LOCAL PERCEPTION OF POLICE: A CASE OF AFZAL ABAD, PESHAWAR

Supervised by:

Dr. Zulfiqar Ali

Submitted by:

Syed Abdul Basit Shah

13/MPhil-DS/PIDE/2015

Department of Development Studies

Pakistan Institute of Development Economics

Islamabad

Pakistan Institute of Development Economics
P.O. Box 1091, Islamabad, Pakistan

CERTIFICATE

This is to certify that this thesis entitled: *"Local Perception of Police: A Case of Afzal Abad, Peshawar"* submitted by Syed Abdul Basit Shah is accepted in its present form by the Department of Development Studies, Pakistan Institute of Development Economics (PIDE), Islamabad as satisfying the requirements for partial fulfillment of the degree in Master of Philosophy in Development Studies.

Supervisor:

Dr. Zulfiqar Ali
Assistant Professor
Department of Development Studies
Pakistan Institute of Development Economics
Islamabad

External Examiner:

Dr. Abid Ghafoor Chaudhry
Associate Professor
Department of Anthropology
PMAS-Arid Agriculture University
Rawalpindi

Head,
Department of Development Studies:

Dr. Zulfiqar Ali
Assistant Professor
Pakistan Institute of Development Economics
Islamabad

Abstract

The aim of this research was to find out the behavioral interface between the police and the locals of Afzal Abad. Furthermore, it aimed to find the gaps in the services provided by the police department to provide the policy makers suggestion for change.

The research concluded that the locals of Afzal Abad were satisfied with the behavior of police. The factors that contributed towards this satisfaction were the positive change in the behavior of police and the innovative system of complaint registration.

A few gaps in service were identified in this research. They include a rotten system of procedural justice where complaints were duly registered but not properly pursued by the police; lack of technology to prevent crimes and lack of funding/training. Similarly, evidence of police's involvement in corruption was found after analyzing the primary data, collected from the respondents.

Keawords: Corruption, Perception, Policing, Procedural Justice, Public sector service.

Dedication

I dedicate this research to my parents who have always been the source of my strength.

Acknowledgement

I would like to thank my supervisor Dr. Zulfiqar Ali for making this research possible. I would be nowhere without his support and guidance throughout the research project. The door to Dr. Zulfiqar's office was always open whenever I needed help. He consistently allowed this study to be my own work and steered me in the right direction.

I thank my teacher, Mr. Fahd Zulfiqar for his support.

I thank my friends, Harun, Mutawakkil, Mohsin, Talha, Rafia and Uzair for believing in me. I appreciate Ibrar Ali for doing nothing.

Finally, my brothers, Bilal Shah and Qasim Shah and my Bhabi, Sameen Shah for their valuable time and support.

Syed Abdul Basit Shah

Table of Contents

Abbreviations

FIR   First Information Report

DRC   Dispute Resolution Council

SSP   Senior Superintendent of Police

IGP   Inspector General of Police

SMS   Short Message Service

CHAPTER 1

1.1 Introduction

All human societies have their social control mechanisms. It is hard to think of any culture that lacks a system to insure that the norms, rules or laws are followed by the people. Major function of the legal authorities of a state is to bring the behavior of people in line with the laws of the land. This makes it important to understand, how people respond to different kinds of social control mechanisms of the state. Without this understanding, the policy makers, legal scholars and social scientists would be inefficient (Tyler &. H., 2002).

Public perception happens to be the integral part of organized policing. Police cannot function properly if the public has a negative perception about them (John F. Klein, 1978). In order to maintain law and order, it is very important that the police agencies and communities have mutual trust. This results in effective policing and public safety. Police cannot work efficiently if a community is not willing to cooperate with them to fight crime in their neighborhoods. Willingness of community members to cooperate with police is based on the belief whether the actions of police incorporate procedural justice and reflect community values or not (Mentel, 2012). When citizens have little confidence in the ability of police, they refuse to share information with them, which can be helpful in efficient policing (Brown, 2002).

An authority is considered to be legitimate when the people find it entitled to be obeyed. This makes people bring their behavior in line with the direction and dictate of that authority (Tyler T. R., 2004). It doesn't only mean that people follow the authority because the authority possesses the instruments of reward and punishment. It also means that the people feel that the authority exists to be obeyed by them (Beetham, 1991).

A good society is created by Police. Throughout history, police has existed in one form or another in every society. The role of police could be defined as the job done by a person in a particular position or the expected pattern of actions in a given social situation. A positive public image of the police is important for obtaining cooperation and support from citizens, especially within the framework of a community policing management style. What people think about the police is the direct result of performance of the police. Public view determines the degree of public confidence and respect for policing. Voluntary compliance, therefore, has a relation with the public view of police and it helps in compliance with the law of the land. On the other hand, a negative image might cause the public not to conform as expected. In extreme cases, people may even take the law into their own hands. In spite of such a vital need of favorable image of police, the Indian police are not viewed up to mark on this account (Bano, 2014).

Legal authorities in the developed countries are working on bridging the traditional interpersonal gap between the public and police. This has resulted in the establishment of a new policing model called "Community Policing". This model advocates good relation/communication between the community and the police which results in decreased crime rate (Moore and Trojanowicz, 1988).

Japan has been the most successful country in combating crime. From 1947 to 1973, they were able to cut the crime rate by half. Currently, if one makes a comparison between USA and Japan, the United States has eight times as many rapes; 20 times more robberies and five times more murders than Japan. Low crime rate makes Japanese streets the safest to walk around without any fear (Rake, 1987). While most of the people think that the reason for such a low crime rate is homogeneous culture and individual conformity, another important reason is

community based policing with grass root accountability and community involvement (Rake, 1987).

People's subjective experience develops their perception about police. Police happens to be the only visible state agency which could be seen, preventing the crime as the part of administrative machinery of government. Bangladesh police seems to work with better transparency where corruption level at police department can reduce only through high transparency of police works. Policemen are working hard at traffic, crime investigation and they take risk of life when the conduct risky operation. Public perception about police is negative but police is working very hard to improve crime detection, prevention and investigation process. Public expects crime investigation process has to be transparency but it has demerits too. When crime investigation becomes transparent then the probability of operations failure will increase that could hamper the whole crime investigation system. Police investigation, evidence collection, documentation, security of common people is still remaining under question mark (Chishti, 2016)

In 1947, Pakistan inherited a century old police system from the British. This system was designed by the British to put a tight leash on the locals. It was an instrument of colonial oppression and had nothing to do with just and fair law enforcement. Objective of policing in India was to keep the public intimidated and under the boot of British Raj. They had no regard for the safety and esteem of the locals. Ironically, the colonial policing style is still in practice (Suddle, 2015).

Law and order situation in Pakistan has always been in the state of crisis. This is due to the fact that the police have been termed as incapable in carrying out its primary obligations especially in case of combating terrorism and fighting crime. Pakistani Police has been criticised

on account of gross inefficiency, insensitive public dealing, politicisation and accusations of corruption (Suddle, 2015).

This research has evaluated the perception of the local community of Afzal Abad, Peshawar, about police. Police in this research refers to the following:

1   Thana, Chowki Police

2   City Patrol

3   Naaka Police

4   Investigation

The types of police mentioned above, happen to be the tools with which a State exerts its power directly on its subjects. Since they are in direct contact with the public, their performance develops positive or negative opinion about police. The aim of this research was to find the perception of locals of Afzal Abad to see if police was serving its purpose or not.

After reading this research the reader will be able to understand how and why people see the police, the way they see them. Furthermore, it has found the strengths, weaknesses of police and the gaps in the service provided by them. It will give an insight to the reader and the policy maker to review the system of policing.

1.1.1   Key Terms

Some of the key terms used in this research are as follows:

1.1.2 Police

Black's Law Dictionary defines police as "the organised force of a state, concerned with maintenance of law and order, the detection and prevention of crime, etc. It is that function of the administrative machinery of government which is charged with preservation of public order, tranquility, promotion of public health, safety and morals" (The Law Dictionary, 2nd Ed).

This research sees police as the group of people who have been given authority by the public for the sake of public safety. This particular definition has been chosen for this research because it incorporates all the functions of policing.

1.1.3 Procedural Justice

Tyler and Fagan (2008) define procedural justice as the way legal authorities and police communicate and interact with the people. It is this interaction that shapes the view of public about the police and other legal authorities. This makes them obey law and help the police to fight crime. The following factors comprise procedural justice:

A   Treatment of public in a dignified and respectful manner.

B   Choosing to be neutral in the process of decision making.

C   Always convey trustworthy motives.

D   Giving citizens the right to speak during encounters (Tyler and Fagan, 2008).

This research sees procedural justice as the process of interaction between the state and the subjects. The definition of procedural justice by Tyler and Fagan has been particularly chosen because it incorporates the factors that lead to a better perception of people about the law enforcement agencies.

1.1.4   Perception

Perception refers to thinking and opinion that is held by the people based on how they see things (Morgan, 2004).

This research will access the perception of local people of Afzal Abad about police. Here, perception stands for the positive or negative attitude of the people towards the police. A definition from Psychology has been added because perception is a matter of psychology.

1.1.5   Law Enforcement

Law enforcement is defined as, "The Authority that makes sure the rule of law or a court order or a policy is properly followed" (Black, 1891).

This definition of Law enforcement has been chosen because it contains the three elements that builds up law enforcement. These include law enforcement (police), courts and corrections. Police registers the complaint followed by court proceedings. Once the court passes its judgment, police enforces it. Third one is correction in which a criminal is separated from the society by jailing him.

1.2 Problem Statement:

Contemporary study of police shows that police across the world has evolved to a great extent in modern times. The use of modern technology and civilised behaviour with the public has resulted in a better law and order situation in developed countries. However, Pakistani police still follows an outdated colonial style of policing. It is hard for the public to trust and cooperate with a police that is following colonial legacy. Undesired behavior with public and the lack of modern technology renders policing ineffective which leads to a disturbed law and order situation. In order to improve the performance of any public/private organization, it is very important to take

the input of its stakeholders. In the light of the above argument I have operationalized my problem statement into following research questions:

1.3 Research Questions

The following are the research questions for this study:

1   What is the attitudinal interface between local community and police in Afzal Abad?

2   What are the factors that shape local perception on law enforcement in Afzal Abad?

3   Whether the expected service is delivered or not to the people of Afzal Abad?

1.4 Objectives of the Study

The following are the research objectives for this study:

1. To examine the attitudinal interface between local community and police in Afzal Abad.

2. To explain the factors that shape local perceptions of people in Afzal Abad towards law enforcement.

3. To determine the gap between the service delivery by police and local people's expectation of those services in the neighborhood of Afzal Abad.

CHAPTER 2

2.1   Literature Review

This research has used integrative method to review the literature. It is a method that summarizes broad themes in the literature. This model is popular in dissertations (Cooper, 1984). Two theories related to the topic have been reviewed and incorporated in the conceptual framework i.e. Thomas Hobbes, Social Contract and John Kenneth Galbraith's theory of Condign Power.

Thomas Hobbes, 1588-1679, lived during the most crucial period of early modern England's history: the English Civil War, waged from 1642-1648. To describe this conflict in the most general of terms, it was a clash between the King and his supporters, the Monarchists, who preferred the traditional authority of a monarch, and the Parliamentarians, most notably led by Oliver Cromwell, who demanded more power for the quasi-democratic institution of Parliament. Hobbes represents a compromise between these two factions. On the one hand he rejects the theory of the Divine Right of Kings, which is most eloquently expressed by Robert Filmer in his *Patriarcha or the Natural Power of Kings*, (although it would be left to John Locke to refute Filmer directly). Filmer's view held that a king's authority was invested in him (or, presumably, her) by God, that such authority was absolute, and therefore that the basis of political obligation lay in our obligation to obey God absolutely. According to this view, then, political obligation is subsumed under religious obligation. On the other hand, Hobbes also rejects the early democratic view, taken up by the Parliamentarians, that power ought to be shared between Parliament and the King. In rejecting both these views, Hobbes occupies the ground of one is who both radical and conservative. He argues, radically for his times, that political authority and obligation are based on the individual self-interests of members of society who are understood to be equal to one another, with no single individual invested with any essential authority to rule over the rest,

while at the same time maintaining the conservative position that the monarch, which he called the Sovereign, must be ceded absolute authority if society is to survive (Friend, 2002).

Thomas Hobbes's "Social Contract" theory justifies how the power is exerted by law enforcement agencies on a population as a whole. It is the society that has given authority to law enforcement in exchange for security. This contract gives immense powers to the Police. However, problem arises when use of power exceeds beyond the expectation of society. This is when that contract is breached (Evans and McMillan, 2014)

John Kenneth Galbraith was an adviser to US presidents from Roosevelt to Kennedy and Johnson, this Canadian-born economist has long been recognised as America's leading public intellectual. He gave the concept of "Condign Power", which is the ability to inflict a non-desirable/painful stimulus on the people so that they behave in a desirable manner. This form of power can be seen in operations of Police (Galbraith, 1983)

Community perception of policing and public safety has a correlation. If the community has a positive attitude towards police, it will result in enhanced public safety and over all security and social order of the area will be smooth. Members of community who share a negative opinion about the performance of police are less likely to cooperate with them in the effort to maintain security and social order. They also have the tendency to disobey law. Negative public opinion among the racial and ethnic minorities becomes a menace for policy makers in the USA. It is the job of policy makers to observe and respect the multi-dimensional nature of community members' attitude towards law enforcing agencies. They should develop a good opinion of public about the policing so that it ends in a better community-Police relation for the attainment of a society that has social order and better security condition. There are multiple factors that

shape the attitude of community towards police but the distinctive factor is public interaction with police (Amie M. Schuck, 2005).

Legitimacy is now a stable topic in police studies. The weight of the evidence from various empirical studies is that public perceptions of police legitimacy (measured mainly in terms of people's feelings of obligation to obey the police or the law) are grounded in the fairness of the procedures police employ in their interactions with citizens. Legitimacy, in turn, has been found to influence legal compliance and people's willingness to support the police to fight crime (Kane, 2014).

One way to approach relationship between police and the public is to consider how the public impacts on the effectiveness of the police in their efforts to combat crime and maintain social order (Tyler, 2004). Tyler further says that traditional discussions of the effective exercise of legal authority have focused on the ability of legal authorities to shape the behavior of people within the communities they police. Police gets its support from public when the public helps them identify criminal and by reporting a crime in the police station. Members of the public help police in informal ways to fight crime (Tyler, 2004). It includes working in the "neighborhood watch" or attending the police-community meetings. Police cannot reward members of the community for their cooperation because their help is volunteer in nature. It is evident that public only helps the police when they trust them to be good at their job and can help prevent crime and maintain social order. Thus, positive opinion of police is integral element in Policing (Tyler T. R., 2004).

There has been an increased emphasis on the police-community relations; attitude of the people towards police and police behaviour, since the mid 1960's. A general perception among the masses has been that behavior of police is determined by element of race (Susan E. Howell,

2004). Furthermore, she suggests that the tensions or the negative opinion of people regarding police are driven by racism. Over the period of time, this perception has gained validity. Academic researchers in the past have concluded that due to the differential treatment by police, African American people tend to have a negative opinion of police as compared to the whites. However, the racial context changes based on the majority and minority. The areas where blacks are in minority are treated differently while the areas where whites are in minority receive different treatment (Susan E. Howell, 2004).

There is a strong relation between Police conduct and the neighborhood condition. It has been seen that police-community relations are not very good in the areas where crime rate is high. There is a tendency of problematic relations between the community and police in these areas. Police here is more prone to rude behavior because they fight crime too regularly. Dwellers of these areas complain about the rude behavior of police (Touch, 2004). Similarly, police corruption is another factor prevailing in the high crime areas. Police are involved in bribe taking, tampering with the evidence and the theft of money or drugs form the suspects (Touch., 2004).

Policing seems to be a dull job and it lacks excitement. It may seem unexceptional but fact of the matter is that it is only job in which there is a direct contact between the state and subjects. In addition, Police is a job that gives a face to the moral authority and the legitimacy of the state (Hahn, 1971). Two things can be inferred from Hahn's statement: 1-Public perception of law enforcement agencies is the most important indicator in public's belief in the authority and legitimacy of the state. 2-If the citizens believe in their state, they will automatically believe in the law enforcement agencies because law enforcement agencies are face of the state and the agents of control (Benson, 1981).

Jonathan has measured public perception of policing in the context of terrorism. He is of the view that evaluations related to police legitimacy are influenced by the terrorism threat among the adults in the state of Israel. It has been found that whenever the terrorism threat is high, the police presence is at its peak on the streets of Israel which leads to the good evaluation of the police among the people. People generally feel satisfied with the police performance when terrorism threat is high (Jonathan, 2010). However, this degree of attitude has its fluctuation. It appears that this kind of situation is the result of the "Rally Effect" where a special event (terror threat) makes the people think high of police. This opinion is short lived because, as the terrorism threat declines, so does opinion of the people. Jonathan shows that the first Palestinian Intifada increased the positive attitude of people towards police. The following decade however, showed a decline in the positive attitude towards police. It was until the second Intifada where peoples' perception towards police became positive again. One event changed the perception of people again (Rally Effect). In contrast, the perceptions about procedural justice have been low. It only changed during the first and the second Intifada. This shows that public perception of policing changes when the area has a terrorist threat (Jonathan, 2010).

The public assess the police by different methods. The most common method of police assessment are through measures such as crime rates, arrests made, cases charge sheeted in court, convictions obtained, and so on. The problems of official crime data range from no reporting, to underreporting, biases in recording, and conceptual and methodological problems (Mosher, 2002)

Police performance is also assessed, especially by the media, through a qualitative manner by evaluating response of the police to different crimes and other public events. Media reporting of

crime however, has limitations of selection bias and limitations in reflecting exact reality (Sacco, 1995).

The most important assessment of police work and performance is done by the people who are clients of police service. Assessment of police performance is done by the public at two levels-assessment of individual level experience involving contact between police and individual and general assessment of police performance by both their overall experience in society and through contact if any with the police. The factor that could influence public satisfaction and perception of police are broadly at two levels—the individual level socio demographic variables such as age, gender, religion, level of education and income, and contextual factors (Worrall, 1999). Similarly, levels of police presence in society, courteousness of police, and sense of security.

Performance of police has been measured differently in different studies. Reisig and Correia (1997) computed police performance from three factors—that the police treat all citizens equally, that police officers are usually courteous, and on the basis of an assessment of the quality of service provided by the police agency (Reisig, 1997). Hinds (2009) measured police performance from responses to the statement that ''police do their job well.'' Assessment of police performance by the public is impacted by aspects of police functioning and by social factors (Hinds, 2009).

A helpful nature is a prerequisite for good police work. Indifference or hesitation to respond to calls for assistance is viewed unfavorably by the public. This aspect of expectation of the people is brought out well by Bittner (1974). The duties of patrolmen are of a mindboggling variety, it compels the stronger inference that no human problem exists, or is imaginable, about which it could be said with finality that this certainly could not become the proper business of the police. Bittner argues that police are good at helping people in trouble and dealing with troublesome

people and attributes it to the compulsions on police to respond to events involving something that ought not to be happening about which somebody had better do something now'' (Bittner, 1974).

The quality of being helpful is also reflected in Wilson's (1968) ''service'' style of policing, Another important factor for proper delivery of police services is accessibility of public to police. Accessibility to police is chiefly determined by two factors. First, the capacity of police to meet the demands for service of the public which is determined by factors such as police–public ratio, infrastructural capacities like number of police station available to cover area and population, availability of sufficient communication facilities like telephone lines at police stations or control rooms, and use of Internet and websites to reach out to people. Police also reach out to the community through both foot and vehicle-borne patrols (Wilson, 1968).

Availability of resources both personnel and vehicles determine the degree to which police can interact and be accessible to people. The second factor that determines accessibility to police is the manner in which police regulate police–public contact through bureaucratic process of management of the front desk of the police station or through use of rules in day-to-day interaction with clients. This may be through effective management of the contact point, allowing people to have access to an efficient police–public interface that enables quick understanding of the problem and efficient and effective response. On the other hand, organizations and officials may also regulate service delivery by developing routines and processes that has the effect of rationing of services by limiting access and demands, by allocating services differently across different classes of clienteles, and by using procedures and routines to control clients and work schedule (Lipsky, 1980). In the context of functioning of police, the latter form of response creates discontent and dissatisfaction among the people.

Without doubt, easy accessibility is a sine qua non for efficient functioning of police in society. Courtesy and good behavior by police is an important factor in assessing functioning of police. Rude and indifferent behavior by police discourage the public from approaching police for services, increases the divide between police and public, and creates a social environment that makes prevention and detection of crime and maintenance of order difficult. In the Indian context, there is a general opinion that the police are rude and behave in a manner that reflects their colonial legacy (Mahesh K. Nalla, 2011).

Another important variable is the sense of safety among the respondents. Fear of crime is classified into three broad types of intense fear suffered by victims of crime, fear of specific crime by individuals, and a more generalized fear of being unsafe (Robert C. Trojanowicz, 1990). ''Crime victims obviously have good reasons to feel afraid—their experience is not only traumatic in and of itself, but it also proves to them that they are vulnerable to crime in a dramatic way they may not have been aware of before'' (Robert C. Trojanowicz, 1990). The second category of fear is apprehension of being victims of specific crimes such as murder, rape, robbery, assault, and so on and is more localized among certain sections of society such as the youth, women, and urban population. This form of fear is fostered by access to information about crime through media and other sources (Research and Forecasts, Inc, 1980). Formless fear of crime ''relates to a diffuse feeling of being unsafe as a result of crime and disorder in the immediate environment'' (Victor E. Kappeler, 2009). The variable of perception of police is a holistic measure of what the public think of the police. The overall perception of the public determines many other factors such as cooperation with police, support of police action, and obedience to directions of police. ''Thus, it is conceivable that negative perceptions of the police

contribute to a cycle of reduced police effectiveness, increased crime, and further distrust of police'' (Brown, 2002)

The police, a rigidly hierarchical organization, may seem an unlikely setting for standard management principles to apply. More generally, the question is still quite open on whether the broad principles of good management that are identified in Van Reenen's 2007 work apply to public organizations or government bureaucracies (Reenen, 2007). Bloom (2010) finds that, in public hospitals, competition improves management quality and in turn financial and health outcomes (Nicholas Bloom, 2010). However, a recent paper by Rasul (2013) uses a unique dataset from Nigeria to examine whether the BVR measures of management quality explain productivity differences across different government departments that do the same thing, and thereby throws a different light on this issue. The results show that middle managerial autonomy, one of the study's main measures of management quality, has a positive effect on performance, just as in BVR. However, the aspect of management related to the provision of incentives, which is associated with good performance in the private sector in BVR, turns out to be negatively correlated with performance on project implementation in the Nigerian bureaucracy (Imran Rasul, 2016).

There is research that indicates that perception of police is determined by individual variables such as ethnicity and socioeconomic status, and contextual variables such as crime rate and victimization (Brown, 2002). The importance of these factors in the context of community policing has been revealed in the existing literature on community policing and citizen's perception of police (Michael D. Reisig, 1998). Police performance in India is largely measured in terms of crime rates and number of crimes occurring in society. In the absence of victimization surveys, public policy formulation, academic and media analyses depend on data

collected by police. In police departments and government, the other indices that are utilized to assess police performance are detection rates of crimes and conviction rates of offenses. Undoubtedly these are statistical indices that are fraught with many disadvantages (Pepinsky, 1980).

During the last decade, there have been efforts to collect data on people's perception of police and satisfaction with police services through surveys and observation of police work. There have been few published studies analyzing public perception of police in India (Abhijit Banerjee, 2012).

Pakistan inherited, in 1947, a more than eighty year old police system from the British. The overriding consideration before those who designed the police organisation in 1861 was to create an instrument in the hands of the – colonial – government for keeping the natives on a tight leash, not a politically neutral outfit for fair and just enforcement of law. Police was designed to be a public-frightening organisation, not a public-friendly agency. Service to the people was not an objective of this design. It was designed in response to the social and political realities of the times as seen through the lens of the British Raj. The paramount concerns were collection of land revenue and maintenance of law and order (a euphemism for what Justice Cornelius called the rule of danda-stick). Both these-incompatible-functions were vested in a European officer, variously called Collector, District Officer, Deputy Commissioner or District Magistrate. In his latter capacity, the District Officer was also the head of the magistracy who would exercise judicial powers and would act as a judge in most criminal cases (Suddle, 2015).

It is crucial to understand the basic difference between colonial police and police meant for a free country. Whereas the former was geared at raising semimilitarised, semi-literate, underpaid, bodies of men for maintaining order by overawing an often turbulent and hostile – native –

population, the latter aims at creating quality professionals tasked to prevent and detect crime in plural, multi-ethnic and socially conscious communities, through just and impartial enforcement of laws earning public support. The former knew how to rule, the latter to serve (Suddle, 2015).

Unfortunately, in the words of Tariq Khosa(Retired IGP), "Everything is rotten about the state of policing in Pakistan: Politicized, incompetent, corrupt, insensitive, ill-disciplined, collusion with crime mafias, etc. so who will police the police?(Tariq Khosa, 2016)". The operations and management of Pakistani Police has its seeds in the "Punjab Police Rules 1934" and the police order of 2002 that was implemented by General Pervez Musharraf. They provide the guidelines to the police and give them powers to carry out their operations (Akhtar et all, 2011).

The capacity of the Pakistan Police Service to deliver is severely diminished by political manipulation, the lack of forensic services, inadequate training and equipment, corruption, and weaknesses in the judicial sphere. Disconnect and lack of coordination between numerous kinds of policing and intelligence organizations are major hurdles on the path leading to collective strategizing (Abbas, 2011). Police department is one of the corrupt department and there is lack of transparency since long which requires correction (Farhatullah, 2015)

Police reform is an area that is receiving increasing attention from policy-makers, non-governmental organizations, the media and academics. The radical reform of police institutions and the introduction of a new style of policing is often a prerequisite to achieving and maintaining the resolution of conflicts. Such is the magnitude of the task that police reform in post-conflict environments requires considerable levels of international support and involvement (Raza, 2007).

To sum it up, the foundation of efficient policing rests on good relation between police and the people. People should have trust in the performance of police which is directly proportional to the way police deal with them. Review of literature shows that public opinion of police is very important for the smooth process of procedural justice. Positive public opinion of police legitimizes the process of policing while a negative public opinion results in a tarnished law and order.

2.2   Conceptual Framework

Given below is the pictographic representation of the Conceptual Framework of this research.

Figure 1: Pictographic representation of Conceptual Framework
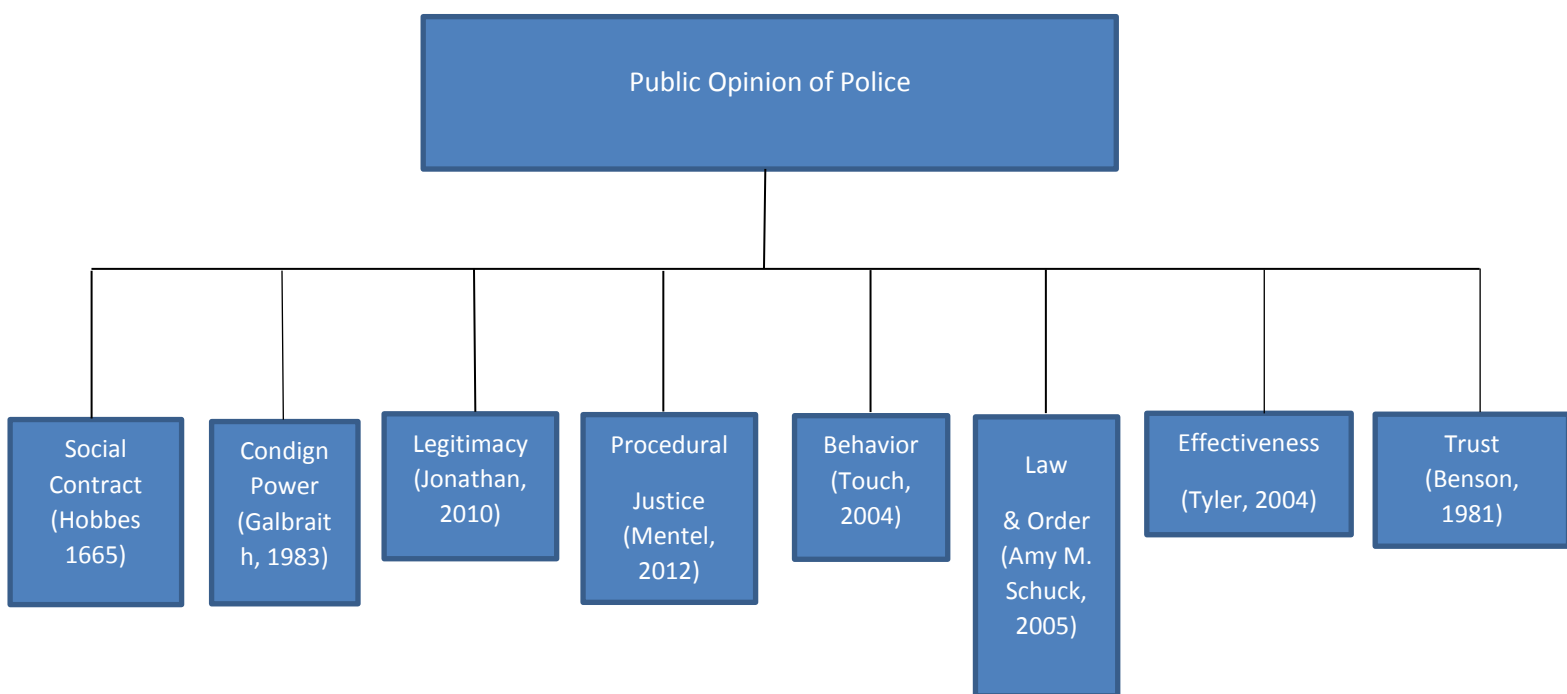
After the review of literature the study draws upon the concepts of Social Contract, Condign Power Procedural Justice, Legitimacy, Law & Order, Behavior, Trust and Effectiveness as the factors that influence perception of policing. Social contract theory best explains the relation between the police and the people who are being policed. It gives the theoretical base to this research. This theory suggests that people give power and authority to selected individuals among them for the sake of security. Social contract is a tacit agreement between the governors

and the governed. The authority of police to protect the citizens is derived from social contact. Ideal policing is when people are satisfied with this tacit agreement with police force.

Similarly, theory of condign power explains the power of police. It talks about the ability of police to exert force on the civilians for the sake of maintenance of law and order.

The above diagram is built upon the concepts attained from the review of literature. It shows the factors that are responsible for the positive or negative opinion that people have about police. A flow chart has been created to elaborate the relationship between Public perception of police and the factors that form this opinion. A total of eight factors have been collected after the review of literature. These factors determine the positive or negative opinion of people about the police. The flowchart shows Public Perception of Police on the top box and all the factors that influence it at the bottom. The lines coming from the top box to the bottom boxes establish the relation between Public perception of Policing and the eight factors that influence it either positively or negatively.

This research, however, has focused on the Perception of local community about police in the locality of Afzal Abad, Peshawar. The concepts drawn from literature review have set the impetus for this research.

CHAPTER 3

Research Methodology

3.1 Methodology

Research methodology is a systematic way to solve a problem. It is a science of studying how research is to be carried out. Essentially, the procedures by which researchers go about their work of describing, explaining and predicting phenomena are called research methodology. It is also defined as the study of methods by which knowledge is gained. Its aim is to give the work plan of research (Rajasekar, 2006).

3.1.1 Research Strategy

There are three types of research strategies commonly used in social science academia, namely: Qualitative strategy, Quantitative strategy and Mixed Method Approach. There is a big difference between the approaches and methodologies used in Quantitative and Qualitative strategies as the nature of both differ (Creswell, 2009). According to Bryman, qualitative analysis focuses on explaining things on the basis personal behavior, insights and attitudes of the respondents to answer the questions. On the other hand, Quantitative analysis deals in computable information and figures (Bryman, 2014).

Qualitative Research Strategy was used in this research. The reason for selecting qualitative strategy was that it could better define feelings and perceptions compared to the other strategies. Moreover, Information obtained in quantitative study helps understand the context/meaning of the data in a better way (Bryman, 2014).

3.1.2 Research Design

This study followed Survey Research design to record the perception of the local community about Police. A formal study had never been done in the area to know if the local neighborhood has a positive or a negative view about the Police.

Survey Research is a method of collecting information by asking questions. Sometimes interviews are done face-to-face with people at home, in school, or at work. Other times questions are sent in the mail for people to answer and mail back. Increasingly, surveys are conducted by telephone (Babble, 1990).

3.1.3 Units of Data Collection

Unit of data collection is a statistical unit of observation or measurement for which data are collected or derived. A UDC is therefore the basic element for compiling and tabulating data. It is the source which gives researcher the data. A UDC can be a person, group, process, phenomenon, or a text (still and moving). This research was carried out by using qualitative approach. Units of data collection included:

- UDC-1   Heads of Households
- UDC-2   Business community (Shopkeepers/Vendors who are working at the market in Afzal Abad).
- UDC-3   Public Representatives. (Counselor, Youth counselor, MPA)
- UDC-4   Students (University and Colleges)
- UDC-5   Locals who have directly contacted police through official procedure.

The reason why these UDCs were selected for research was that all of them, directly or indirectly come in contact with the police on daily basis. UDC 1 was selected because of the age factor and

life experience. UDC 2 because they often become victim of police bullying. UDC 3 because they are the bridge between the police and the people. UDC 4 because they provide fresh perspective and finally UDC 5, the major UDC that has experienced the process of procedural justice.

3.1.4 Sampling Frame

The population of this research were the adult inhabitants of Afzal Abad above the age of 18. After checking the electoral lists, it was learned that the total number of inhabitants in the area were 1249.

3.1.5 Sample Size

A total of 30 people were selected as a sample size which makes 2.4% of the population.

3.1.6 Sampling Technique

Purposive Sampling was used for all the UDC's. This is a sampling technique in which the researcher purposely chooses subjects who, in their opinion, are relevant to the project. The choice of respondents is guided by the judgment of the investigator. For this reason it is also known as judgmental sampling (Sarantakos, 2005).

 While testing the questionnaire, it was learned that not all the people are aware of the policing system. Most of them either have a clichéd/pessimist view about police or they simply show ignorance towards any question asked. They lack the required knowledge and experience of dealing with the police that would have been fruitful for this research. Thus, in order to find the

right person for the interview, Purposive sampling was used so that accurate information about police should be gathered from the sample.

3.1.6 Methods

There are multiple ways to carry out a research including field research (Kothari, 1990). The following method of data collection was used in this research keeping in view the research design.

3.1.7   Unstructured Interviews

Unstructured interview is a very effective method of collecting critical information in the process of data collection. The respondent in this method is free to reply with a short or a long answer depending on the wish of interviewer. Motive of unstructured interview is to broaden the horizon of the discussion. This gives an opportunity to the respondent to openly give his opinion on the topic (Mathew & Ross, 2010). For this research, unstructured interview was used to collect data from all the UDCs. This allowed me to build rapport with the respondents throughout the field work. The information gathered from these unstructured interviews helped explain the perception of the respondents about police.

3.1.8   Interview Guide

Interview guide is a written list of questions and topics that need to be covered in a particular order. This is the kind of interview that most people write about   the kind done in professional surveys. The interviewer maintains discretion to follow leads, but the interview guide is a set of

clear instructions   instructions like this one: Probe to see if informants (men and women alike) who have daughters have different values about dowry and about premarital sex than do people who have only sons (Bernard, 2006).

Interviewer has a list, comprised by multiple questions, based on the objectives of the research. Interviewee has a great amount of freedom to respond to these questions. Interviewer notes the important things said by the interviewee and asks further questions, based on the information provided by the interviewee (Bryman, 2014). I used the same interview guides for respondents in UDC1, UDC2, UDC3 and UDC4 to avoid missing out on any important information that would affect this research.

3.1.9   Probing

A secondary question that helps the researcher to extract explanation for the primary question is called probing. When an interviewee is hesitant or silent, it is the job of the interviewer to give him cues so that he speaks up and give information (Sarantakos, 2005). There are two types of probing. One is called nondirective probing while the other is called summary technique. In nondirective technique, the researcher uses neutral phrases like "*I see*", "*oh, Then?*" to supplement the primary question. Similarly, the summary technique involves a meaningful direction to the interviewee by the interviewer (Selltiz et al, 1976).

Nondirective probing was used in UDC1, UDC 3 and UDC 4 while Summary technique was used in UDC 2 and UDC 5. The reason for using summary technique for UDC 2 and UDC5 was that both the business community and the people who had experienced the process of procedural justice had a fear of speaking up against police.

3.2.0   Rapport Building

A "frank and open" discussion is called Rapport (Goudy and Potter, 1975). It is evident from research that rich stories and narrates can only be extracted from the interviewee when the researcher builds rapport. In order to build rapport, the research should be smart enough to assess the nature of the situation and deal with it accordingly to make meaningful conversations with the interviewees. This results in a attaining useful data for the research (Ryan, Dundon 2008). Similarly, another factor establishes good or bad impression on the interviewee and that factor is the appearance, accreditation and sponsorship of the researcher (Benny et al 1956). I already had informal contacts with some of the locals of Afzal Abad but for this research I attended Friday sermons in Masjid Usman. This helped me get acquainted with the locals and define my targeted respondents for data collection.

3.2.1   Significance of the Study

In order to bring reforms in any organization, agency or department it is very important to take the input of people or community it is dealing with. Similarly it is very important to know the perception of people about police. The clichéd, pessimist view about our local policing needed to be addressed in order to bridge the gap between local communities and police. This research determined the gap between the service provided by police and the expectation of the public from the police. It will help the policy makers and the police Department to review their policies and practices. This research has evaluated perception of the local neighborhood of Afzal Abad, Peshawar about police.

4.2.2   Locale

This research was conducted in the area of Afzal Abad, Peshawar. It is located between University of Peshawar and Abdara.. Population of Afzal Abad is 1240 people according to the

electoral lists. There are 4 streets in Afzal abad i.e. Salar Lane, Hadi lane, Marwat lane Banusi lane and Deans Flats. It also includes the Old Bara Road market which comprises of 15 shops. I reached out to the inhabitants of all these streets along with the people who are conducting business at the small market in Afzal Abad. Reason for selecting this locale was its geographic importance. Afzal Abad has its boundary with Peshawar airport which makes it a security sensitive area. Presence of police and other security agencies is relatively more than any other area of Peshawar. Moreover, it is located between a village and a posh area of Peshawar which makes it a good area for collecting a balanced data.

Chapter 4

4.1 Analysis

In first part of this chapter an overview of the system of policing in Pakistan in reference with the 2002 Police order and the KPK Police Act of 2016 is given. The second part analysis the data, collected from the neighborhood of Afzal Abad.

4.1.1 Police Act of 2002

In 2002, a new police act came into being to be known as the Police Order 2002. This redefined policing in Pakistan. Mandate, given to the police officers in this act is given below:

Duties and Responsibilities of Police officers:

1   **Attitude and responsibilities of police towards the public**. - It shall be the duty of every police officer to behave with the members of the public with due decorum and courtesy; promote amity; guide and assist members of the public particularly the poor, disabled or physically weak and children who are either lost or find themselves helpless on the streets or other public places; and aid individuals who are in danger of physical harm particularly women and children(The Police Order 2002).

2   **Duties of police**. - Subject to law, it shall be the duty of every police officer to protect life, property and liberty of citizens; preserve and promote public peace; ensure that the rights and privileges, under the law, of a person taken in custody, are protected;   prevent the commission of offences and public nuisance; collect and communicate intelligence affecting public peace and crime in general; keep order and prevent obstruction on public roads and in the public streets and thoroughfares at fairs and all other places of public resort and in the neighborhood of and at the places of public worship; regulate and control traffic on public roads

and streets; take charge of all unclaimed property and to prepare its inventory; detect and bring offenders to justice; apprehend all persons whom he is legally authorised to apprehend and for whose apprehension, sufficient grounds exist; ensure that the information about the arrest of a person is promptly communicated to a person of his choice; enter and inspect without a warrant on reliable information any public place, shop or gaming-house where alcoholic drinks or narcotics are sold or weapons are illegally stored and other public places of resort of loose and disorderly characters; obey and promptly execute all lawful orders; perform other duties and exercise powers as are conferred by this Order, the Code or any other law for the time being in force; aid and co-operate with other agencies for the prevention of destruction of public property by violence, fire, or natural calamities; assist in preventing members of public from exploitation by any person or organized groups; take charge of lunatics at large to prevent them from causing harm to themselves or other members of the public and their property; and prevent harassment of women and children in public places (The Police Order 2002).

Police officer shall make every effort to afford relief to people in distress situations, particularly in respect of women and children; provide assistance to victims of road accidents; assist accident victims or their heirs or their dependants, where applicable, with such information and documents as would facilitate their compensation claims; and cause awareness among the victims of road accidents of their rights and privileges. It shall be the duty of a police officer to lay information before a competent court and to apply for a summons, warrant, search warrant or such other legal process as may, by law, be issued against any person suspected of committing an offence(The Police Order 2002).

3   **Emergency duties of police with regard to essential services**. The Government may, in an emergency, by notification in the Official Gazette, declare any specified service to be an

essential service to the community. Upon a declaration being made under clause (1) and so long as it remains in force, it shall be the duty of every police officer to obey any lawful order given by a senior police officer in relation to the declaration (The Police Order 2002).

Critical Analysis in the context of Social Contract theory:

The police order of 2002 came in post 9/11 era. This was the time when Pakistan got hit severely by terrorism. This era was the beginning of the war on terror and it resulted in terror attacks on civilians. Police in that time did not had the capacity to counter terrorists. They were untrained and under resourced to combat terrorism. The following decade witnessed the loss many police personals. Some notable police officers that were killed in the line of duty include CPO Malik saad, DPO Abid Ali, SP kalam Khan and Commandant FC, Sifwat Ghayur.

The criticism on this police order is that the demand of the day was to equip police force with counter terrorism skill and training. However, the state failed to build this capacity of Police. Thus, we experienced a reign of terror from Karachi to Khyber and the state failed to hold its side of the social contract. This vacuume, however, was filled by the KPK Police Act of 2016.

4.1.2   Khyber Pakhtoonkhwa Police Act 2016:
The KP Police Ordinance also known as KPPO 2016 was the first initiative by any provincial government to establish a Police law in conformity with the Constitution of Pakistan and made in such a spirit that it would conform to the public aspirations. The seed of this act lies in the Police order of 200. The major intention was to reconstruct and de-politicise the police, make it accountable through democratic institutions and incorporate the community in the law enforcement apparatus. This law law entrusts the police with 27 different duties, hence elaborating the limitation of the police for both the public as well as the police itself. In PO 2002, counter-militancy and terrorism were missing links but in the KPPO, police are also entrusted

with the important duty of being combatants. The law has also defined that a police officer should also act as a protector of human rights. However, attainment of such ideals requires continuous training of the police. In line with this, the K-P police has established nine different specialised, training schools. In the post-9/11 scenario, the K-P police increased its manpower by 117 per cent, but training remained a neglected sphere. However, after the establishment of specialised training institutes, the K-P police is trying to transit from the numerical model of policing to functional specialization (KP Police Act 2016).

Critical Analysis of the KPPO 2016 in the context of Social Contract Theory:

Three major factors that makes the KPPO different from the Police order of 2002 are, 1- Police officer is the protector of human rights and 2- Police has been depoliticized.

The problem arises that although; the government has taken a very good initiative to declare a police officer a protector of human rights, but no capacity building measure (training) has been taken to ensure the execution of this step. Police need to train their staff and inform the knowledge of modern day Human Rights so that the objective of this step be achieved.

Secondly, a very good initiative has been taken to depoliticize the police. This, however, seems hard to achieve. Previously, the Annual Confidential Report of IGP would be written by the Chief Secretary of the province. After this ordinance, the ACR of IGP is written by the Chief Minister. Logically, a not political entity in the province is the governor of the province. This authority should have been given to the governor to depoliticize the police but this isn't the case.

In conclusion, in spite the fact that police has apparently held its side of the bargain in the Social Contract, there still are some loop holes that needs to be addressed. The intention is right.

According to the findings of this research, the locals are happy with the overall performance of police but until and unless the gaps in services are filled, efficiency will be hard to achieve.

4.1.3 Policing in Baluchistan, Islamabad, Gilgit Baltistan and Azad Kashmir:

Following suit, Balochistan also introduced the Balochistan Police Act, 2011 on 24 August 2011. Repealing the Police Order 2002, in violation of Articles 143 of the Constitution, the Balochistan Police Act 2011 additionally revived the institution of executive magistracy, in violation of Article 175(3) of the Constitution. The Balochistan Police Act 2011, with some modifications, is a replica of old Police Act 1861. However, the new law does not place the district police officer under the general control and direction of the District Magistrate. As already noted, Islamabad Capital Territory, Gilgit Baltistan, and Azad Jammu and Kashmir did not at all shift to Police Order 2002, and are still stuck with old Police Act 1861 (Suddle, 2015).

4.2   Primary Data Analysis:

Primary data was collected through fieldwork from the area of Afzal Abad, Peshawar. The data was collected through in-depth interviews and were recorded. Interviews were mostly conducted in Pushto and Urdu. Collected data went into the process of transcription, coding and indexing, and charting before putting into themes. After the generation of themes, the perceptions and views of the respondents were articulated into a meaningful whole.

Following is an account of the process of data analysis:

1   The transcribed data was reread several times. The data was marked with codes labeled as Code containing relevant sub codes 1.1, 1.2, 1.3…., Code 2 containing

relevant codes 2.1, 2.2…… Each document carrying the transcribed data was marked with the codes which helped to separate the similar coding.

2   The data was gathered in the consolidated form in one file. The Code 1 for example was put on the table with the sub codes. Code 1.1 from each document was marked which was to be tabulated against the row. The tabulation of coding is further elaborated in the thematic charting.

Code 1: Responsibilities of Police	
1.1	Protection of Life
1.2	Protection of Property
1.3	Crime Control
1.4	Vigilance
1.5	Conflict resolution

3   Third step was thematic Charting of individual questions in every interview. The table included sub codes along with interview number and their response of interviewees.

Sub Code/ Interview #	1.1	1.2	1.3	1.4	1.5
Interview 1	Protection of life				
Interview 2		Protection of Property			
Interview 3			Crime Control		

4   The sub themes merged into a major theme to be interpreted. For example Code 1 lead to the formation of the theme, "People's expectation from Police"

Following themes emerged after analyzing the data:

4.2.0   Indicators

An indicator is a quantitative or qualitative factor or variable that provides a simple and reliable means to reflect the changes connected to an intervention (Bryman, 2014).

In order to make sense of the primary data and bring it to a meaningful document, indicators were used. For instance, every respondent came up with their own words to describe the behavior of police. Majority were happy with the behavior of police while some criticized it; some showed fear when asked about police behavior while some talked about the room for improvement in Police's behavior. Thus, two main indicators were established to generalize the perception of respondents about police behavior. The replies were elaborated by two indicators, i.e. pleasant and non-pleasant and each reply was placed in the mentioned strata. Majority of the replies fell into the pleasant indicator which indicated that generally, people of the locality seemed satisfied with the behavior of police. Rests of the themes were generated in the same manner.

Following is the account of the themes generated after analyzing the primary data:

4.2.1   Expectation of local people from Police

Since the department of police deals with public sector service delivery, it was important to know what services were expected by the targeted respondents from police. Majority of the respondents were of the view that the core job of police was to protect the life and property of

citizens. When asked the reason for their expectation, most of them said that, this is what the department of police was paid by the state to do so and it would render police useless if they failed to provide security to the citizens. There were two indicators to see if the reply of the respondent was informed or not. So the replies were put into two strata i.e. Informed reply(good knowledge of police services) and generalized (sweeping statement). Majority of the replies were well informed which gave an insight into the knowledge of the sample size about the duties and responsibilities of police.

"They exist to protect us".

"Police gets paid by the government to provide protection to the people".

"According to the constitution, the job of police is to protect the life and property of the people"

The respondents thought of police as a body that exists to protect them and their property from criminals. They expected the police to maintain order in the society so that the criminals do not walk around, posing a threat to the life and property of citizens. They wanted a sense of security in which they could have their day to day activities without the fear of trouble makers.

Secondly, the respondents expected the police to serve them in time of need. One of the respondent brought attention to the 2001 police reforms that changed the scope of police. She said,

"Protection! Protection of common citizens. But this narrative changed in 2001 when the police reforms were introduced in the form of Police act 2001. Before that the role of police was restricted to penal punishment or in the context of control. Currently, the role of police is protection and facilitation".

Hence, the respondents not only expected the police to provide them security but they also expected to be served by them in the time of need.

"They cannot sit in their offices and do nothing. They provide ease in people's daily life and serve them".

"It is their job to serve you when you are in need of help, for example, it is the job of traffic or highway police to help and assist you in case your car breaks down. It is the job of police to guide you the way when you are lost in a new city".

While the majority of respondents talked about serving and protection, some of the respondents came up with different answers. The different view of minority of respondents came either because of their contact with the police or because they had seen police in other countries and expected the local police to be the same they saw abroad. Similarly, some of the respondents happened to be either serving or retired government officers or lawyers. This class usually has more information about police than the general people because both belong to the lot of civil servants. The replies came up with some very interesting information as well. For example, one respondent said that the job of police is to help the district administration.

"It is the job of police to help the district administration to maintain law and order".

While the Deputy Commissioner administers a district, it is the job of police to help him maintain law and order situation in the district.

Apart from maintaining law and order situation, another interesting finding revealed that police's job is to bring positive change in the society. Society operates smoothly when the citizens abide by the rules set for them by the state. Since the state controls its citizens through police, it becomes the job of police to bring the habits of the citizens in line with the rules of the

state. They negatively reinforce and punish any unwanted or unlawful behavior of the citizens by keeping a required amount of deterrence.

"It is the job of police to bring positive change in the society".

4.2.2 Behavior:

Police is an institution which deals with the public directly. Because of its nature, the police are vested with a lot of power. This power can corrupt the minds of the police officers which could lead to a rude behavior. "Social Contract" theory justifies how the power is exerted by law enforcement agencies on a population as a whole. It is the society that has given authority to law enforcement in exchange of security. This contract gives immense powers to the Police. However, problem arises when use of power exceeds beyond the expectation of society. This is when that contract is breached (Evans and McMillan, 2014). Keeping in view the social contract theory and to assess the behavior of police with the locals, the respondents were asked about the behavior of police with the locals. Majority of the respondents were of the view that police is very good in terms of behavior with the locals.

"Personally I haven't had much contact with the police but a couple of days ago they came to our street to check the "No Objection Certificates" of the people who have rented houses in Afzal Abad. Those few minutes of interaction I had with the station house officer of police station were very good. The SHO was on the best of his behavior".

"As far as KPK police is concerned, especially the town police, I believe they are good in terms of behavior".

"I believe they are good in terms of behavior. Their behavior is the result of how people treat them. When people deal with them in an educated/polite manner, they respond accordingly. Now a days they are having this campaign in Peshawar that says, "Pehlay Salam, Phir Kalaam(greeting first, conversation later)".

"I have found them very professional and cooperative to be very honest. They see the person they are dealing with and behave accordingly. Like I believe they give due respect to the educated, sophisticated people".

Contrary to the clichéd opinion about police's behavior, the findings suggest that people are satisfied with the overall behavior of police. The respondents termed police behavior as respectful. Judging from the replies of the respondents, the following things can be concluded:

First, police in KPK do not observe rude behavior while dealing with the public and are at the best of their behavior.

Second, the respondents made a comparison between KPK police with the rest of the provinces. They called the police behavior comparatively better to the rest.

Third, police's behavior is conditional. If the people behave appropriately with them, they are good and when people are rude, they are rude.

In contrast, there was a negative opinion found too. Some of the respondents did not speak well of the police behavior and termed them the same old colonial police. These replies were majorly based on bad experience with the police. Some of them straight away called them rude while some of them gave a very rational reason for the rude behavior of police. For instance, one respondent replied:

"Behavior of police is good but they are overburdened with work. They do not have time to rest. This restlessness causes agitation and when they talk to people, people think that they are being rude. They are humans and the result of their tune is their long hours of duty with little rest. They are in constant stress which leads to tension".

One of the respondents gave a rather interesting reply to the question. He said that:

"There is a sort of weird behavior of police that cannot be explained. I see police being lenient to the thieves. There are illegal activities going on in the rest houses in Afzal Abad. We have notified the police about these illegal activities but police seems to turn a blind eye on them. That other day the DSP came here and we told him about all these rest houses. He even visited some places with us and warned their management to keep their affairs in order with the law. He told the rest house staff that he will come again for inspection. They just do this to calm us down. They don't take any concrete steps to stop these activities"

Judging from this opinion, it can be inferred that good behavior is not enough to stop illegal activities. Police has to be professional and take concrete steps to stop illegal activities.

One of the respondents had a very negative opinion about police behavior. He used a Pushto quotation to define the behavior of police. When this respondent was asked about police behavior, he felt angered and said that: "*there is a saying in Pushto, "zaan na di thanedaar jur karay dai". From top to bottom, policemen have a specific behavior that cannot be changed*".

He further added another statement that seemed both logical and ironic. He said that, "*to be very honest, if they change their behavior, people will stop fearing them*".

Police requires a specific amount of deterrence which is important for policing. In the light of his statement, that deterrence cannot be achieved without rude behavior.

Similarly, another respondent who had recently had interaction with the police gave a very interesting information. He said that, "*police behavior is good as long as they are under supervision.*"

Another respondent said the same thing. He said, *"If you go to the outskirts and visit the villages, you won't see any behavioral change in police. For instance, if I talk about Peshawar or Mardan or Harripur, you will see this element of respect when police deal with people. This is due to the fact that police in big cities is being monitored. They cannot treat people badly and get away with it. There are high officials in these areas where they keep a check on police directly and the people are aware of their rights".*

Contrary to expected outcome of this question, the replies of respondents were very positive about police. This shows that they are satisfied with the behavior of police. Contrary to the research conducted by Susan E. Howell (2004), this research did not found the behavior, driven by the element of race either.

4.2.3   Trust:

In order to measure the trust level of the respondents on the police, they were asked to share their view regarding trustworthiness of police. Here, the data was elaborated by two indicators: 1- Reason for trust in Police and 2- Reason for mistrust in police. Majority of the respondents showed trust in police performance. This implies that the respondents were confident that police held its side of the social contract. They seemed satisfied with the overall performance of police with only a minority of respondents thinking otherwise. It was found that the reason of this trust was majorly the modified complaint system of KPK police, the new City Patrol and its improved behavior with the public. Some of the replies are given below:

"Current status is that there is a good feeling of trust among the people about police. With the passage of time, people are having more trust in police".

A very interesting reply came from a senior citizen who actually quantified his trust in police. He said, "*yes! They definitely do. If I quantify this trust into percentage, I would say they have 40% trust in police*". When asked, what the reason for this 60% deficit was, he replied, "*They do not have time to rest. This restlessness causes agitation and when they talk to people, people think that they are being rude. They are humans and the result of their tune is their long hours of duty with little rest. They are in constant stress which leads to tension"*. His reply implies that police is overburdened by work and the number of police cannot catch up with the population in terms of proportion of the population. This also implies that, under the given human resource, police is doing fairly well to keep up with the hopes of the people.

One respondent shared his experience in this way:

"I would say that the trust is better than how it would be in the past. Previously, there was no trust. People wouldn't go to the police station in the past. They wouldn't report a crime as it would create problems for them. They wouldn't consult the police because the police would treat them disrespectfully. Now they have improved their attitude. I went to the police station to file a report for a missing ID card. I was received with due respect and the relevant officer brought a file, gave us a form to fill and gave us a receipt in the end. This seemed better to me. This wasn't the case in the past".

One respondent compared KPK police to Punjab and Sindh police by saying, "*there has been an effort to create trust between the locals and the police in KPK. When I compare the situation with Punjab and Sindh, things are very good here"*.

Judging from the opinion of majority of the respondents, it is conceived that there is a general sense of trust for police among the people. This trust is the result of genuine efforts by the police to gain trust among the people.

Apart from the general view about the state of trust on police there were some respondents who showed lack of trust in police. This was majorly because of two reasons. Primarily because they did not interact with the new police reforms (Police Act 2016) and secondarily because they have had bad experience with the police. Some of the responses are given below:

"I say, people do not trust the police at all and there are a lot of reasons behind it. Major reason is that police has lost its integrity on account of corruption, nepotism and political affiliations. In our area, whenever police shows up, people try to ignore them or change their path in order to avoid any contact. They don't cooperate with police because they know how difficult it can become for you to help the police. They would call you time to time to the police station. What you consider your civic duty is made a painful duty by the police".

Keeping in view the view shared above, it could be inferred that there still are bad sheep in the police department who lack professionalism or, they are politically influenced and involved in corruption. These elements are bringing bad name to the police department.

Similarly, another respondent came up with a very interesting and logical reply. He said, "*keeping in view the way cries have evolved over the years, I believe police lacks the capacity to fight modern crime. They do not have the adequate resources to fight crime. I was robbed at gun point on the main road so I went to write a roznamcha report in the town police station. I just expected them to write a complaint so that I could issue a new sim from the cell phone service providing company. I knew that they do not have the means to find the criminal who snatched my*

cell. They do not have CCTV cameras where they could identify the criminal. Apprehending them is another story. So in terms of will power, I trust the police but in terms of fighting modern crime, I do not trust them on account of being primitive".

The pattern found in majority view was that most of the people have either experienced the services provided by police or had seen someone in their social circle getting them. This developed a trust on police among them. Similarly, the negative opinion also is either based on bad experience or when people hear of some bad news related to police. In either ways, the opinion is highly subjective and it is very hard to generalize people's trust on police. However, judging from the majority view in favor of police, I can be inferred that there is a general trust on the police department in Afzal Abad.

Thus, the finding of this research is consistent with the study conducted by Benson (1981), given in the literature review.

4.2.4   Services provided by Police

Respondents were asked about the services provided by police to the locals. Same indicator was used in this theme as when the respondents were asked about duties and responsibilities of police. This question validated the reply of respondents about the question asked about police's duties and responsibilities. The aim of this question was to learn about the steps taken by police to ensure the safety of the people. Another objective of the question was to know if the police is serving the people in accordance with the expectation of the people. Replies of the respondents gave the idea about gap in the provided services.

Most of the respondents felt satisfied with the services provided by the police. Following is the account of replies:

"Since it's a very sensitive area on account of having its borders touching the airport, I see police patrolling the premises. Although the patrolling is not very regular but in their given resources, police is doing quite well".

"They are doing quite well. At least if a person calls them, he would be confident that the police would show up to his house to help him. They are present in the police station to listen to our complaints and they do patrolling in the streets. Poor policemen patrol the streets all night long. They are overburdened by work. At least they are meeting my expectation".

This respondent's reply shows that police is under resourced but still they are doing regular patrol in Afzal Abad to ensure the safety of the people.

Similarly, another respondent was of the view that, *"Police works on intelligence. They have informers among the locals who keep police updated on the issues of the area. These informers inform police about any disturbance in the area. So the first service they provide is their intelligence system for the safety of the people. Secondly, police also carry out patrolling in the area to keep crimes and the criminal activities under control".*

This information was interesting because none of the other respondents shed light on the intelligence system of police. This shows that police's intelligence system is effective. They are serving the people from the shadows and the general public does not know about it. The fact that this respondent gave this information is that he too is a retired jailer and he knows the working of police.

Majority of the respondents showed a high level of satisfaction with the patrolling of police. Almost every one of them commended the City Patrol service that has recently been launched by the police. Highly trained police personnel patrol the streets in a hatch back car. They not only

look for any disturbance but also have a traffic sergeant with them who ensures the smooth of traffic. They help you in distress and even have a first aid box to treat people in emergency. One of the respondents said, "*Police regularly patrols the area in the City Patrol service in which they have a traffic sergeant and a first aid kit. So if you are hurt somewhere and you call the police, they come over and provide you with first aid as well. They issue traffic tickets on spot and can deal with any emergency situation within minutes. Recently when the terrorists attacked Peshawar University, this car reached the crime scene before the Special Forces could arrive and they contained the terrorists. To me, they were the real heroes because they stopped a major catastrophe*".

Similarly, another respondent showed his satisfaction like this: "*they do their timely patrolling which is good. I often see them standing on the entry and exit of Afzal Abad. I am satisfied with their presence*".

"*I see the presence of police around the corners. I see barricades on which they stop by motorcycle and cars to inquire about their identity. Moreover, they do regular patrolling*".

The most interesting reply came from an engineering student who shared a quite unique experience:

"*I have seen police puncturing the tires of cars parked outside the houses so that people stop parking cars in the streets. Police's logic is that if you don't park your car unattended, it will not get stolen*". This was the most interesting reply because leaving your property unattended in a country like Pakistan is not a very good idea and police is negatively reinforcing this habit.

Keeping in view the opinion of majority of the respondents, it is inferred that they happens to be satisfied with the service provided to them by the police. Since there is always

some gap in the service, especially public sector service delivery, some of the respondent showed displeasure to the performance. Following is the account of the minority of respondents:

Minority view has given some insight into the gap in the provided services. For instance, one of the respondents was of the view, "*No! To me, even the City Patrol is not up to the mark. Reason is their attitude and behavior. I believe they need counseling whether it's a low ranked sepoi or an officer*".

Similarly another respondent showed his dissatisfaction by showing that "*I don't see any visible activity to know if they are doing anything to protect us. I haven't seen them patrolling during the day. I haven't seen them patrolling during the night. People have hired private security guards for their protection. All they do is to come during the night and tell the private guards to stay vigilant. This, to be straight, is their job but people have hired private guards for it. They should have had information about their area. They should have had idea about the criminals in the area. They should have had such a hold on the area that would give sense of security to the people so that they would not have to hire private guards.*"

The minority view high lightened the gap in the service provided by police. The idea that people are still hiring private security guards in some streets indicates that there is a gap in police service which is filled by people on their own expense.

4.2.5 Police Complaint Mechanism (Effectiveness)

Respondents were asked about their knowledge of the police complaint system. So the knowledge of Police complaint system was the key indicator in generating this theme. Keeping in view their knowledge of the mode of complaints in police, it was learned that the respondents were well aware of the system. Normally one hears only about the police FIR (First Information

Report) when someone talks about filing a complaint or report in police. In contrast, the respondents had a very good knowledge of multiple modes of complaints introduced by the KPK police. It further implies that the police has done its job by making it easy for the people to excess justice through multiple modes. The new modes of complaint, according to the respondent include DRC (Dispute Resolution Council), online FIR; complaint through SMS; SSP and IGP complaint cells; Android app for schools in cases of emergency and police emergency numbers.

One respondent shared his view like this: "*I lost my ID card and in order to get a new one you need to file a complaint in police station. I used the online FIR system to do so. Within an hour, I received a call from Town Police Station and they asked me to come to the SHO's office and collect my complaint. That was a pleasant experience for me because prior to this, police would not even listen to you in cases like this*".

"*There is this complaint cell of Inspector General which has been established recently. Apart from that we have the Dispute Resolution council in which you can put up your issues. Moreover, you can go to the nearest police station to launch an FIR*".

"*Police have a traditional way of complaint where you can go the nearest police station to file a report. But recently, they have added other modes of complaint for the convenience of the citizens. Now, people can launch a complaint while sitting at their homes on the police website (Online FIR). Besides this, they have introduced the SMS system in which you just send a text to police on your cell phone and the next thing you will see would be, police standing at your doorstep. Similarly, there are two complaint cells launched by the police. One by the SSP of police and the other is the IGP complaint cell. So, in my opinion, police has improved their complaint system*".

Another reply came from a respondent who claimed that he had never came across a situation where he would file a complaint in a police station but even then he was aware of the new complaint modes.

"*Yes! They have a mechanism of complaint. They have given their numbers to us on which we can call. They have actually advertised their emergency numbers on different places. Police has provided their toll free numbers. I don't have personal experience because I have never called the police but I have seen the boards on which police emergency numbers are provided with a note that you can call this number in case of emergency.*"

This implies that the police have properly informed the citizens about the new complaint modes to ease their excess to justice.

If you divide police effectiveness in two stages, i.e. 1- Police complaint, 2- Procedural justice, then in the findings of this research, police have done their job I the first stage of police complaints. People are very happy with the complaint mechanism and the police have done their first job very well. This also makes the finding of this research consistent with the study done by Tyler (2004).

4.2.6   Procedural Justice (Effectiveness)

Procedural justice is the way legal authorities and police communicate and interact with the people. It is this interaction that shapes the view of public about the police and other legal authorities. This makes them obey law and help the police to fight crime (Tyler and Fagan, 2008)

In order to better understand the perception of the people of Afzal Abad, it was really important to take their opinion about the procedural justice so that it could highlight the hurdles in the process of procedural justice. Respondents replies were put into two strata i.e whether the

process of procedural justice was smooth or not. According to the findings, majority of the respondents complained about the issues they had encountered in the due process of justice. Although in this research's findings, the respondents have shown considerable amount of respect to the police on account of their behavioral change which cannot be seen in other provinces of Pakistan, but when asked about the procedural justice, majority of the respondents gave a negative view. They complained about having problems in getting justice. While some discredit police on account of being under resourced, some blame their training and lack of will in making prima facie cases. Some were of the view that police has not caught up to the modern crime and lack the capability to solve technical cases.

Some of the replies are given below:

"*In some cases which are trivial in nature, people get instant response. They get relief very quick. On the other hand, there is a different scenario in the case of technical cases. For instance, criminal or financial cases. This is where the people don't get efficient and effective justice. Police lacks the capacity to solve technical cases.*"

Inferring from the statement it would be safe to assume that police has not build up the capacity to solve technical crime. The respondent has mentioned criminal and financial cases. Up till 2017 there was no forensic laboratory in KPK so it is right to say that technical criminal cases have been their weakness. Similarly another respondent added:

"*Just like any other system, for instance, PTCL complaint. When you call, they try to fix your problem without putting it into writing because they avoid paper work. Police does the same. When someone files a complaint, their first priority is to tell you to fix it by yourself and don't*

bother them. They avoid paper work because then the complaint becomes official and they have to complay to it. So I believe, police avoids genuine work."

"What we hear a lot from people is that filing a report in police station in itself is a torture for the civilians. If a person loses his cell phone, he would buy a new one and avoid interaction with police. It's a big problem"

One respondent came up with an interesting logic. He was of the view that procedural justice was based on the education and awareness level of the complainant. He said "*procedural justice depends on whether you are educated or uneducated. When an educated person files a complaint in the police station, he knows what to say and can observe what the police officer is writing down. He can actually make changes by correcting policeman who is writing the complaint. On the other hand, an uneducated person doesn't know what the relevant officer is writing in the complaint. So the police can write an ineffective report which could ruin the entire case. Since the initial report decides the case in the court, it is very important that it is properly written. Poor people get affected in the initial reports because in many cases the other party is influential and thy pay the police to write a defective report. Thus, in my opinion, the education of the complainant is the first hurdle in the way of procedural justice*".

This implies that the First Information Report is the key element in any case. If police does its job properly and make a prima facie case against the culprits, people will get justice. This also implies that the education level of the complainant also determines the effectiveness level of t complaint. Uneducated people do not know how to read and write which could be used against them by the other party if they bribe the police. On the other hand, educated people can interfere in complaint writing if the police is missing out on some critical detail.

"Black sheep in police are the major hurdle in the way of procedural justice. Corrupt police personnel would not even bother to do proper investigation. They would not make a strong case against criminals which would lead to the criminals walking free from the courts". (*Respondent is a government officer*)

Inferring from the statement, it is learned that corruption is another hurdle in the process of procedural justice. Moreover, when a police officer who doesn't do his job professionally can create a lot of problems for the people. specially the one who doesn't take interest in the case and make a weak case on account of lazy attitude.

"Police lacks powers because of political interference and social pressure. For instance, a procession comes out in the name of "touheen-e-risalat". State laws demand the police to stop them but the police cannot because of social pressure. This would be an external hurdle in the way of procedural justice. Similarly, they have an internal hurdle in the way of procedural justice and that is corruption. Finally, the judicial system also makes hurdle in procedural justice. In short, the police lacks the capacity to carry out procedural justice."

Political interference in the matters of police could lead to ineffective policing. People would suffer and police would remain helpless. Followed by political pressure is the corruption within the department of police.

One respondent blamed the ignorance of people and the checkered history of police for the hurdles in procedural justice. She said, *"first of all, let's talk about the system. Literacy level is low which leads to ignorance. People normally don't know about the new system of reforms in police. So the first hurdle in the way of procedural justice is the ignorance of people. People are unaware of their rights and institutions. Second hurdle is that police has always been the tool of*

oppression for the powerful people against the week. Whether that is a politician; whether that is the khan of some area or whether that is a rich person of your area. These dare the people who have a special relation with the police and they are what used to be historically termed as "Sufaid posh" people (white color). Police divides people into Sufaid posh and normal citizens and treat them accordingly which is a big hurdle in the way of procedural justice. Third hurdle is the corruption within the system."

Thus, the finding of this research is inconsistent with the finding of Tyler and Fagan, (2008). According to the finding of this research, people are not satisfied with the process of procedural justice.

4.2.7   Corruption

Respondents view was taken on the problem of corruption. They were asked if the police was involved in corruption or not. Two indicators elaborated the data acquired from this question. 1- whether the respondent had actually observed police in corruption or the reply was based on a cliché. It was found that majority of the respondents thought that corruption continues to prevail in the department of police. The findings suggest that apart from financial corruption, police is also involved in the misuse of power which is an equally bad problem. Almost every respondent shared information that was both interesting and relatively unknown to the general public.

For instance, one respondent said "*We once suspected immoral activity in a beauty parlor. Upon investigation we found out that it was basically a place for sex work in the cover of beauty salon and that place had connection with police. The SHO was involved in that activity.*" Police exists to protect and serve people. They develop the habits of society in according with the law of the land. When an institution that is established to uphold law, starts breaking the law, it violates the social contract and loses its legitimacy.

Similarly, another respondent actually provided proof of police's corruption. *"Definitely! They are corrupt. I see these countless barricades of police which have specifically been established by the police to take money from all the trade vehicles that pass by them. I personally have pictures of policemen taking bribe from a hay truck that was heavily overloaded and responsible for road damage. Police take bribe from them and let them pass with the illegal load delivery. This has resulted in broken roads".*

Judging from respondents view, it can be inferred that police corruption is not only affecting the reputation of police department but also affecting the public by damaging public property. By doing this, police is not only violating the law but the social contract too. People who are appointed to enforce law are breaking the law.

One respondent made a distinction between the rankers and direct officers. He was off the view that the rankers were highly corrupt while the direct officers (through css) were good officers. He quoted, *"I believe there is massive corruption in the lower ranks of police. High rank officers do not seem corrupt to me. It is the lower ranks like hawaldar, SHO, sepoi who are involved in corruption. They create problems on account of corruption".*

Apparently, it means that the direct officers or the CSP officers are not corrupt. But this respondent's reply implies something else. High ranked officers do not interact with the general public. Public dealing happens in the police station where there are SHO's, *sepoi* and *hawaldar*. People do not even get to see the ASP. This would mean that the lower staff is doing corruption under the nose of their superior officers which seems a highly unlikely scenario. It shows that there is a highly likely chance that the high ranked are involved in the corruption.

A very apparent feeling of disappointment and hopelessness was found in some of the replies when asked about police corruption. As one of the respondent quoted, "*putting a barricade whenever they want to squeeze money out of people. This, in my opinion is the biggest form of corruption. Similarly, exerting their power on the poor people. For instance, they would stop a poor guy on the check point and ask him to bring them a bottle of Pepsi. They would stop their mobile in front of a shopkeeper and pick stuff from them without paying him money. For example, a policeman would pick an apple from a shopkeeper. This wouldn't affect the shopkeeper much but still it is corruption and misuse of power. This is how it has been. This is how it is and it will remain this way in future. It is unstoppable.*"

As mentioned in the literature review, Social Contract gives immense power to the law enforcing agencies and people get seriously affected when this power is misused. Same thing was found when the respondents were asked to share their experiences with the police. They raise a lot of questions on the matter of police reforms and legitimacy of police. Some of these experiences are given below:

"*We had a fight with someone. That guy came to our street and opened fire on our house. We launched an FIR in the police station. Police didn't arrest that person. Instead, they would regularly come to our hujra for refreshments. They even asked me to fix their van. They were asking for favors instead of arresting the man who fired a weapon on us. They wanted us to oblige them so that they would arrest that man and pursue a case against him. It was their responsibility to arrest that man but they didn't. they wanted favors first. FIR was properly written but no action was taken by the police. We didn't get justice*"

"*Once a mobile from town police station stopped by my shop and asked for 7 roti's (bread). When I handed him 7 roti's, he gave me 50 rupees while the price of 7 roti's is 70 rupees. I asked*

him to pay the full price because 3 policemen from town police station had already taken roti's for free that day, but it offended him. He started calling me names. When I told him to behave, he took out his weapon and threatened to shoot me. The passing by people and the neighboring shopkeepers intervened and asked the policeman to calm down. The point is that I politely asked him to pay the price of 2 roti's and that resulted in an insulting behavior of the police officer".

Thus, the finding of this research is consistent with the research conducted by Touch (2004). However, there came a very different answer to corruption when the question was asked from a senior citizen. He gave a very Pakistan specific reply to the question. He put the responsibility of corruption on all of the society by saying, "*Police is a part of our society and there is a lot of corruption in our society. Cart owners are corrupt here. Common people are corrupt here. How do you expect the police to be saints in a corrupt society?. We add water to the milk. We are liars and we betray trust. How can police be on moral high ground in this case? This is the reason of police's involvement in crime too*".

4.2.8 Strengths and Weaknesses of Police

In order to know what the people of Afzal Abad thought about the strengths and weaknesses of police, it was important to ask their opinion about the matter. Without taking input from the major stakeholder, it would be difficult to access the general perception of the public about police's strengths and weaknesses.

When asked to share their view about the matter, the following reasons of police's strength and weakness were found.

4.2.8.1 Strengths

"Current government has empowered the police which I believe is a strength. This has lessened political pressure on police. They have been provided with resources. High ranking officers have been given authority to induct competent officers of their own choice in their relevant district" .

"Complaint system has improved a lot which is a strength. Especially the online complaint system which has solved the troubles of the people. I would like to commend the traffic police. I once broke a signal and no matter what I would say to the police officer on the road, he was persistent to uphold the law and he did not show any lenience to me. This has resulted in better traffic in Peshawar." (*Respondent is a government officer*)

"I can't think of many factors but I have to say that the new patrolling service (City Patrol) seems very professional to me. Their uniform and behavior is very good. The policemen on this service are young and well trained compared to the old mobile patrolling". (Respondent is government employee).

"Police has done the job of army in the war against terror. It wasn't their job. It was the job of army but they did it and lost so many good officers in the line of duty. This to me is the strength of KP police". (Respondent is a senior citizen).

Judging from the replies of the respondents, following are the major strengths of KPK police:

1   Political pressure on police has somewhat being lessened by the provincial government.

2   KPK police has introduced multiple modes of police complaint which are proving to be very effective and efficient for the people. Prior to this, the only mode of complaint would be to physically visit the nearest police station to file a complaint.

Things have changed now. People can file a police report with the help of online complaint, SMS, Emergency number provided by police, SSP complaint Cell, IGP complaint cell and an android app designed for schools. The respondents were very happy with the complaint mechanism and were of the view that after the introduction of this new complaint mechanism, police has become more responsive to their complaints and they do not have to go through the trouble to report a problem to police.

3 Respondents seemed very pleased with the City Patrol Service. It comprises of highly trained police personnel in a hatch back car. This is a multiple purpose service. They serve you in time of distress, for instance, if your car breaks down on the road, they will stop by to assist you. They have a traffic Sargent who makes sure the people are observing traffic rules. They have emergency first aid kit to help the accidents victims before the help arrives. And they can also deal with emergency security situation. The respondents called it a huge strength of KP police.

4 Finally, the most interested reply came from a senior citizen who said that police has done the job of army in the war against terrorism. This was not their mandate but still they showed a high level of valor and lost its brave officers in the line of duty.

4.2.8.2 Weaknesses

"*It is very difficult, not to comply with your commanding officer in police. Thus, the lower police staff gets influenced in cases by their higher officers. Secondly, our police lacks the required training and skills to carry out their job. Moreover, there is a lot of nepotism in the recruitment process. Whenever they are hiring staff for police, it is not on merit. Instead, the hiring is based on political affiliation.*"(Respondent is a lawyer)

"I would say that political influence is their big weakness which they have to look up" (*respondent is a student*)

"They try to control crime on the barricades which doesn't seem logical to me"

Four major weaknesses can be inferred from the above comments. First, Police force still has that colonial mind set where the superior officers are considered some supernatural sort of beings. The lower ranks operate like they are the personal servants of the high ranking officers. There is this fear of the high rank officers that cannot be explained. The reason may be because of a colonial mind set or the fear of persecution. Or may be both, but the ultimate suffering comes to the people because this affects the process of policing. This also shows that the police relies more on a telephone call of a high ranked police officer rather than rules of procedure.

Secondly, apart from the direct officers who get selected through CSS exam, the respondents raised questions over recruitment in police. They were of the view that the recruitment and selection process was not based on merit.

Thirdly, the finding suggests that police is still under political influence. Upon discussion with majority of the respondents, it was found that there can't be a policing system in Pakistan which could be free of political influence. Since the IGP of police is appointed by the Chief Minister, the claim of a nonpolitical police doesn't make sense. The effectiveness of police relies on the good nature of the Chief Minister who happens to be the chief executive of the province. If he is a competent person, policing will be good or else wise. Similarly, the respondents also were of the view that police has historically been a tool of oppression for the powerful people. Keeping in view the new police reforms of 2016, it could be inferred that the political interference on

police has somewhat being lessened but police is still far away from complete independence of politics.

Finally, the most interesting finding came on the matter of police barricades. The respondents shared their travelling experiences and compared Pakistan police with the police of countries they visited. From the interviews it was inferred that while some of the respondents thought that the police barricades were meant for security, most of the respondents thought otherwise. Among the majority of the replies, the respondents thought that these barricades were just the tool of money making for the police. Similarly, they doubted the effectiveness of the barricades on that all over the world; police is changing and putting more energy on vigilance instead of showing their presence to the people while we still follow an outdated style of barricades and making the life of citizens miserable.

4.2.9 Legitimacy

In order to find out if the locals had faith in the institution of police in crime control and protection of people, a question was asked. The question was, "Is police serving its purpose? What would happen in the absence of police?". There was one major indicator in this question i.e. were the people willing to comply with the police and take it as a legitimate legal body to comply with. Majority of the respondents were of the view that police is a legitimate body and that absence of police would not be good for the society. Some of the replies are given below:

"*Definitely! The absence of police will make a huge impact. Like I said, it's the oldest setup of our society and it has its roots in the society. Absence of police will lead to anarchy and disturbed law and order situation*".

"In spite of the weaknesses of police, I believe it's a legitimate body. It has the required amount of deterrence to maintain order in the society. In the absence of police, things would lead to chaos. Criminals would walk around harassing common people".

"In the absence of police, I would grab you from your throat and you will grab me from my throat. Everyone will do whatever pleases him. In this society, there is 110% need of police. In the absence of police, situation will get worse."

Three things can majorly be inferred from the findings. Firstly, police is one of the oldest institutions of our society which makes the absence of police very difficult for a society to survive peacefully. Secondly, police requires deterrence to operate in a society. If the people stop fearing police, they would walk around doing crimes. Thus, in the light of this research, it is found that KPK police has the required amount of deterrence to keep things in order.

Thirdly, the society would lead to chaos in the absence of police. Crime rate would go high and poor and weak people would get harassed by the powerful.

There is a contrast in the findings of this research compared to (Kane, 2014). While Kane says that the fairness of Police in dealing with the people makes up the people perception and the trust in the legitimacy of police. However, this research's finding says that people have no other option to trust the police and take their problems to them. There is no other body that would solve their problem. One thing that could be inferred from this finding is that in spite the inability of police to solve crime, people still find it a legitimate body.

In contrast, only one of the respondents gave a negative response to this question. He was of the view that, *"I believe everything will be fine in the absence of police. They aren't helping the poor anyway."* Since it was the only negative reply by a respondent, it intrigued me to find out the

reason for his reply. It was found that he had a very bad experience with police. Police had not only been taking free bread from his shop but once they verbally abused him when he demanded money. According to him, they even threaten to shoot him.

4.3.0 Indifferent Treatment

In order to know if the police have a standard procedure while dealing with the locals, it was necessary to know the view of the locals about police's encounters with public. They were asked if the police had differential treatment towards the locals. In terms of standard of procedure, the replies of majority of respondents were negative. They were of the view that police has a differential treatment with locals. They based this differential treatment majorly on the basis of the social or economic status of the people. Although a considerable amount of improvement has been seen in the behavior of the locals which can be found in the findings of this research too but there was a degree of dissatisfaction among the respondents who apparently belonged to humble background. This view was enforced by the respondents who apparently belonged to a better social/economic background.

"*Primarily, when police arrests someone and that person happens to belong to a privileged class, they would treat them with respect. On the other hand, if police catches some poor person, regardless of whether he has committed a crime or not, he would be beaten and disrespectfully taken to the police station*".

"*I believe that police has a differential treatment towards civilians. Especially in the case of Afghan refugees. Police has harassed them in all means possible in Peshawar*".

"*If someone has good terms with a DSP or SHO, then he definitely will get special treatment and the process of justice will get affected*".

Judging from the findings, it is evident that the following factors contribute towards police's differential treatment towards the locals:

Firstly, the economic background of a person determines how a person would be treated by the police. If a person is financially well off and powerful, police would hesitate to take action against him. On the other hand, the poor people do not have this luxury.

Secondly, Afghan refugees are a source of income for the police. They have been regularly harassed by the police in Peshawar.

Thirdly, if someone is well connected with the police officials or he has relatives in police, he gets an advantage. Police have a very good behavior towards them. It means that nepotism prevails in the department of police and this becomes a hurdle in justice.

4.3.1   Philosophical Findings:

Thomas Hobbes' Social contract theory says that people live together in society in accordance with an agreement that establishes moral and political rules of behavior (Hobbes, 1665). The essence of this theory is that people choose a selected group of individuals among them to govern over them. This contract makes people sacrifice some of their rights for the sake of governance and security. It is a tacit agreement between the governors and the ones to be governed. This contract gives immense power to the government. Powers, that could corrupt the minds of the rulers and they may misuse it. This misuse of power causes the breech of social contract.

This research put forward an effort to see if the social contract, which gives power to the police is honored or its being breeched. Overall results show that the government has taken steps to

ensure the safety of life and property of the citizens. Initially Pakistan Police had its roots in the police act 1861 that was introduced by the British raj. Since this act came from the colonials, its mandate was restricted to penal punishment only. However, in 2002 the Police order was passed by the then premier, Pervez Musharaf. The police order of 2002 changed the scope of police from penal punishment to serving the people as well. Similarly, the Provincial Government of Khyber Pakhtoonkhwa passed the KP Police act in 2016 which further enhanced the scope of policing for public good. Under this act police got the mandate to combat terrorism. Furthermore, an attempt was made to depoliticize the police for public good. This research has attempted to find if there is any result of these steps taken by the government. Since this research deals with a locality in Peshawar, it focuses on the perception of KP police. The apparent change that people feel after KP police act is that there has been a behavioral change in the police. They have changed the way they used to deal with public. The respondents of this research have appreciated the new, improved behavior of police. They are also happy with the newly established modes of complaint registration for the convenience of public. However, a major issue still persists. For instance, while giving remarks on a case, Supreme court judge remarked, "*KP police seem useless. Their job has reduced to complaint writing only. Investigation is zero. Punishment could be given on a false case*". While the government has taken commendable steps to reform police, they lack the capacity in the department of investigation. This issue technically renders police useless. This gives impetus for further change. A change that would validate the social contract in its essence.

Chapter 5
Conclusion and Recommendation

5.1 Conclusion

The aim of this research was to take the narrative of the locals of Afzal Abad to find out the gap in services provided by police and to find out the factors that contribute towards behavioral interface between the police and locals.

Literature suggests that in order to make the institution of police efficient, it is important that the police and the communities should have good relations. Their behavioral interphase shall be driven by the element of respect to avoid communication barriers, so that crime could be controlled and law and order situation be maintained (John F. Klein, 1978). Furthermore, the literature also suggest that police happens to be in the business of public sector service delivery. If this delivery is complete, the public will have a good opinion about them. In contrast, if police leaves a gap in the provided service, people will not have a good opinion about them which would lead to lack of cooperation, ultimately leading towards crime filled neighborhoods (Bland, 1997) .

This research tested these arguments in the neighborhood of Afzal Abad, Peshawar. Taking a Survey approach, in due context, this research has focused on finding the opinion of the locals about policing, to provide an impetus for police change. This research concludes that the behavioral interphase between police and the locals is satisfactory. The major factors that contribute towards this behavioral interphase include improved behavior of police and Advanced/innovative methods of complaint registration. Furthermore, in terms of gaps in the service delivery, this research has identified some gaps that need the attention of the policy makers.

Some of the key findings of this research are given below.

5.2 Key Findings

After analyzing the primary data, collected through in depths interviews, it was found that in terms of behavior, Police was found very professional and they did not treat the people the way they are notorious for. Majority of the respondents were satisfied with the behavior of Police. They appreciated the "*pehlay salam, Phir kalam*" campaign of police and called it a milestone in the attainment of better police-public relations. However, a distinction was found in the police personnel. The respondents divided police in two strata. The direct officers are recruited through the Central Superior services exam and the rankers. They found the direct offers to be very police and gentlemanly while in comparison, the rankers were not as polite as the CSP offices. But the overall analysis shows good degree of appreciation for police's behavior. Result of this improved behavior is found to be the police act of 2001 and kpk police act of 2016. While the former enhanced the role of police from protectors to facilitators, the later depoliticized it. Same was concluded in a research conducted by Amie M. Schuck, Dennis P. Rosenbaum in the United States.

Several gaps/loopholes were found in policing after analyzing the data. Following is the account of the gaps found in the police's service delivery. Following is an account of the gaps, identified in this research:

1   While the police have improved their complaint system a lot, there still is a big problem with the process of procedural justice. According to the finding of this research, police's job has reduced to complaint writing only. They either show complacence in moving the complainants file to the court or deliberately manipulate police files. The purpose of this

complacence and file manipulation is corruption. Police expects the complainant to bribe them so that they move their file. In some cases, it takes up to six months for your file to move. This finding is consistent with the research conducted by Steven A. Touch and Ronald Weitzer in the United States. They concluded that, Police were involved in bribe taking, tampering with the evidence and the theft of money or drugs form the suspects (Touch & Weitzer, 2004).

2   Police lacks the capacity and resources to fight crime. While the crime has evolved in the modern times, police has not kept up pace with it. They lack the CCTV cameras where they could identify the criminals and still are using an outdated human intelligence system. This finding is consistent with the literature. Study was conducted by Shoaib Suddle and his findings suggested that, "Pakistani Police has been criticised on account of gross inefficiency" (Suddle, 2015).

 Evidences of corruption were found after analyzing primary data. The findings revealed that police was involved in misuse of power. They took bribe from criminals and allow criminal activities in Afzal Abad e.g. allowing immoral activities (sex work) in the guest houses and allowing over loaded trucks into Afzal Abad after getting bribed by their drivers.

Discrepancy in Themes:
Contrasting opinion came after discussing police corruption with the respondents. While majority of the respondents termed police behavior satisfactory, they gave an entirely opposite response on the question of corruption. It seem illogical to term call police corrupt and show satisfaction with their behavior and services at the same time. In order to address the disparity in opinion, the following logical reasons are given.

Firstly, the reason for this disparity could be that the society has accepted corruption as a culture rather than a crime. As mentioned by a respondent, *"How do you expect the police to be good when everyone in the society is corrupt?"* People have been so desensitized with the problem of corruption that they have started treating it as a culture. This could be the first logical reason for this disparity.

Secondly, this research has its limitations as any social research. Probably if the interviews were made more in depth, this disparity would not have shown in the findings.

5.3   Policy Recommendation

On the basis of this research's finding, following policy recommendations are provided:

1   There is a behavioral issue with the ranker officers. They need special training so that their behavior could be improved just like the behavior of direct officers.

2   In order to improve the process off procedural justice, the government should introduce a strict performance accountability mechanism where the police officers who deliberately delay case proceedings should be punished.

3   Police is under resourced and undertrained to combat modern crime. They lack CCTV's which are integral in the modern times to solve complex crime. Thus, police needs to update their selves from relying on human intelligence to CCTV camera which could help them identify and penalize criminals.

4   Police needs policing as well. To check their behavior, corruption and misuse of power. For that, an independent body should be established to keep the behavior of police in check.

Limitation of Research

There were two major limitations in this research. First was the time limitation, specially the deadlines which made it difficult. Secondly, the absence of research fund was a problem because a survey research is costly in nature. Being a student, severely short on funds, I could not afford to use multiple tools of data collection.

Appendix 1

Interview Guide

Question 1: What are the fundamental responsibilities of Police?

Question 2: How do you see the behavior of police with the locals?

Question 3: What is the status of trust between police and the locals?

Question 4: What are the services provided by the police to the locals?

Question 5: Do you have any idea about the complaint system of police?

Question 7: Do you find police as a corrupt institution?

Question 8: What are the strengths and weakness of police?

Question 9: Are you aware of the 2016 police act?

Question 10: Is police serving its purpose? Can we survive without police?

Question 11: Does police treat people differently according to their social, political or economic status?

Appendix 2

Glossary of terms

City Patrol   This force was launched in 2016 in Peshawar. It has 22 vehicles equipped with modern gadgets and facilities i.e. video camera, wireless system and computers. In every vehicle, four personnel i.e. a sub inspector, two elite force personnel and a driver perform duty.

Police Assistance Lines   It is a public service project that facilitates the citizenry by offering one window corporate style solution of their day-to-day affairs.

Traffic Warden Service   New service for the KPK police equipped with new uniform and motorcycles to control traffic.

Dispute Resolutin Council The Dispute Resolution Council is a public service project of the Khyber Pakhtunkhwa police which is based on the spirit of the Pakhtunkhwali code for resolution of local issues and petty disputes through reconciliation offered under supervision of the local police.

"Kharcha Paani"   A form of bribe, when a policeman asks someone for money.

"Chowki"   Chowki is a name given to a police post. A subsidiary of Police station.

"Naaka"   Naaka is reffered to a police check point or flash check point to check the passerby people for security reasons. The objective of Naakas is to avoid contranands and stop undesired people from entering the police's area of jurisdiction.

References

Abbas, H. (2011). *Reforming Pakistan's Police and law enforcement infrastructure: Is it too flawed to fix?*
.

Abhijit Banerjee, R. C. (2012). Improving Police Performance in Rajasthan, India: Experimental Evidence
on Incentives, Managerial Autonomy and Training. *NBER Programs):Law and Economics, Political
Economy. India* .

Amie M. Schuck, D. P. (2005). Global and Neighborhood Attitudes Toward the Police: Differentiation by
Race, Ethnicity and Type of Contact. *Journal of Quantitative Criminology*.

Babble, E. (1990). *Survey Research Methods (2nd Ed.).* Belmont, CA: Wadsworth.

Bano, B. (2014). Public Perception about Indian Police: An Empirical Analysis. *The Indian Polcie Journal*,
121-132.

Beetham, D. (1991). *The legitimation of power.* Leeds: Palgrave Macmillan, 2013.

Benson, P. R. (1981, January). Services, Political Alienation and Public Satisfaction with Police. *University
of Calafornia Press*.

Bernard, H. R. (2006). *Research Methods in Anthropology. Qualitative and Quantitative approaches.*

Bittner, F. (1974). THEORY OF THE POLICE (FROM POTENTIAL FOR REFORM OF CRIMINAL JUSTICE.
National Criminal Justice Reference System.

Black, H. C. (1891). *Black's Law Dictionary.*

Bland, N. (1997). Measuring Public Expectations of Policing: an evaluation of gap analysis. *Police
Research Group*.

Bradely, R. (1998). Public Expectations and Perceptions of Policing. *Policing and Reducing Crime: Police
Research Series*.

Brown, B. B. (2002). Perception of the Police. *Policing*.

Bryman, A. &. (2014). *Research methodology: Business and management contexts.* Oxford University
Press.

Chishti, N. M. (2016). Public Perception of Police Work: A Case study of IshwarganjUpazila, Mymensingh.
IOSR Journal Of Humanities And Social Science (IOSR-JHSS), 37-42.

Cooper. (1984). The integrative dresearch review: A systematic approach. *CA. SAGE*.

Creswell, J. W. (2009). *Research Design: Qualitative, Quantitative and Mixed Method Approaches (3rd
ed.).* SAGE.

Farhatullah, Z. A. (2015). Crossing the line: Perception about police corruption in Khyber Pakhtunkhwa,
Pakistan. *Pakistan Journal of Criminology*.

Friend, C. (2002). *Social Contract Theory.* https://www.iep.utm.edu/soc-cont/#SH2a: Internet
Encyclopedia of Philosophy.

Galbraith, J. K. (1983). *Anatomy of Power.*

Given, L. M. (2008). Explanatory Research. *The SAGE Encyclopedia of Qualitative Research Methods*.

Hinds, L. (2009). Public Satisfaction with Police: The Influence of General Attitudes and Police-Citizen Encounters. *International Journal of Political Science and Management.*

Hobbes, T. (1665). *Leviathan.*

John F. Klein, J. R. (1978). Experience with the police and Attitude Towards the Police. *The Canadian Journal of Sociology / Cahiers canadiens de sociologie, Vol. 3, No. 4* , 441-456 .

Jonathan, T. (2010). POLICE INVOLVEMENT IN COUNTER-TERRORISM AND PUBLIC ATTITUDES TOWARDS THE POLICE IN ISRAEL—1998-2007 . *Oxford Journals, Oxford University Press.*

Jones. (n.d.). *The Field of Law enforcement.* Jones .

Kane, M. D. (2014). Police Legitimacy. In Tankebe, *Police Legitimacy.*

Lipsky, M. (1980). Street-Level Bureaucracy: Dilemmas of the Individual in Public Services. *Russell Sage Foundation.*

Mahesh K. Nalla, M. M. (2011). Determinants of Citizens' Perceptions of Police–Community Cooperation in India: Implications for Community Policing. *Asian Journal of Criminology* , 277-294.

Mentel, Z. (2012). *RACIAL RECONCILIATION, TRUTH-TELLING AND POLICE LEGITIMACY.* U.S. Department of Justice, Office of Community Oriented Police Services.

Michael D. Reisig, A. L. (1998). Citizen Perceptions of Community Policing: Are Attitudes Toward Police Important? *International Journal of Police Strategies & Management*.

Morgan, J. S. (2004). *Introduction to Psychology.* New Delhi: Tata McGraw-Hill Education Pvt. Ltd.

Mosher. (2002). The Measurment of crime. *CA: Sage*.

Pepinsky, H. B. (1980). You Tell Me What's Going to Happen. *The Counseling Psychologist*.

Rajasekar. (2006). *Research Methodology.* TamilNadu: School of Physics, Bharathidasan University,.

Rake, D. E. (1987). Crime Control and Police-Community Relations: A Cross-Cultural Comparison of Tokyo,Japan, and Santa Ana, California. *The Annals of the American Academy of Political and Social Science, Vol. 494,Policies to Prevent Crime: Neighborhood, Family, and Employment Strategies*, 148-154.

Raza, I. (2007). *Policing the Peace: Police Reform Expericences in Kosovo.*

Reisig, M. D. (1997). Public evaluations of police performance: an analysis across three levels of policing. *POLICING: AN INTERNATIONAL JOURNAL VOLUME 20, ISSUE 2*.

Research and Forecasts, Inc. (1980). Figgie Report on Fear of Crime - America Afraid, Part One - The General Public. *National Institute of Justice/*.

Robert C. Trojanowicz, B. B. (1990). Community Policing: a contemporary perspective. *ResearchGate*.

Sarantakos, S. (2005). *Social Research.* Palgrave Macmillan.

Suddle, D. (2015). *Police System of Pakistan.* Pakistan Institute of Legislative Development and Transparency .

Susan E. Howell, H. L. (2004). Black Cities/White Cities: Evaluating the Police.

Touch., R. W. (2004). Race and Perceptions of Police Misconduct. *Springer*.

Tyler, &. H. (2002). *Trust in the Law: Encouraging Public Cooperation With the Police and the Courts.* New York: Russell Sage Foundation.

Tyler, T. R. (2004). Enhancing Police Legitimacy. *The Annals of the American Academy of Political and Social Science, Vol. 593, To Better Serve and Protect: Improving Police Practices*.

Tyler, T. R. (2008). *Legitimacy And Cooperation: Why Do People Help Police Fight Crime In Their Communities?* Ohio State Journal of Criminal Law.

Tyler, T. R. (2008). *Legitimacy And Cooperation: Why Do People Help Police Fight Crime In Their Communities?* Ohio State Journal of Criminal Law. 231-275.

Victor E. Kappeler, L. K. (2009). *Community Policing: A contemporary perspective.*

Wilson, J. Q. (1968). Varieties of Police Behavior. *Harvard University Press*.

Worrall. (1999). Residency requirements and public perceptions of the police in large municipalities. *Policing. An International Journal*.