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FACULTY OF EDUCATION

ORAL EXAMINATION

Chisen Goto

FOR THE DEGREE OF

DOCTOR OF EDUCATION

EdD

Thursday, May 19, 2016

SFU Burnaby, Discovery 1 Room 3025

at 9:30 AM

EXAMINING COMMITTEE

Chair: Dr. Charles Scott

Senior Supervisor: Dr. Carolyn Mamchur

Member: Dr. David Kaufman

Internal/External: Dr. Stephen Smith

External Examiner: Dr. Wayne Hanewicz

Integrated Studies and Philosophy, Utah Valley University
Understanding Intersubjective Perceptions of Respect in Policing

ABSTRACT

This phenomenological study aims to provide a deeper understanding of respect in the Royal Canadian Mounted Police (RCMP), led by the interest and mandate to include culture of care within the organization. Twelve (12) employees were interviewed to determine individual perceptions and experience of respect, and to explore if there were differences in their perceptions, based on motivational patterns and purpose orientation. The Myers-Briggs Type Indicator (MBTI) and the Human Relations Incident (HRI) instruments were used to examine attitudes, motivational patterns, purpose orientation and perceptions of self and others.

The majority of individuals in this study, as measured by MBTI had, Sensing-Thinking-Judging (STJ) and Guardian (SJ) values and motivations, consistent with other studies of police personnel studies. Self-identification of the participants’ role, based on the HRI, was guardians of the law.

All participants expressed having experienced both respect and disrespect. Descriptions of respect included the ability to communicate, integrity, honesty, self-awareness, in addition to treating others as you would like to be treated. Empathy and compassion were also mentioned by interviewees who differed in values and motivations from the majority of the interviewees. Respect was also described as being earned through experience, service, knowledge and merit. In contrast, the organizational definition of respect does not include merit.

This study investigates perceptions of respect within the RCMP, however the findings have broader implications for law enforcement, where there is a growing disconnect between service providers, the public, and the organization. At a policy level, hiring, training and managing of their human resources may have a direct influence on the attitude, perceptions and interpersonal interactions of their employees. When there is a paradox between core values and perceptions of respect, there exists a possible point of conflict and dissatisfaction from the service providers and the recipients of their services. This dissertation examines how a more respectful and helping, people-oriented workplace and workforce can be achieved through training and education, by the process of reframing employee’s perception of respect and aligning an organizations culture and mindset to support and understand that there are multiple ‘truths’ of respect.

Keywords: respect in the workplace; MBTI; meaning making; definition of respect, HRI.

Academic Record

2006 - Master of Arts, University of British Columbia
1998 - Bachelor of Arts, Simon Fraser University

Professional Experience

2014 - Present Crime Analyst, Royal Canadian Mounted Police (RCMP)
2010 - 2014 Knowledge Management and Program Development Coordinator, RCMP
2003 - 2014 Criminal Intelligence Analyst, RCMP