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General Public Perception Regarding Police Department and Factors That Influence Police Image in Public: A Case Study of District Kasur, Pakistan

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ARTICLE DETAILS	ABSTRACT
History: Accepted 7 April 2018 Available online 31 December 2018	This study was attempted to investigate the general public perception about police department and factors that influence them perception. Policing is a major controlling part of citizen and is necessary for modifiable their behavior, controlling crime and protecting the citizens. The objective of the study is to identify major factors which influence police image in the public. The study was conducted among 250 citizen of district Kasur using a five-point Likert scale structured questionnaire. The researcher used multistage simple random sampling. The respondents of the study were advocate, doctor, labour, student and businessman. Results revealed that corruption, favoritism, political interference, bad behavior of police personnel, lack of accountability and misuse of power by police department are influence public image and they considered that police department only took action when FIR was registered by economically or politically strong people of the city. Study found that police department doesn't have any monitoring system and people can get job after giving bribe. Study concluded that there was a small number of respondents who had to pay bribe to police department for their illegal activities but majority considered that police was a major corrupt department. They study suggested that police department should be hold a meeting with public to reduce their misperception and when police went to investigation any place, it should be humble and respected. Police should took under accountability and improve recruitment system with high merit so that Pakistan can compete with international level of policing. Study also suggested that police should take action on FIR without any social status and should be write FIR without any lame excuses and bribe.
Keywords: General, Perception, Behavior, Political, Accountability	
JEL Classification: I30, K42, K49, O17	
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1. Introduction

Policing is an important part of human life and has vital role for modifiable social attitude, focus on crime and defending the people of the city or country (Newburn, 2003). People trust them when they discharge their responsibilities, with equality and justice. Trust is the first step for this department to earn legitimacy from the public. This department is always recognized to be the helper of the nation. Like other departments corruption is dominated in police department and becoming the reason of many social ills and decreasing the trust of public. Crime rate can be controlled and reduced with the help of operative police system. When an institution is charged with dishonestly and don't act with legally, then ultimately citizen bears. Around the world, especially in developing countries, corruption is being become dangerous problem. It is a vast action that almost disturbs every sector of the society. It is human nature to get more and more so because of this nature they hope and show greed. And sometime they choose illegal and immoral way to achieve their greedy desires. It is considered that corruption is a universal phenomenon. It is dominated in all sector of the society including governmental or private, in advanced countries as well as developing even in nonprofit and charitable organizations. It is considered that corruption is a major hurdle of economics development process in any country commonly developing countries.

Involvement in robbing of drug dealings, transmitting of smuggling goods into the specific accounts of officers, tempering FIR, provide drug to influential citizen, save a corrupt officer are famous way of corruption in police department. Misuse of any position by anyone included societal, ethical, religious or political. Behavior of one's authority that crosses his limits can be called as corruption. The word —police corruption‖ has been used to explain numerous actions: violence; bribery and brutality; destruction and fabrication of evidence; favoritism and racism (Newburn, 1999). It is common in recruitment system of police department that people can get job after giving some bribe to bosses. Officers also involve in this crust and give money as bribe for unjustified promotions (Richard, 2009). Corruption in police department is one of the huge hurdles to good governance since it sabotages the fight against crime, disorder and effective protection of property (Kumssa, 2017). Abusing of untrusted power for personal benefit is unfortunately endemic in Pakistan (Javaid, 2010). In Pakistan, there are many types of corruption like widespread financial and political corruption, nepotism and misuse of power (Chene, 2008). Values and moral of the society are responsible of the level of corruption in the society (Vittal and Mahalingam, 2004:237. There is a little evidence that people feel shameful on their corrupt action which becoming the reason of increasing this unfair action. According to one estimate the loss made to the national exchequer is over Rs. 200 billion per annum (Javaid, 2010). There are some sectors which are famous in corruption. Their names are following

1. Power Sector
2. Tax and Customs
3. Police and Law Enforcement
4. Judiciary and Legal Profession
5. Health and Education
6. Land Administration

Police corruption can be clearly seen in the NCPS (national corruption perception surveys) that transparency international reports in Pakistan from 2002 to 2010. The result shows that police department is the most famous corrupt department of the country (Transparency International Pakistan, 2011).

Corruption is dominated in police department since a long time and made it worse and defective department. It is duty of police department to control and stop street crime but unfortunately police deviate and their royalty. It is lack of monitoring and less checking that police department created rooms for their corruption and evil business also in police station (Farahatullah, et al., 2015). It is called the corrupt police officer if one misuses one's authority and takes illegal benefits for individual and personal benefits Khalid (2009). A survey was hold in country which shown that low salaries, lack of merit and accountability were the reasons of corruption and their percentage also shared in table 1.1 (Javaid, 2010).

Table No. 1.3: TI – Survey on Causes of Corruption – Mega and Petty

Lack of accountability	31.68%
Low salaries	16.54%
Monopoly of power	16.43%
Discretionary power	12.61%
Lack of transparency	9.97%
Power of influential people	4.59%
Red tapism	4.28%
Other	4.9%

An encounter is a Pakistani, Indian, SriLankan and Bangladeshi euphemism used to describe extra judicial killings by the police or the armed forces of suspected gangsters or terrorists in gun battles (Mirza et al., 2015).

A fake encounter, it is commonly seen that police and armed forces killed the suspects, and set weapons near dead body to give justification in front of their officers and blamed that they shot them in self-defense even when they are either in custody and unarmed. Only the Punjab province killed one robber every day by shootout in different places and mostly was fake and staged. In 2012, 360 extra judicial killings have been recorded within 365 days (Munawar, 2013).

Constitution of Pakistan states that any law which is repugnant to fundamental rights of human beings is void and existing laws will be brought into conformity with the provisions of fundamental rights (Part 2, chapter 1. Article 8). Article 10 states that no person who is arrested shall be detained in custody without being informed, of the grounds of such arrest, nor shall he is denied the right to consult and be defended by a legal practitioner of his own choice. Article 10(2) states that every person who is arrested and detained in custody shall be produced before the nearest magistrate within a period of twenty four hours excluding the time for journey required to produce the arrested before the magistrate, and no person shall be further detained without the authority of the magistrate (First schedule, part 2, Article 10(4), constitution of Pakistan).

According to Barker and Carter “Any action by a police officer without regard to motive, intent, or malice that tends to injure, insult, trespass upon human dignity, manifest feelings of Inferiority, and/or violate an inherent legal right of a member of the police constituency in the course of performing police

work”.

It is commonly seen in Pakistan elites are in high beneficial position. It's commonly thinking of the people of Pakistan that laws are made and enforced only for the benefit of elite instead of common public. “VIP culture” in response to terrorism was a recently example of the statement (Rafique, 2004). It is commonly seen that VIP people receive high level of safety in compare to common man (Abbas, 2009). This action encourage the impression that police only serve the elite and provide security rather than messes (Imam, 2011).

2. Literature Review

Jackson et al. (2014) worked on their research paper entitled —Corruption and police legitimacy in Lahore, Pakistan. The objective of the study was the empirical links between people's experience of police corruption, their perceptions of the fairness and effectiveness of the police, and their beliefs about the legitimacy of the police. Their research design was Qualitative. They used interview as a tool of data collection. Their universe was the Lahore, Punjab, Pakistan. Their sample size was 450 included male and female. 46 of the total respondents were quite the interview due to less interest or shortage of time. Interview schedule was written in English and then translate in Urdu and Punjabi because 26 respondents was not understand English and Urdu. They used multistage random sampling. The response rate was 90%. The conclusion of their study was that Only a small number of minorities of the sample reported never having either paid money to a police officer or promised and favor to outlook their unlawful behavior and the majority of people reported either having sometime or many time paid money. Small proportions of people who agreed that police well trained to pursue criminals. Only 3% respondents of all were agree that police treats equally to everyone and 3% of respondents were agree that police respects people's rights. Their findings suggest that in a context in which minimal effectiveness and integrity is yet to be established, police legitimacy may rest not just on the procedural fairness of officers, but also on their demonstrated ability to control crime and avoid corruption.

Farahatulluah et al. (2015) worked on research on research project entitled —crossing the line: perception about police corruption in Khyber Pakhtunkhwa, Pakistan. The objective of the study was exploring the opinion of university students regarding police basic department and police personnel. The research type is quantitative and research design was questionnaire and they used likert scale to collect data. Their universe was social sciences department of Kahat university of Khyber Pakhtunkhwa. They chose 300 students for respondent out of 1329 students of social sciences departments. Their sampling technique was stratified and then systematic technique. The study concluded that in students opinion, police department was one of the most corrupt department and there lack of transparency since long which requires correction. The study suggested that there should be proper check and balance system, merit based recruitment, seminars and workshops for raising awareness and strict punishment to those who are involved in corruption.

Farahatullah et al (2016) worked on research project entitled “ Factor that influencing police image in public “ the objectives of research projects were to find out the factors which influence police image in public and their research design was quantitative. Their tool of data collection was questionnaire. Their universe was the faculty of social science of Kahat University. Their population was final year students of social science. They chose total 213 students as population and selected population was 138 with the help of Sekaran table. In their population they had chosen both genders male and female. Random sampling technique and stratified random technique were used. Their scale was Likert scale and their major finding was that most response dent view police as corrupt and considered police personnel

are biased, less in advance technology. These are the barriers of police performance. Present study concluded that police has been distorted their image due to corruption, lack of accountability, lack of training and less salaries. The study suggested that for better image is the public, the police force need to be reformed on modern lines. They should be proper check and balance on police personnel while misusing power. More and more incentives, better training and quality educated should be provided to police for improving their image in the public.

Akinlabi (2016) worked on his research project entitled —Do the police really protect and serve the public? Police deviance and public cynicism towards the law in Nigeria. The objective of the study was to observe the everyday problem of corrupt policing and other related abuses in Nigeria and how these deviant behaviors engender public cynicism towards the law? His universe was Logos East senatorial and his sampling technique was multistage sampling and Logos East senatorial was selected through random sampling. He collected data through cross sectional survey and his sample size was 462 respondent of the universe. The central focus of this study was to explore whether public experiences and perception of the police abuse, perception of the police corruption and procedural injustice translates to public cynicism towards the law in Nigeria. The study suggest that would be fundamental to police reform in Nigeria with specific consideration for police accountability, elimination of human rights abuses, improvement of police-public relationship, and promotion of normative and democratic policing.

3. Research Methodology

The research methodology in the chapter which explains research method of any study. Two types of research are used, Quantitative and Qualitative. Qualitative research use to examine natural phenomenon. It is used contextual study of any problem (Ritchie and Lewis, 2003). Researchers used quantitative research when he wants to study the relationship between two variables (Singh, 2007).

3.1 Participants

A cross sectional study was conducted from rural and urban areas of district Kasur, Punjab. During 1st April 2017 to 25 August 2017. About 250 citizen (male and female) were approached through multistage simple random sampling. At first step researcher collected the list of advocates from Kasur bar council and DHQ for doctors, businessperson, and labour and took data from them.

3.2 Instrument

After describing the aim of the study and inform consent, a pre structured questionnaire were distributed to the respondents, questionnaire was constructed with the help of various past studies (Baryal, 2015; Riaz, 2012; & warraich, 2004). Questionnaire was separated into two parts, first part asked for demographical information and second part consist of the questions on perception of police in our society, keeping in view variables and nature of research.

3.3 Procedure

Data analyzed by the using of SPSS WIN 09 for the descriptive and inferential statistics to fulfil the objectives of the study. Frequency and percentage used to describe the findings of research. And test were applied was T test according to the purpose of the research.

4. Results

4.1 Descriptive Statistics

Table 02, Descriptive statistics of overall public perception about police department survey (n=250)

This table showed different statements about the general public perception toward police and the factors that influence image in public, and the result show that, the most of the public perceived police officers were corrupt.

Statements	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I think corruption is the major problem in police department	189(75)	45(18)	9(3.6)	7(2.8)	0
I think police department is the most corruptive part of govt. institution	106(42.4)	122(48.2)	16(6.4)	3(1.2)	3 (1.2)
I think corruption in police department affect its role to crime prevention	128(51)	66(26.4)	40(16)	16(6.4)	0
I think police will force other people to give them bribe because of their unlawful behaviour	70(28)	105(42)	37(14.8)	38(15.2)	0
I think lack of transparency is one of the major cause of corruption in police	90(36)	125(50)	18(7.2)	14(5.6)	3(1.2)
I think lack of resources is the reason of corruption in this department	122(44.8)	87(34.8)	23(9.2)	24(9.6)	4(1.6)
I think recruitment system in the police department is not transparent, one of the major cause of corruption	94(37.6)	92(36.8)	44(17.6)	20(8.0)	0
I think corruption in police department is due to political interference	128(51.2)	93(37.2)	23(9.2)	6(2.4)	0
I think insufficient salary is also the reason of corruption	89(35.6)	69(27.6)	39(15.6)	46(18.4)	7(2.8)
I think police department doesn't have any monitoring system	180(72)	49(19.6)	18(7.2)	3(1.2)	0
I think lack of accountability increase corruption in the police department	107(42.8)	102(40.8)	16(6.4)	16(6.4)	9(3.6)
I think police is not answerable in front of their authorized persons like SHO	94(37.6)	70(28)	42(16.8)	33(13.2)	11(4.4)
I think police misuse their power in illegal activities	145(58)	78(31.2)	14(5.6)	10(4)	3(1.2)
I think Thana culture provide protection to offenders	84(33.6)	108(43.2)	33(13.2)	25(10)	0
I think Thana culture is one of the main cause of injustice	88(35.2)	66(26.4)	65(26)	31(12.4)	0
I think police personnel are involved in criminal activities	78(31.2)	132(52.8)	9(3.6)	25(10)	6(2.4)
I think police doesn't treat every citizen equally	118(47.2)	95(38)	27(10.8)	10(4)	0

I think police personnel in your area biased toward economically strong people	108(43.2)	73(29.2)	35(14)	27(10.8)	7(2.8)
I think police personnel refuse to investigate and arrest influential citizen	125(50)	50(20)	27(10.8)	38(15.2)	10(4)
I think police does not write FIR without excuses against any person	122(48.8)	83(33.2)	30(12)	15(6)	0
I think police personnel temper(change) police report (FIR)	79(31.6)	71(28.4)	41(16.4)	56(22.4)	3(1.2)
I think police officer threatened general public	73(29.2)	64(25.6)	24(9.6)	71(28.4)	18(7.2)
As a public I think people are not aware about their rights, and police make them fool easily	109(43.6)	75(30)	22(8.8)	34(13.6)	10(4)

As police is the most significant part of our society and play important role to protect society, but in Pakistan we face many issues in this department, like majority of 189(75%) people think that, corruption is the major problem in police department, and there are different factors that influence on image of police in society. The present study reveals that majority (120; 48%) age of respondents were 31 to 40 years that is similar to some previous study. People perception the most relevant factor of this study, majority of 122(48.2) respondent agreed on perceiving that police is the most corruptive institution of govt. and that is similar to the study of Khan (2015), majority of 128; 51% respondents strongly agreed that corruption in police department affect its role to crime prevention as similar to the study of KPK, and majority of 105; 42% respondent agreed on that they think police force other people to give them bribe on any unlawful act, there are many reasons of corruption in police department that society had opinion about. As majority of 125; 50% respondents agreed that lack of transparency is the cause of corruption, majority of 122; 44.8% respondents strongly agreed that lack of resources is the reason of corruption, majority of 94; 37.6% strongly agreed that recruitment system in the police department is not transparent, one of the major cause of corruption, majority of 89; 35.6% respondent strongly agreed that lack amount of salary is also the reason of corruption, majority of 128; 51.2% respondents claim that politicians interference is the major reason of corruption in police department, and majority of 107; 48.8% respondent strongly agreed to accountability that is also the cause of corruption in this institution, these reason were similar to the previous study of Aziz (2014). Monitoring is major task to check the progress in any department majority of 180; 72% respondent strongly agreed on that police department have no monitoring system which is similar to old studies, majority of 94; 37.6% respondents strongly agreed that police was not answerable to any officer for their actions like SHO. Majority of 145; 58% respondents had opinion that police misuse their power as shown in the previous study in Rawalpindi and Islamabad, Thana culture is also present in our society, and somewhere it also spoil police department. Majority of 108; 43.2% respondents agreed that Thana culture protect the offenders and majority of 88; 35.2% strongly agreed on that Thana culture is the reason of injustice in society because the work according to their own way without concerning of any authority according to the previous study of Hussain (2012). Police personnel refer to permanent, full time equivalents of police officer, majority of 132; 52.8% respondents agreed that police personnel were involved in criminal activities, and majority of 188; 47.2% respondents agreed that police doesn't treat public equally which is similar to the study of Lahore, majority of 108; 43.2% respondents strongly agreed on that police personnel were biased toward economically strong people similar to the research of Islamabad, majority of 125; 50% respondent strongly agreed that police personnel some time refuse to investigate and it is similar to the study of Lahore, As we know FIR is first investigation report, and public report to police for further procedure, majority of 122; 48.8% respondents strongly agreed on police department that they cannot write FIR

without any excuse, and majority of 79;36.9% respondents strongly agreed on that police personnel change the FIR because of long process of investigation and that is similar to the research work of jabbar (2014). Majority of 73;29.2% respondent strongly agreed on that police give threats to general public and majority 109;43.6% respondent strongly agreed on the awareness about the right of public, that people are not aware about their right and they easily make public fool which is similar to the study of lovens (2014).

4.2 Demographical Characteristics

Out of 250 respondents, 84% were male and 16% were female, 40.4% age of respondents was from 21 to 30, 48% respondent aged, and 11.6% were above than 40 year, 72.4 % of respondent live in urban areas and other 27.6% lives in rural area, 62.8% were married and 37.2% were single, 8.4% respondent were illiterate, 10% were educated at matric level, 8% were educated at intermediate level, 36.4% were at graduated, 33.6 were masters, and 3.6% were MPhil/PhD, 20% were occupied was advocate, 20% were doctors, 20% were students, 20% were businessman and 20% were labours.(table 1)

Variables	Categories	Frequency(percentage)
Gender	Male	210(84)
	Female	40(16)
Age	21 to 30	101(40.4)
	31 to 40	120(48)
	Above than 40	29(11.6)
Residential Area	Rural	69(27.6)
	Urban	181(72.4)
Material status	Married	157(62.8)
	Unmarried	93(37.2)
Family type	Nuclear	104(41.6)
	Joint	146(58.4)
Education	Illiterate	21(8.4)
	Matric	25(10)
	Intermediate	20(8)
	Bachelor	91(36.4)
	Masters	84(33.6)
	MPhil/PhD	9(3.6)
Occupation	Advocate	50(20)
	Doctor	50(20)
	Student	50(20)
	Businessman	50(20)
	Labour	50(20)

4.3 Testing the hypothesis:

Hypothesis 1:

Male are perceive more misuse of power in police department as compare to female

Null Hypothesis

There is no relationship between gender and perception about misuse power in police

Alternative Hypothesis

There is a relationship between gender and perception about misuse power in police

Table no. 4.57 : *T-test table of perception about misuse power of police and gender*

Gender	N	Mean	T	Df	Sig.
Male	210	29.39	-.992	248	.322
Female	40	30.88			

In the first hypothesis, researcher found out the relationship between the gender and public perception about misusing power in police. For this purpose researcher used the independent sample t-test. According to the alternative hypothesis there is a relationship between the gender and public perception about misusing power in police. And null hypothesis stated that there is no relationship between the gender and public perception about misusing power in police. The value of significance level of satisfaction variable is .322. Which approved the null hypothesis; there is no relationship between the gender and public perception about misusing power in police.

Female also perceive that police misuse his power like male's perception.

Hypothesis 2:

Closed relative perceive that police is less corrupt as compare to the respondent who have not any closed relative in police department.

Null Hypothesis

There is no relationship between closed relative and perception about corruption in police

Alternative Hypothesis

There is a relationship between closed relative and perception about corruption in police

Table no. 02: *T-test table of closed relative and perception about corruption of police*

Closed relative	N	Mean	T	Df	Sign.
Yes	63	25.00	7.758	248	.000
No	187	19.35			

In the first hypothesis, researcher found out the relationship between the closed relative and public perception about corruption in police. For this purpose researcher used the independent sample t-test. According to the alternative hypothesis there is a relationship between the closed relative and public perception about corruption in police department. And null hypothesis stated that there is no relationship

between the closed relative and public perception about corruption in police department. The value of significance level of satisfaction variable is .000. This approved the alternative hypothesis, which stated that there is a relationship between the closed relative and public perception about corruption in police department.

5. Conclusion

The study concluded that public perceived police department of our society is corrupt and they are not faithful in their duty, corruption in any institution of government destroy the society, it is a form of criminality, The research revealed that, the corruption in police department, political interference, bad behavior like give threats to common people and showing their power and authority of police personnel, lack of accountability, transparency and misuse of power in their illegal activities by police officer, personnel and entire department are influenced public and these factors create bad image of police institution in the society(public mind). Public attempt unlawful and criminal acts because they have image of corruption, that they give them bribe, and they agreed on that police asked for bribe for their illegal acts. Unfortunately police department treat people unequally, and the Thana culture also represent corruption somewhere because they provide protection to offender cause these criminals have reference of strong people, that is injustice with others. These police officers work according to their own way without concerning with higher authority, And this study present that there is no strong monitoring system and police personnel are not answerable to any authorized person like SHO. Lack of resources, salaries, recruitment system in the department that is not transparent, lack of accountability and corrupt officers that support economically strong people for their personal links with them, and political interference are the major cause of corruption. According to some people, police didn't write FIR by a common man and sometime people said that police write FIR by giving bribe and police took action of that FIR which was registered by politicians and other authorized reference. The study found that people considered that corrupt officer could not bring under accountability. The study concluded that there were a small number of people who had to give bribe to police department for their illegal activities but misfortunately a large number of people were strongly agreed that police was a corrupt governmental institute. The study found that public are not much aware about the right and duty of police, they make common man blockhead.

6. Recommendation

1. The study suggests that police should be held a meeting with public to decrease misperception because people consider that police is corrupt department.
2. The study suggests that police should be humble and polite with suspect at the time of investigation and don't forget human rights.
3. Police should service general public and public sectors rather than VIP culture and political interference.
4. Police should develop recruitment system and set a merit for new police personnel so that Pakistan can compete with international stander of Police and will respect of women.
5. Police should write FIR without any lame excuses and social status of public so that justice system should be embellished.
6. Police department should maintain accountability system and will ask about source of new purchasing property of police personnel.

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