

Content Analysis

Code 1: Cultural norms and public expectations

“When the abnormal death happens ... I couldn't help feeling down. But I don't think it should be blamed on my job. Actually, I prefer to believe that most of us would be upset in this situation.” (p.2)

“When we receive an alert, we do not make a preconceived judgement on whether it is an incident, a criminal case or a non-criminal case. But we would go to the scene with the highest standard and we will be prepared for everything.” (p. 3)

“I don't want to go into ideological stuff. But you are also Chinese citizens so you must know, that the authority wants the CCP members to serve more. You need to serve people, heart and soul. So ...We don't often say... I need something. Instead of ... I should put something out to the surroundings, to the people I met, to the residents or the tourists. I think authority plays a role here.” (p. 6)

“Hmm...I think to meet outside expectations is not very difficult. But you need to work for it ... I think it is not a very hard thing. It is not very hard, but you need to put your heart inside.” (p. 7)

Based on my previous literature review, I attempted to testify if the cultural norms and public expectations still contribute to police officers' emotional labour in a radically different context. Each excerpt selected from the interview relates to the themes of cultural norms, public expectations, and emotional labour in policing. They provide insights into how these factors influence the work ethics and actions of police officers in their profession, aligning with the literature referenced.

Code 2: Lifestyle

“I have been working for no more than...two years...I will process my emotions and feelings when I am off duty. I will do exercise, and some books, and you know, watch TikTok. Or do something, to see a movie or something.” (p. 6)

“I think it is relatively common for senior police officers. They will use alcohol, coffee, cigarettes or something to deal with their emotions and stress.” (p. 6)

“Actually, they (senior police officers) want to do some exercises. Sometimes they may be too occupied by their work, so they go to the gym seldom.” (p. 7)

Based on my previous literature review, the above excerpts aligned with Manzoni and Eisner's (2006) observations: senior police officers generally consume more alcohol and cigarettes to deal with their stress and emotions. Comparing the lifestyles of junior and experienced police officers directly captures the stress that accompanies prolonged policing and indirectly reflects the emotional labour that they endured.

Code 3: Gym

"As everyday routine, I get up at nearly seven o'clock. And then I would like to have a morning exercise. Our job needs some fit body." (p. 2)

"Yes. We have a gym in our police station. Yeah, it is not very big. But it is enough for me at least. It is enough for me to do some exercises. Like to run and to do something basic." (p. 7)

"They (senior police officers) will go to the gym and do some exercise. Such as playing ping pong or just running. Or just do something to strengthen their body." (p.7)

Gym is a worth-noticing and unexpected topic emerging after my interview. The above excerpts indicate the dual significance of the gym in the police workplace: on the one hand the gym provides a space for police officers to relieve stress through exercise and social sport (ping pong). On the other hand, an accessible gym is essential for police officers since the job requires them to keep fit. Therefore, it is meaningful and potential to include investigating gym when studying stress in policing issues

Code 4: pronoun

"We will target ... As I am covering, new forms of Internet crime, as well as drug-using prevention advertising ... Therefore we still have a lot of chances to interact with residents in our citizens." (p. 5)

"When we encounter this kind of situation, the first challenging thing is ... is not handling the victims. We don't need to handle them ... We have to move fast. We have to track the money and the flows, which is challenging." (p. 5)

"We have officers coming from psychology disciplines." (p. 8)

Throughout this interview, the interviewee's excessive use of "we" rather than "I" is especially pronounced when referring to his work. I assumed in a Western Context, police officers would use more "I/my/me" in their language. For example, the third excerpt would be "My colleagues coming from psychology disciplines". The use of

language and the choice of pronouns reflect the nuanced difference between Policing in China and Policing in the West: Chinese culture does not contain Western individualism, thus police officers' performance in groups or cooperations is more valued, and they are expected to be a good part of the police force.

The implications of this difference for policing stress and emotional labour are complex and worth further research: On the one hand, this work culture may enable police officers to more focus on collective goals rather than themselves and be less concerned with the emotional labour that arises from policing. Therefore, emotional labour may less influence them. However, on the other hand, it is also possible that collective culture overlooks the feelings and well-being of the individuals, thus negatively affecting the physical and mental health and performance of police officers.

Word Count:

Original Analysis: 404

Interview Excerpt: 500