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## An empirical study of the socio-demographic profile as a determinant of the level of motivation and training among the employees of the Ministry of Internal Affairs

Original article

Irena Todorova<sup>1</sup>, B-D

[ORCID !\[\]\(faf942dc3e59ce8eb64b4ac481eca7e0\_img.jpg\) 0009-0003-6278-7216](https://orcid.org/0009-0003-6278-7216)

A – Research concept and design, B – Collection and/or assembly of data, C – Data analysis and interpretation, D – Writing the article, E – Critical revision of the article, F – Final approval of article

<sup>1</sup> Vasil Levski National Military University, Bulgaria

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### Abstract

**Objectives:** The article presents the eternal relevance between the socio-demographic profile as a determinant of the level of motivation and training among the employees of the Ministry of Internal Affairs (MIA). The main goal of the author is to determine that the measured socio-demographic profile allows the Ministry of the Internal affairs to adapt and continuously improve the models for management impact according to the changing socio-economic reality. The variety of activities carried out by the state administration determine its complex organizational structure, which implies the involvement of employees of different working ages and with different professional competence.

**Methods:** The scientific methodology used is a combination of a theoretical review of the issue, a critical scientific review and the presentation of new scientific advances in the world of practice in terms of motivation and training.

**Results:** The self-renewal rates in the Ministry of Internal affairs achieved with new employees are satisfactory.

**Conclusions:** The author is aware that this is a repeatedly researched topic and it is in the last part that a novelty of an applied-practical nature is definitely found. Dynamic socio-economic changes, life in crisis situations and the need for timely adaptation of public organizations to the changing environment necessitate a new approach to the problems of measuring the socio-demographic profile of employees.

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**Corresponding author:** Irena Todorova, PhD student, Vasil Levski Military University, Bulgaria; research interests in national security, administration and human resource management; email: [todorova.i2020@gmail.com](mailto:todorova.i2020@gmail.com)

## **Introduction**

The specificity and variety of activities carried out by the state administration determine a complex organizational structure, which implies the involvement of employees of different working ages and with professional competence in different areas. At the same time, increased requirements regarding your professional competence, skills to work in a tense and dynamic environment, and discipline have been added to civil servants. It is this motivation and training that are key factors in the formation of competent behavior aimed at complying with the definition of values: legality, preservation and protection of human life, respect and respect for the dignity and rights of citizens, honesty, correctness, competence and responsibility.

The most important factor for any organizational unit is the human resource with its personal qualities and professional skills. The strategic perspective of the organization depends on his competence, willingness to learn and future development potential. The motivation and behavior of the individual can be effectively changed in the way of supporting the desired reactions and ignoring the unwanted ones, and the conscious impact in the human resources management process favors their effective use and development.

Given this, the motivation and training of human resources in the Ministry of Internal Affairs have a key influence on the way employees perform their official duties, support the subjective need for lawful behavior, increase the sense of professional competence and public necessity of the profession and prevent the manifestation of corruption.

### **1. Conducting the empirical research to determine the socio-demographic profile among the employees of the Ministry of Internal Affairs and its projection on motivation and training**

The motivational profile of the personnel in the organizational unit reflects the degree of motivation under the influence of the set of motivational factors that have been used. It is a complex picture characterizing the state of satisfaction of the staff's needs, with the aim of diagnosing existing motivational problems that arise from the staff's dissatisfaction with individual motivation. (Shopov, D., Margarita Atanasova et al., 2002)

The methodology for studying and researching the motivation for work and human activity in Bulgarian conditions is described in by Yosif Iliev, Dimitar Shopov, Margarita Atanasova, Elitsa Petrova and other Bulgarian authors. The main objectives of the interpretation of the empirical research are to establish the real age status, level of motivation of the staff, level of training to identify measures to improve the motivation of human resources in the Ministry of Internal Affairs and to improve the process of increasing professional qualifications and training. "Motivational factors are impacts that the management uses and applies to affect individual behaviour on the labour market and in daily routine." (Petrova, 2017)

A questionnaire survey was conducted in writing and individually by each participant. It is explained to the participants in advance that the survey is of a research nature and will not lead to negative consequences for them and their work. The classical method used for conducting sociological research, namely an interview in the form of a questionnaire survey, also allows to take into account the attitude towards conducting such research among the

respondents. The analysis of the results is supported by the application of a package of mathematical and statistical methods and programs. The specifics of police work, responsibility and motivation for work are reported.

The empirical study was conducted through a survey card distributed between 62 police officers in the Ministry of the Internal Affairs. The survey was conducted in the period April - June 2022. The object of the study are the employees of the Security Police, whose official duties are related to road control activities.

The following types of analysis were used in the scientific study:

- variation analysis,
- comparative analysis,
- graphical analysis,
- correlation analysis.

A statistically significant difference between groups is considered to be one in which the Asymp. Sig. is less than the specified alpha error ( $\alpha$ ) of 0.05 in the benchmark.

The sample was analyzed using SPSS 21.0 for Windows. The obtained data were processed using the computer statistical program for the analysis of information from empirical statistical studies, which allowed their interpretation.

## **2. Statistical processing of the experimental data**

Missing data were preliminarily removed using the data imputation method embedded in the SPSS platform. 62 employees of the Ministry of Internal Affairs were surveyed. Four of the respondents filled in or filled in incorrectly the questions with a ranked answer.

The socio-demographic profile of the respondents visualizes the following feature - unevenness in the distribution according to gender of the respondents - 84.61% of the respondents are men and 16.39% of the respondents are women, which can be explained by the specifics of police work.

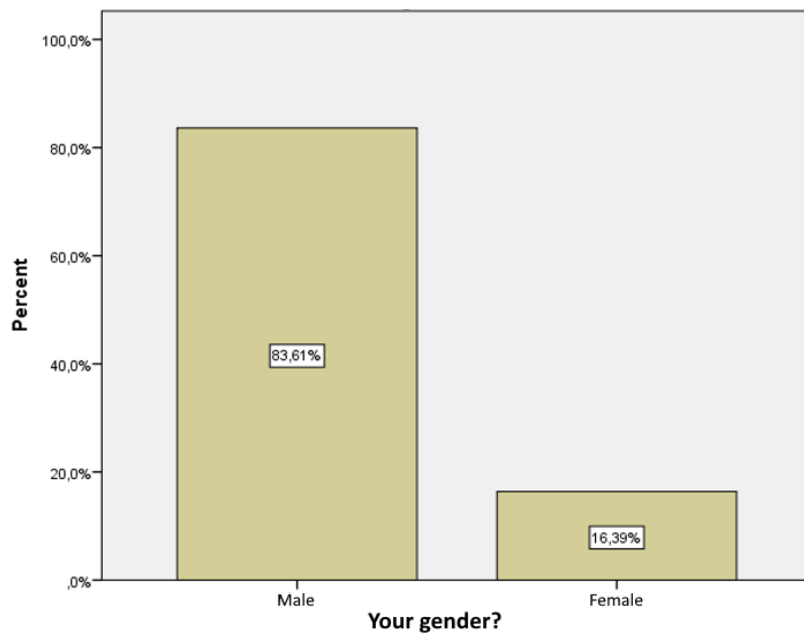


Fig. 1: Distribution of personnel by gender.  
Source: Own processing.

Regarding the age structure, we find very high accumulations in the third interval, high in the second interval and lower frequencies in the first and fourth, i.e. persons between the ages of 51-50 form 43.55% of those surveyed and employed in the district, persons between the ages of 31-40 form 35.48%, those aged 20-30 represent only 17.74% and persons over 50 form 3.226 % of respondents.

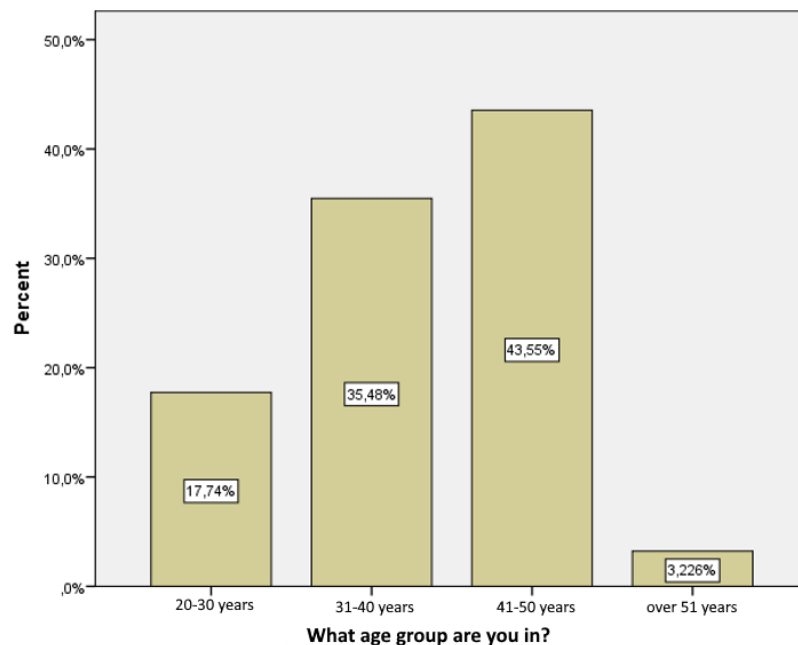


Fig. 2: Distribution of personnel by age.  
Source: Own processing.

The educational profile of the researched shows a greater presence of persons with higher education - 67.21%, followed by persons with secondary, secondary special or semi-higher

education - 32.79%. The nature of police work and the powers provided for the realization of a sanction in administrative proceedings impose the need for professional competence in daily activity. For this reason, there is a staff-wise preponderance of positions that should be filled by persons with higher education compared to those to which employees with secondary education can be assigned.

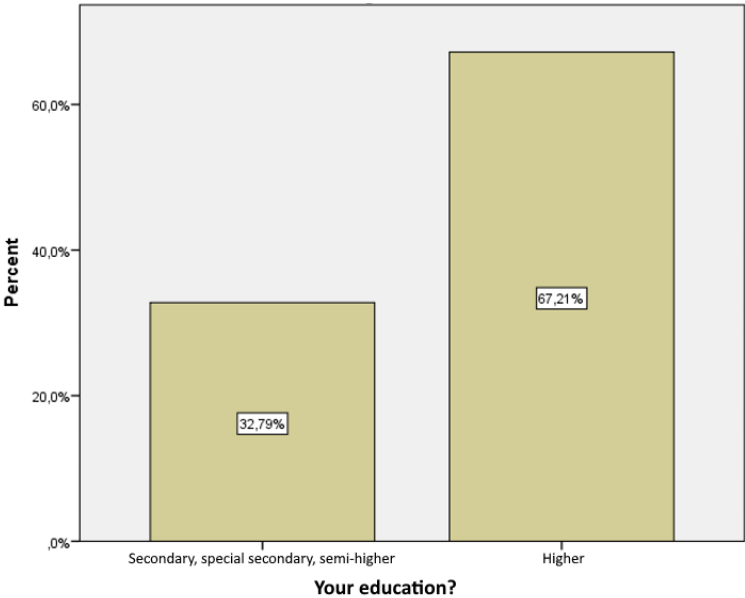


Fig. 3: Distribution of personnel by education.  
Source: Own processing.

In the category - job status, there is the highest percentage of persons occupying junior executive/junior expert positions - 45.9%, followed by executive staff - 39.34% and management employees - 14.75%. It can be summarized that the structure of the staffing framework is optimized considering the executive/management ratio.

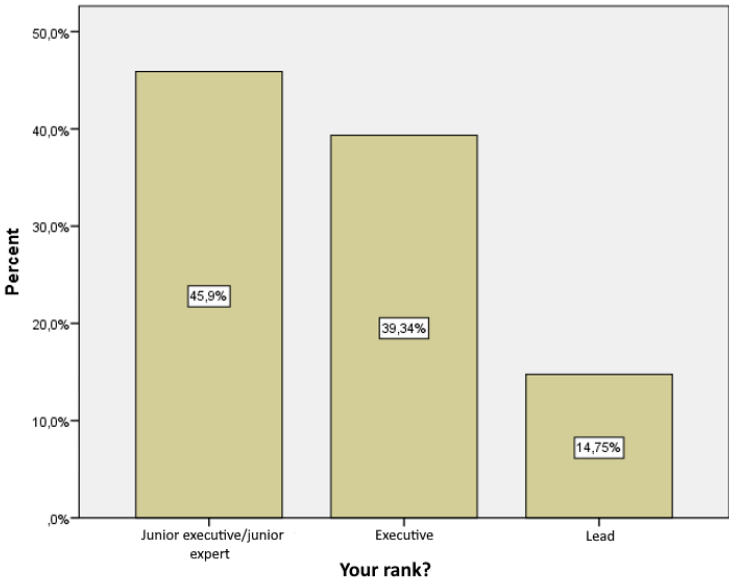


Fig. 4: Distribution of personnel by job status.  
Source: Own processing.

Regarding the distribution of employees according to the seniority criterion in the system of the Ministry of Internal Affairs, the highest high percentage of persons with 11-20 years of service is found - 40.98%, followed by persons with more than 20 years of service - 32.79% and persons with 6-10 years – 8.197%. The relatively high percentage of employees with up to 5 years of experience – 18.03% – is striking, which shows that efforts are being made to renew the system, taking into account the need for continuity, without this happening at an extremely fast pace.

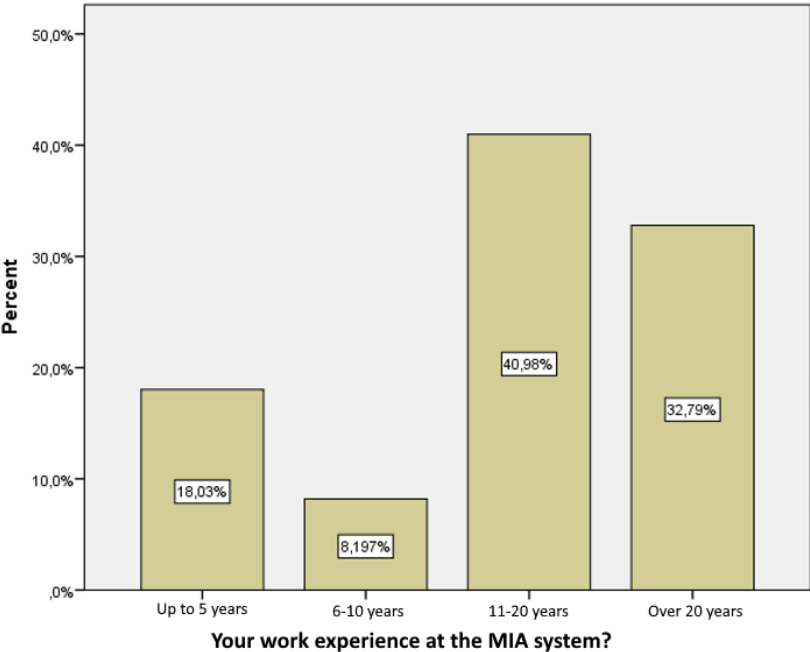


Fig. 5: Distribution of staff by length of service in the system.  
Source: Own processing.

**Conclusion**

Dynamic socio-economic changes, life in the conditions of crisis situations and the need for timely adaptation of public organizations to the changing environment impose the need for a new attitude to motivation and its importance for the successful coping of the individual with the changing

Motivation and training are constant processes. People are motivated and trained based on what they expect to happen as a result of some action or behavior on their part. The conducted empirical research proves the sustainability of the MIA system. The self-renewal rates achieved with new employees are satisfactory. This shows that the established system for motivation and training of personnel is functioning. The measured socio-demographic profile allows the Ministry of Internal Affairs to continuously adapt and improve the models for management impact according to the changing socio-economic reality.

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