

# Determining Factors for Image of Police in Punjab



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## Abstract

Policing is an integral part of human life and is essential for regulating human behaviour, controlling crimes and protecting the citizens (Newburn 2003). Police is a public institution and is distinguished in terms of legitimacy, structure and functions. Police is an enforcing arm of the state's criminal system. In every community, laws exist to regulate society and within society, it is usually the police who ensure that these laws are enforced (Chaturvedi, 2006). According to the famous roman political philosopher Marcus Tullius Cicero (106-43BC), the safety of the people shall be the highest law. How the public view the police is very important. Positive perception of police trust and fairness promotes engagement and compliance (Bradford and Jackson, 2011). Victim satisfaction with the police is another measure of the police performance (Chandek 1999). It is in this backdrop that the present study aims to look into the determining factors responsible for building the image of police in Punjab. The study was carried out in the Amritsar, Jalandhar and Ludhiana, three main districts of Punjab. Considering the time and resource constraints a sample of 40 citizens residing in three districts were chosen and they were administered a questionnaire for asking their perception about the image of their respective district police. Among 40 respondents 30 were male and 10 were female. In the study along with public respondents, police respondents were also interviewed and from the total 20 respondents from police personnel, 12 were males and 08 were females. Their opinion was determined about the factors affecting their image. In the nutshell, suggestions for improving the image of police have been given.

**Keywords:** Policing, Perception, Image, Determining Factors, Satisfaction.

## Introduction

The image of police administration in India like all other images is neither static nor exclusive to be characterized as fair or foul. The image is naturally relative and varying; the variance depending on the observer and the object observe, the police official and his place in administrative hierarchy. P.D Sharma in a study notes that in the judgement of public respondents, the younger generation of police officers is not only qualitatively better, but professionally more committed to the goals of the organization than the police personnel of older generation. According to him there is an absolute and immediate need for empirical research on police problems and modernization of police force is to be effected in pursuance of a well conceived policy of reform and innovative planning. The understanding of role and responsibilities of police clearly bring out the significance of police in our society. It goes without saying that no development can take place without a semblance of security in place and police is the public organization, which has been given this task. Further, the presumption is that if police is effectively performing its duties, its image amongst the people would be high and if the image of police is good amongst the people then it must have won the confidence of people and performing its duties effectively.<sup>1, 2</sup>

The term image has come from the Latin language and dictionary meaning of the term is a representation or likeness of a person or thing, especially in sculpture. Image for any organization is important but perhaps in case of police, it becomes all more relevant. The functioning of police has a large bearing upon the society and its effectiveness and trust amongst people would depend upon its image.<sup>3</sup>

## Objectives of the Study

The objectives of the study are:

1. To study the determining factors impacting the image of Police.
2. To assess the public perception about the image of Police in Punjab.
3. To offer suggestions for improving the image of Police in Punjab.

**Punjab Police and Its Image**

Punjab police has an extremely proud history and the legend of keeping duty before self. Even before independence, Punjab police had a name in the country for effective policing and this has been continuously improving through the personal examples of its leadership supported by great traditions, discipline and highly professional attitude. The Punjab police is responsible for policing in the state of Punjab, India. Its present Director General is an IPS officer Sh. Suresh Arora, the mission of Punjab police is the prevention and detection of crime, maintenance of law and order, enforcement of the Constitution of India with an eye on technological advancement and human rights. Punjab police has a pervasive organizational structure. The state is divided into four zones- 1-border zone, 2- Patiala zone 3-Jalandhar zone and Bathinda zone. Each zone is headed by an inspector general of police. Technical Wings are-Information and Technology and Telecommunication (IT&T), Fingerprint Bureau, Forensic Science Laboratory, Special Wing.

Sanctioned strength of civil police is 68,902. On contrary the total crime rate in Punjab has increased from 37162 in 2014 to 40007 in 2016. The study limits itself to the perception of image of police at state level. For this purpose, an attempt is made to find out the determining factors impacting the image of police in Punjab by assessing the perception of public.<sup>4</sup>

**Research Methodology**

The study was conducted in the three major districts of Punjab including Amritsar, Jalandhar and Ludhiana and taken as a research setting. Stratified Random Sampling technique was used to select samples. The sample size consists of 40 public respondents and 20 police personnel. The target population was public respondents residing in the three selected districts and police personnel working in the different police stations of the three selected districts of Punjab. The Rating Scale 1-10 (where 10 being the highest and answer \*10) was taken as a research tool and the validity of the tool was established by thoroughly circulating the drafts of the tool among experts. The data analyzed was presented in the form of tables, figures and charts.

**Review of Literature**

Dahiya and Singh (2018) conducted a case study on satisfaction of police persons from their service conditions. The service conditions of the employees in an organization have a direct relationship with its performance and customer satisfaction. The sample size is 710 police personnel across the Haryana state to examine whether they are satisfied from their service condition from randomly selected police stations. Data was collected from the above categories of respondents with the help of a detailed schedule. In the present study the satisfaction of the sampled police respondents and their resultant satisfaction have been probed with respect to their salary & allowances, perceptions regarding promotion policy, perceptions regarding transfer policy, average period of posting on a police

post, timely availability of casual/earned/medical leave, availability of weekly offs, availability of gazette/restricted holidays, effective duty hours, perceptions regarding quality of uniform. Observations revealed that 90.5% respondents were dissatisfied with their service conditions as well as 79.8% were satisfied with their promotion and transfer policies. It was suggested from the study to make service conditions better for police personnel for increasing their satisfaction level.<sup>5</sup>

Kumar (2017) elucidates from his exploratory study on public perception of police in Nagpur that the relationship between the police and public in a society is a critical parameter for assessing how well the members of uniformed agency are playing their various roles. It is important to assess how the police is perceived by the public because they rely upon the cooperation and support of communities that they serve in order to reduce crime. The focus of the study, the Nagpur police is the law enforcement and investigation division of the country's police with jurisdiction over Nagpur district and Nagpur city in Maharashtra. Research focusing on citizens perception of police has received little attention in India but an important area that needs focus. The aim of the study was to explore the public perception of the Nagpur police by collecting data through simple questionnaire from the section of general public of the city. The components relevant to the present study were perceiver, target group, input, takeaway and 50 respondents were taken from which 20 were males and 30 were females. The findings of the study reveals that major respondents have a poor perception of the police and do not feel that police is doing a good job. However, findings also reveal awareness among respondents that police job is stressful one and the work conditions are difficult. Such data could provide a starting point for competency framework, feedback for the selection process training inputs as well as training need identification.<sup>6</sup>

Gupta (2016) conducted a study on the People's Friendly Police & Community Policing. People-friendly police is in vogue in several developed countries and its need is now increasingly realized in some of the developing countries like India. The new Millennium has posed several challenges thereby making it obligatory to change the existing police set up and culture in India. There is a need to restructure the people on the pattern of developed countries where police behaves with the public in a friendly manner; it is not a symbol of terror. A representative sample of 125 commercial vehicle drivers (selecting 25 from each district) of Rohtak range was randomly drawn and data were collected from them with the help of a schedule containing 12 questions. The office bearers of the union of the different commercial vehicles were also interviewed. All possible observations were drawn in the process of data collection incorporated in the study where required. Analysis of Data Responses, views and perception of the sampled commercial vehicle drivers and the office bearers of their respective unions were tabulated and analyzed. Through these initiatives, an effort was made, to remove the ill feelings about the

## Remarking An Analisation

police and the people whole-heartedly cooperated with the department. Their co-operation further bolstered the efforts of the police to remove the social evils.<sup>6</sup>

### Analysis of results

This contains analysis of results of the responses of public regarding their perception about police image. For this purpose, the study has been divided into two parts. Part 1 provides analysis of public responses whereas part 2 provides analysis of responses given by police personnel.

#### Part 1- Analysis of Responses by Public

One of the main concerns or aims for the department of police is to improve their image in public. In terms of people's perception-legal knowledge of police; crime handling skills, professional standards of police, media depiction and personal integrity, rapid response rate, gender sensitivity, physical and mental fitness and knowledge of scientific techniques were the most determining factors.

#### Profile of Public Respondents

##### Gender Wise Profile

It was interpreted that from total 40 respondents from public, 30 were males and 10 were females (see tables 1.1-1.4)

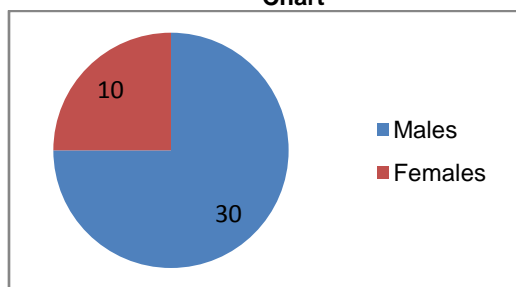
Table 1.1

##### Gender wise profile

Gender	Numbers of Respondents
Male	30
Female	10
<b>Total</b>	<b>40</b>

Source: - Field work

#### Gender Wise Profile Shown in the Form of Pie Chart



Source: - Field work

##### Age Wise Profile

It was interpreted from the results that the respondents were of the three different age groups from which majority of the respondents were from the adulthood age group of 26-50 years followed by below 25 age group respondents with number 8 and more than 50 age group respondents were in the middle aged group with figure 7 respectively.

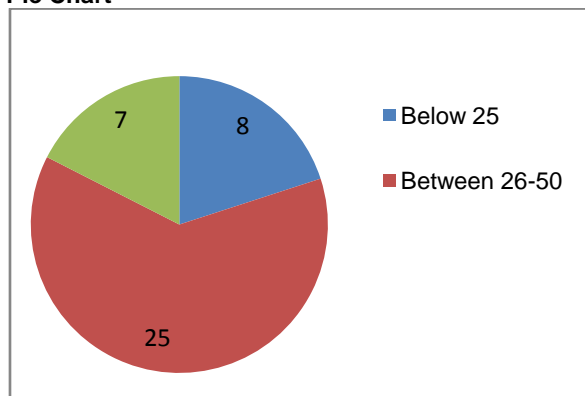
Table 1.2

##### Age wise profile

Age (in years)	Numbers of Respondents
Below 25	8
Between 26-50	25
More than 50	7
<b>Total</b>	<b>40</b>

Source: - Field work

#### Age Profile of Respondents Shown in the Form of Pie Chart



Source: - Field work

#### Education Profile

The total 40 respondents were from the different education levels specifically major part of them with number 20 were graduates, another larger part of 10 respondents were post graduates and may be doctorates followed by 8 respondents which seems to be under matric and negligible sum of respondents with little digit 2 are illiterates. It shows that study includes different educated levels of respondents.

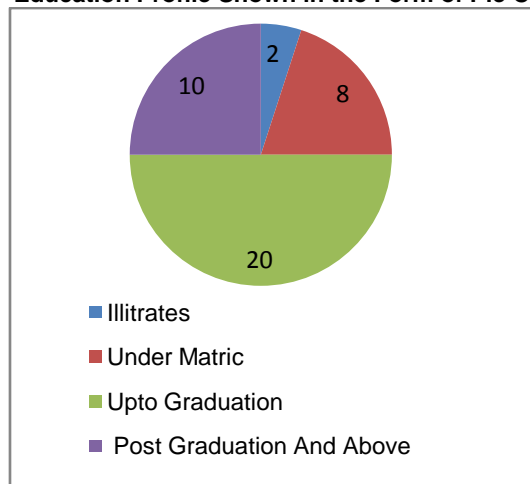
Table 1.3

##### Education profile

Education	Numbers of Respondents
Illiterate	2
Under Matric	8
Up to Graduation	20
Post graduation & above	10
<b>Total</b>	<b>40</b>

Source: - Field work

#### Education Profile Shown in the Form of Pie Chart



Source: - Field work

#### Occupation Profile of Respondents

It is interpreted from the results that 40 respondents belong to different occupational categories from which 8 of them were in government services, a little figure with sum 2 of them were businessmen, 13 belongs to agriculture, 7 of them were unemployed and 10 were occupied with some other works.

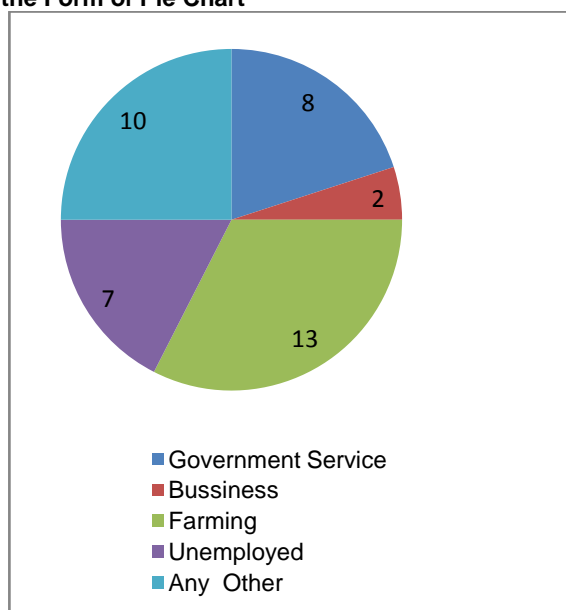
## Remarking An Analisation

**Table 1.4**  
**Occupation Profile**

Occupation	Numbers of Respondents
Government service	8
Business	2
Farming	13
Unemployed	7
Any other	10
<b>Total</b>	<b>40</b>

Source: - Field work

**Occupational Profile of Respondents Shown in the Form of Pie Chart**



Source: - Field work

### Analysis of Public Response Regarding Image of Police on the Scale 1-10

It is interpreted that public response to determining factors for image of police is very clear. Answering to the first statement, lack of political functioning in police functioning respondents have given 2.75 rating as they seems to be dissatisfied with this statement as they reckon that police always works under the pressure of political leaders. On the part of personal integrity public have rated the police on 5.1, 5.8 on crime handling skills. The next factor that is rapid response rate is very important and people have given 5.0 rating to this statement. Respondents have rated professional standards on scale 5.2. On the other part of media depiction 5.15 rating given to this statement. Respondents clearly views that police is having average legal knowledge so they have rated them with 5.85 scale. 3.9 rating to the statement of behaviour of police respondents have given 3.9 rating which depicts that attitude of police towards people is not up to mark. 2.95 rating is given to the statement of gender sensitivity. Mental and physical health statement also rated below 5 with 4.9 rating as people assumes that lot of improvement is needed for making police cops healthy. 4.95 rating to the statement of knowledge of scientific techniques itself answers that police knowledge regarding techniques is average and policies should be made to improve their knowledge.

### Research methodology related to Analysis of Public Response Regarding Image of Police on the Scale 1-10

Analysis of public response was done with the help of the Rating Scale 1-10 (where 10 being the highest and answer \*10) was taken as a research tool and the validity of the tool was established by thoroughly circulating the drafts of the tool among experts. The data analyzed was presented in the form of tables, figures and charts.

**Table 1.5**

### Analysis of Public Response Regarding Image of Police on the Scale 1-10

Sr.		Marks obtained	Maximum Marks (40*10=400)	Result
1	Lack of Political Interference in Police Functioning	110	400	2.75
2	Personal Integrity of Police Personnel	204	400	5.1
3	Crime Handling Skills	232	400	5.8
4	Rapid Response Rate	200	400	5.0
5	Professional Standards of Police	208	400	5.2
6	Media Depiction of Police	206	400	5.15
7	Legal Knowledge of Police	234	400	5.85
8	Behaviour of Police	156	400	3.9
9	Gender Sensitivity of Police	118	400	2.95
10	Physical and Mental Health of Police	196	400	4.9
11	Knowledge of Scientific Techniques by Police Personnel	198	400	4.95

Source: - Field work

### Rating Results

Rating results depicts that the statement of legal knowledge of police gets maximum score with 5.85 rating and minimum rating is given to the statement of lack of political interference in the working of Punjab police with 2.75 score. Other statements gets rating in between 2-5 which itself depicts the average performance of police and the

average perception of image of Punjab police in the minds of public.

# Remarking An Analisation

**Table 1.6**  
**Rating Results**

Sr.		Result out of 10
1	Legal Knowledge of Police	5.85
2	Crime Handling Skills	5.8
3	Professional Standards of Police	5.2
4	Media Depiction of Police	5.15
5	Personal Integrity of Police Personnel	5.1
6	Rapid Response Rate	5.0
7	Knowledge of Scientific Techniques by Police Personnel	4.95
8	Physical and Mental Health of Police	4.9
9	Behaviour of Police	3.9
10	Gender Sensitivity of Police	2.95
11	Lack of Political Interference in Police Functioning	2.75

Source: - Field work

## Part II Analysis of Responses by the Police Respondents

Please Rate the following Parameters Determining the image of Police on a scale of 1 to 10:

### Profile of the Respondents from Police

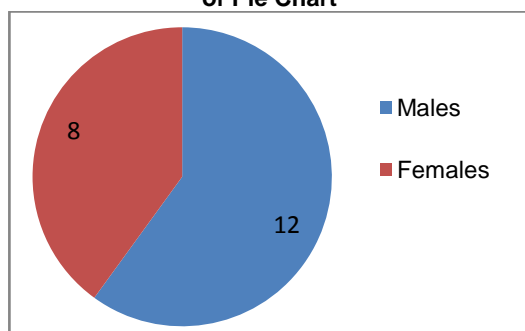
Out of the total 20 respondents from Police Personnel, 12 were male and 08 were female (see tables 2.1 to 2.4)

**Table 2.1**  
**Gender wise profile**

Gender	Numbers of Respondents
Male	12
Female	08
<b>Total</b>	<b>20</b>

Source: - Field work

### Gender Profile of Police Respondents in the Form of Pie Chart



Source: - Field work

### Education Profile of Police Respondents

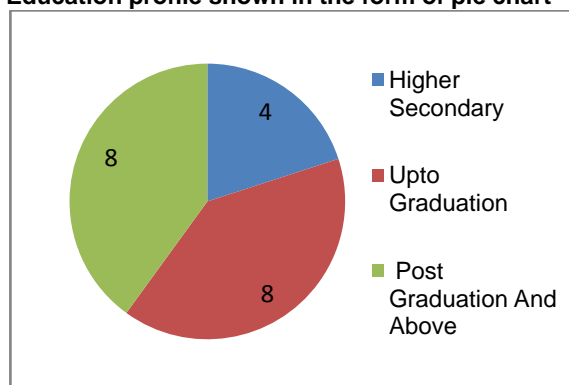
It was interpreted that 20 Police respondents were from the different education levels specifically major part of them with number 8 were graduates, another larger part of 8 respondents were post graduates and may be doctorates followed by 4 respondents which seems to be higher secondary education. It shows that study includes different educated levels of respondents.

**Table 2.2**  
**Education wise profile**

Education	Numbers of respondents
Higher Secondary	04
Up to Graduation	08
Post graduation & above	08
<b>Total</b>	<b>20</b>

Source: - Field work

### Education profile shown in the form of pie chart



Source: - Field work

### Designation Profile of Police Respondents

Maximum numbers of respondents were S.I. with digit 8 followed by constables with figure 5, then A.S.I. with number 3, 2 inspectors and 3 head constables respectively. It depicts that every cadre is taken for the rating scale of determining factors for image of Punjab police.

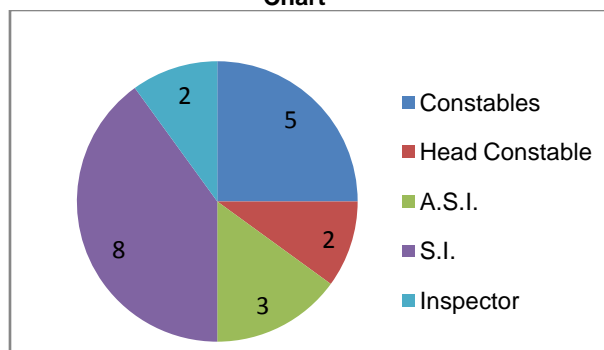
**Table 2.3**

### Designation wise profile

Designation	Numbers of respondents
Constable	05
Head constable	02
A.S.I	03
S.I	08
Inspector	02
<b>Total</b>	<b>20</b>

Source: - Field work

### Designation Profile Shown in the Form of Pie Chart



Source: - Field work

### Years in Service Profile

The major part of police respondents were having experience of 5 years with figure 8 followed by 4 having experience between 5-10 years, again 4

## Remarking An Analisation

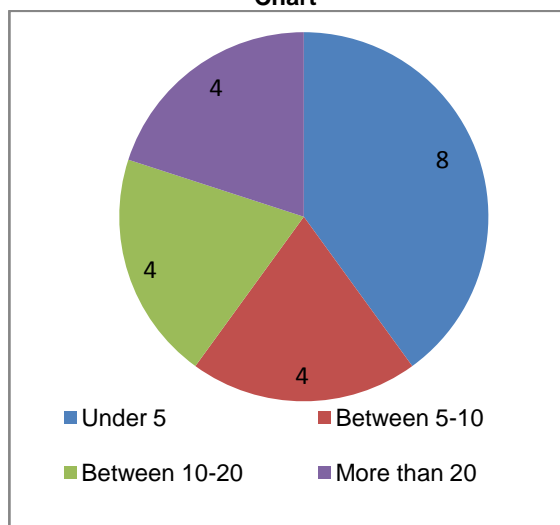
having experience between 10-20 years experience followed by again 4 with more than 20 years of experience in police profession.

**Table 2.4**  
**Years in Service wise profile**

Years in service (in years)	Numbers of respondents
Under 5	8
Between 5-10	04
Between 10-20	04
More than 20	04
<b>Total</b>	<b>20</b>

Source: - Field work

**Years of Experience shown in the Form of Pie Chart**



Source: - Field work

### Analysis of Responses of Police Personnel about Image of Police on a Scale of 1 to 10

#### Analysis of Responses of Police Personnel about Image of Police on a Scale of 1 to 10:

Sr.		Marks obtained	Maximum Marks (20*10=200)	Result
1	Lack of Political Interference in Police Functioning	34	200	1.7
2	Personal Integrity of Police Personnel	128	200	6.4
3	Crime Handling Skills	112	200	5.6
4	Rapid Response Rate	160	200	8.0
5	Professional Standards of Police	156	200	7.8
6	Media Depiction of Police	190	200	9.5
7	Legal Knowledge of Police	114	200	5.7
8	Behaviour of Police	130	200	6.5
9	Gender Sensitivity of Police	122	200	6.1
10	Physical and Mental Health of Police	174	200	8.7
11	Knowledge of Scientific Techniques by Police Personnel	162	200	8.1

Source: - Field work

#### Rating Results

In this the interpretation depicts that police have maximum rated the statement of media depiction as they assumes that media plays a major role in making perception of image of police. Minimum

It is interpreted that police response to determining factors for their own image is very clear. Answering to the first statement, lack of political functioning in police functioning respondents have given 1.7 rating as they seems to be dissatisfied with this statement as they reckon that police always works under the pressure of political leaders. On the part of personal integrity public have rated the police on 6.4, 5.6 on crime handling skills. The next factor that is rapid response rate is very important and police have given 8.0 rating to this statement. Respondents have rated professional standards on scale 7.8. On the other part of media depiction 9.5 rating given to this statement. Respondents clearly views that police is having average legal knowledge so they have rated them with 5.7 scale. 6.5 rating to the statement of behaviour of police respondents have given. 6.5 rating which depicts that attitude of police towards people is up to mark. 6.1 rating is given to the statement of gender sensitivity. Mental and physical health statement also rated with 8.7 rating as police opposes and depicted with their rating that cops are healthy. 8.1 rating to the statement of knowledge of scientific techniques itself answers that police knowledge regarding techniques is excellent.

#### Research Methodology related to Police Personnel

Research methodology related to police personnel was done with the help of the Rating Scale 1-10 (where 10 being the highest score and answer \*10) was taken as a research tool and the validity of the tool was established by thoroughly circulating the drafts of the tool among experts. The data analyzed was presented in the form of tables, figures and charts.

rating is given to the point of political interference as police is also agree that there is lot of political interference in the working of Punjab Police. Other determining factor gets rating between 5-9.



Sr.		Result Out of 10
1	Media Depiction of Police	9.5
2	Physical and Mental Health of Police	8.7
3	Knowledge of Scientific Techniques by Police Personnel	8.1
4	Rapid Response Rate	8.0
5	Professional Standards of Police	7.8
6	Behaviour of Police	6.5
7	Personal Integrity of Police Personnel	6.4
8	Gender Sensitivity of Police	6.1
9	Legal Knowledge of Police	5.7
10	Crime Handling Skills	5.6
11	Lack of Political Interference in Police Functioning	1.7

**Source:** - Field work

### Conclusion

It was concluded from the study that the determining factors chosen for the study plays a major role in making perception of people for the image of Punjab Police. It also reveals the greater difference between the thinking of police and public towards the police department. As the public respondents have their own opinion regarding the different statements and police have responded in favour of their department. Analysis of public respondents depicts that public assumes that political interference is on the top in police working. They also suggested that police is not healthy mentally or physically. Crime handling skills also needs more practice. Legal knowledge of police cops should be improved with making policies during their training sessions. Modern and scientific techniques should be upgraded as per needs of modern era. But on the other hand police only favours 1 response of public respondents that is regarding political interference. Otherwise they have maximum rated for the statements as they reckon that they have better knowledge regarding crime handling skills, excellent scientific knowledge, rapid response to complaints, they are physically and mentally fit. They value their self integrity respect. They work under laws, rules and regulations as cops better understands and have excellent legal knowledge.

### Suggestions

In the light of the study undertaken and problems being encountered, the following have been offered:

#### Increase Workforce

The number of Police personnel is less than required for proper functioning of Police. State government should increase number of police personnel.

#### Specialized Police Personnel

To ensure a modern and professional police force, the police personnel should be able to specialize in a specific field and work in that field without fear of being transferred. The modern police work includes multi-faceted tasks and it is neither fair nor realistic for police officer to handle all sorts of duties (ranging from crime investigation to traffic control). If this is the system, it is inevitable that some duties will not be given priority and may even be neglected leading to bad police work and low public trust. It is therefore recommended in this study to clearly separate the police trust. It is therefore recommended in this study to clearly separate the

police duties to ensure a professional, efficient and specialized police force.

#### Modification of police behaviour in the context of human rights

Modification of police behaviour in the context of human rights and the role of protecting citizens of all categories is to be given due weight age preparing them to face boldly the organized criminal activities.

#### Community Policing

Public interface and co-operation, Morale, Skills and training of police personnel needs to be emphasized in all the Police Stations and Police Posts falling under the jurisdiction of Punjab police.

#### Time Management

Proper time schedule to be prepared so that police personnel are given enough time to take rest and perform their duties.

#### Security guidelines

Guidelines in general should be provided for the general public to curb crime rates.

#### No political pressure or fear

Police should have freedom to do their work. They should not have any political pressure which decreases their efficiency to handle any problem. Then police cannot find the hidden facts of any case.

#### Cooperation between Police and Citizens

People are afraid of Police, so they do not cooperate with the police. Whenever police need any help from them they avoid it. So People should cooperate with the police. After that Police can unveil the hidden facts.

#### Meetings to be held with the people on weekly basis to make action easy for the people

There should be a meeting between people and police. So that there will be a strong bond between police and public. Police can also know the problem of people and take the relevant action to get rid of them.

#### Female cases should be handled by female police personnel

Government should increase the numbers of female police so they can handle the female cases. Female are always afraid to tell the truth to Policemen. Sometimes they hide the crime. They can share it with the female police.

#### Police Workers Should Be Loyal and True Towards Their Work

Policemen should be loyal towards their duty. They should be faithful for their job. They should do their duty honestly.

## Remarking An Analisation

### Improvements should be there in Their Working Status

The status of working should be improved. They should focus on areas such as communication, goals and vision, morale, team building, and management. In this way they can improve the efficiency of Police.

### Better Crime Handling Skills

Police should work more on the different areas specially crime handling skills because it helps to improve their image in front of public and by doing this they will solve each and every case in less time.

### Rapid Response Rate

Police should be made so tactful and intelligent that they should have rapid response to every complaint.

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