the perception of achievement and contributing to the overall well-being of agents. In addition, the positive disposition towards feedback, demonstrated by 60.3% of men and 62.3% of women, shows that most police officers react well to criticism and are comfortable with suggestions to improve their performance. This receptive attitude is a solid basis for implementing emotional intelligence development programs that optimize the emotional management skills of agents, especially in situations of stress and conflict.

The findings of this study highlight the importance of designing personalized emotional support and well-being programs that consider gender differences and the individual particularities of police officers. While women could benefit from initiatives that strengthen their resilience to situations of loss, men would benefit from specific programs to reduce the impact of fear and safety concerns on their performance. The inclusion of training in emotional intelligence, stress management techniques and self-care strategies would favor not only individual well-being, but also a healthier and more efficient work environment.

Overall, the analysis of the emotions experienced by the agents of the Metropolitan Police of Soacha highlights the need for a comprehensive intervention that prioritizes mental health and emotional well-being in the institution. By recognizing and addressing the different emotional patterns and their implications for police work, the Colombian National Police has the opportunity to improve both the quality of its service and the satisfaction of its officers, favoring a more positive perception of safety in the community. The development of targeted emotional support policies and intervention programs will strengthen police resilience and performance, enabling them to fulfill their mission ethically and effectively.

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