

**A SOCIOLOGICAL ANALYSIS OF RUINED IMAGE OF POLICE
FORCE IN DISTRICT CHARSADDA KHYBER PAKHTUNKHWA,
PAKISTAN**

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Abstract

The study titled “ruined image of Police Force in District Charsadda Khyber Pakhtunkhwa, Pakistan” was carried out in District Charsadda, Pakistan. The nature of the study was quantitative and close ended structures questionnaire consisting upon three levels (Yes, No and Uncertain) was used as a tool of data collection. A sample size of 300 respondents was purposively selected through simple random sampling with the help of Sekaran Magic Table and the collected data was presented at uni-variate and bi-variate levels of analysis. The association between dependent and independent variables was determined with the help of Chi-square test statistics. The study results concluded a significant association ($P \leq 0.05$) between police performance and statements including; uniformity in police attitudes towards victims and offenders, capacity of highly educated police officials to cope with different situations,

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ineffective hiring process of police and its relations with corruption, and politicians influence over hiring process of police. Furthermore, a non-significant relationship ($P > 0.05$) disclosed police performance and the notions i.e. local people involved police force in their disputes and strategies of conflict resolutions, awareness among police officials about registering proper First Information Report (FIR) without any prejudice, special training opportunities for learning advanced investigation techniques and availability of training facilities for police to cope with emergency situations. Creating awareness among police through trainings, seminars, and workshops, merit based hiring of police officials, capacity building of police, and trust building between police and local people through combined meetings were forwarded some of the recommendations in light of study results for future planning.

Key Words: *FIR, Policing, Victim, Offender and Hiring Process.*

1.1 Introduction

Among the few state institutions, police force has the legitimacy, freedom and discretions to exercise their power (Ullah, et al., 2016; Zubair & Khan., 2014). They are supposed to notice and thwarted crime in positive way by bringing criminal into justice for maintaining law and order in society (Fasihuddin., 2010; Ilhan., 2006). In case of any breach of law they are the one who quickly respond for prevention (Khan, 2012).

However, Pakistan Police force had earned a bad name due to prevalent corrupt culture inside the department, bungling organizational structure, and poor performance (Jamal, 2011). According to the report published by Human Rights Watch (HRW) in 2016, Pakistani police is reflected as partial in most of the cases that enlarged public disappointment over them. Similarly, Jackson et al. (2014) described that police force in Pakistan is not copiously legitimized regarding

service deliverance to community. It is also believed that during dealing with public they show no respect towards the masses (Lee & Best., 2014). Further, registering first information report (FIR) with police is a hectic activity for public due to their negative attitudes, so that; people avoided registering a case with them (Mazerolle, et al., 2013). In return, community members did not recognize their positive picture while dealing with them (Yim & Schafer, 2009). Moreover, Brunson (2007) concluded that they are either lacking the capability or less interested to resolve communal issues that as well complicate the process of conflict resolution. However, this is not only the problem of developing nations but even though public are not satisfied from police treatment in some developed nations (Kochel, et al., 2013). As mostly in developing nations police is unable to maintain neutrality that vanish public trust on police (Bradford, et al., 2014). Public is not satisfied with working style of police and their efficiency as when people brought their problems to police stations, the force in-itself further complicate their problems in most of the cases (Jonathan Zamir; Weisburd, 2013). In developed world, opportunities about local orientation are available for police that is being considered as important for implementing law and order situations (Alderden & Wesley., 2014). Further, highly educated and qualified police personals and other security related officials have true spirit of implementing laws (Ariel William & Alex., 2015).

But unfortunately, police force in Pakistan is confronted with several issues that directly or indirectly affected their performance in one hand and demolished public trust on police on the other hand.

They are facing the issue of proper training, lacking enough incentives and technology, politically and bureaucratically interfered, and lacking coordination with other departments. Across the globe, police force has high professionalism about investigating criminals and crimes (Correia., 2000). In this regard, Pakistani police force also has better abilities of investigation in dealing with local cases as

compared to other developing nations (Bottoms & Tankebe., 2012). But still, they are poorly managed and having corrupt culture and as result their performance is not up to international standards (Rohde, 2002). Similarly, Sahito (2011) concluded that police in Pakistan is greatly influenced by political forces and they also have a very weak scientific approach due to less number of trained officials in the department. Moreover, Imam (2011) highlighted that they also served only those who are in power and these power elites always misused them for their personal and political gains that shaken public opinion about police. Police department in itself is unable to arrange and organize special trainings for their officials that makes their working environment highly pressurized (Rogan., 2011). Although, in Pakistan, special training opportunities are available but mostly availed by high grades officers and lower grades officials did not enjoy the same (Khosa, 2015). Likewise, the available professional trainings are also lacking ethical considerations that are extremely important for treating public issues (Payne & Randy., 2007). In this regard, Nair et al. (2013) contended that orientation sessions and training facilities is important for the capacity building of police but unfortunately developing world is failed to deliver the same in proper manner.

Hiring process has positive impact on employee's performance if carried in smooth and transparent manner (Write et al., 2007). Both excellence in qualification and education is essential for police performance and the existence of less qualification in the department hamper their responsibilities (Parvez & Perito., 2012). However, in developing world, hiring process of police has not affected by political personals and departmental officers (Weitzer & Touch., 2002). Sunshine and Tylor (2003) elaborated that in developing countries, hiring of lower ranks police officials are not free from political interference. In Pakistani police department different types of political interference exists, especially change

and transfers of high ranks police officers usually taken place in the country (Khosha, 2015). Moreover, high ranks officers also influenced the appointment process of lower ranks police officials, that lead towards non-efficiency of lower grades police personals (Spence & Millott., 2016). Similarly, Schafer et al. (2003) concluded that corruption inside the department gives birth to irregular and ineffective induction process of appointing police officials that as well affect their performance and efficiency later on. Giebels et al. (2017) stated generally lower grades police officials in rural areas of the developing nations join the department not by their choices but by chance. The same may also affect their performance later on in negative manner. In term of responsibilities professionalism greatly matters and high ranks police officers got educational impact for their service and job while the rest have not any such educational impact (Gill et al., 2014).

Employee's job satisfaction is also dependent upon their in time promotion and up-gradation and such contentment is further required for public satisfaction with their responsibilities (Yang & Kassekert., 2010). Likely; job security, promotion and up-gradation is equally significant for police and without provision of such security proper results could not be achieved and even imagined (Bell & Kozlowski, 2008). Furthermore, police force suffered from promotion and up-gradations at either stage of career that enlarged their less efficient role about responsibilities. Such like situation is not only confronted by Pakistani police but also found across the globe. Police force is lacking proper promotion and up-gradation opportunities and even in case of its availability, the criterion is tight enough for low grades personals. Further, getting leave from duty for police official is extremely difficult job, being the front security line against the war of terrorism (Nair et al., 2013). Moreover, most of the lower ranks police official's salaries are either very low or under-paid that put them involved in corruption. In short, police in developing states is still failed to portray an image that is public

friendly and praise by people (Kearns., 2018). Studies pertaining to corrupt culture, low level of education, no advanced training on morality and capacity building in Police force were previously conducted in many developed and non-developed countries but due to different cultural dynamics and other factors their findings cannot be generalized on this universe without being critically examining this universe. So, a cross sectional analysis were made to identify the image of police force in District Charsadda as well so that possible generalization shall be made.

1.2 Methods and Procedures

This research study was carried out in District Charsadda, Khyber Pakhtunkhwa, Pakistan under positivistic tools of data collections. A close ended questionnaire consisting upon three levels i.e. Yes, No and Uncertain was used as a tool of data collection. A sample size of 300 respondents including victims and offenders who remained in contact with police in the previous six months was purposively selected through simple random sampling method with the help of Sekaran Magic Table. The dependent variable (police performance) of the study as a conceptual framework was measured with independent variables including police involvement in disputes resolution, uniformity in their attitudes towards victims and offenders, education, awareness about registering First Information Report (FIR), recruitment process, political influence, training about learning advanced investigation techniques and dealing with emergency situations. The collected data was presented at uni-variate level with the help of frequency to draw clear picture of the data while the association between dependent and independent variables were measured at bi-variate level with the help of Chi-Square test statistics.

1.3 Study Results At Uni-Variate And Bi-Variate Levels Of Analysis

Associated Factors	Responses	Police Performance			Total	Association
		Yes	No	Uncertain		
Involvement of police by the public in their local disputes	Yes	25(43.90%)	32(56.10%)	0(00%)	57.00	$\chi^2=7.22$ (P=0.124)
	No	65(27.20%)	171(71.50%)	03(1.30%)	239.00	
	Uncertain	02(50%)	02(50%)	0(00%)	04.00	
Uniform attitudes of police both towards victims and offenders	Yes	48(28.70%)	119(71.30%)	0 (00%)	167.00	$\chi^2=11.95$ (P=0.018)
	No	37(30.10%)	83(65.50%)	3(2.40%)	123.00	
	Uncertain	7(70%)	3(30%)	0(00%)	10.00	
Highly educated police official have greater capacity to cope with different situations	Yes	48(31.20)	106(68.80)	0(00%)	154.00	$\chi^2=79.236$ (P=0.000)
	No	44(31.20%)	96(68.10%)	01(0.70%)	141.00	
	Uncertain	0(00%)	03(60%)	02(40%)	05.00	
Police awareness about registering proper FIR without any prejudice	Yes	50(37.90%)	82(62.10%)	0(00%)	132.00	$\chi^2=7.953$ (P=0.093)
	No	40(24.80%)	118(73.30%)	03(1.90%)	161.00	
	Uncertain	02(28.60%)	05(71.40%)	0(00%)	07.00	
Ineffective recruitment process for police which leads to corruption	Yes	73(34%)	142(66%)	0(00%)	215.00	$\chi^2=12.890$ (P=0.012)
	No	19(23.80%)	58(72.50%)	03(3.80%)	80.00	
	Uncertain	0(00%)	05(100%)	0(00%)	05.00	
Influence of local politicians on police hiring	Yes	80(38.60%)	127(61.40%)	0(00%)	207.00	$\chi^2=27.027$ (P=0.000)
	No	12(14.10)	70(82.80%)	03(3.50%)	85.00	
	Uncertain	0(00%)	08(100%)	0(00%)	08.00	
Special trainings for police officials for learning advanced	Yes	42(32.80)	83(64.80)	03(2.30)	128.00	$\chi^2=8.367$ (P=0.079)
	No	44(27.30)	117(72.70)	0(00%)	161.00	
	Uncertain	06(54.50%)	05(45.50)	0(00%)	11.00	
Training opportunities for police force about proper dealing with the emergency	Yes	46(38%)	75(62%)	0(00%)	121.00	$\chi^2=7.392$ (P=0.117)
	No	43(26.10%)	119(72.10%)	03(1.80%)	165.00	
	Uncertain	03(21.40%)	11(78.60%)	0(00%)	14.00	

1.4 Study Results

The above table shows that majority of the respondents 239 (300) discarded the statement that public involved police in their local disputes and the notion was non-significantly associated ($P=0.124$) with police performance. In contrast, majority respondents 167 (300) endorsed that the attitudes of police are uniform in nature both towards victims and offenders and the statement was significantly associated ($P=0.018$) with police performance. Likewise, a highly significant relationship ($P=0.000$) disclosed between police performance and the notion that highly educated police official has greater capacity to cope with different situations and the same was acknowledged by majority respondents 154 (300) at uni-variate level of analysis. The study results further showed that most of the respondents 161 (300) opposed the statement that police officials are aware about registering proper First Information Report (FIR) without any prejudice and the same was non-significantly associated ($P=0.093$) with their performance. Furthermore, study results showed that recruitment process for hiring police personals is ineffective that further lead towards corruption as acknowledged by majority respondents 215 (300) and the same significantly correlated ($P=0.012$) with their performance as well. Moreover, majority respondents 207 (300) favoured the statement that local politicians have influence over the hiring of police officials and the notion was highly significant ($P=0.000$) in association with their performance. The relations between police performance and the notion regarding special trainings for police officials for learning advanced investigation techniques was non-significant ($P=0.079$) associated and the same was also discarded by majority 161 (300) of the respondents. Lastly, most of the respondents 165 (300) opposed the notion that training opportunities are available for police force about proper dealing with the emergency situations and the association between the variables was non-significant ($P=0.117$) at bi-variate level of analysis.

1.5 Discussion

The performance of Police in Pakistan is not up to mark that is why most of the people either have no or less trust on police that results in ruined image of Police Force. In developing world, mostly police failed to maintain its neutral status that is why public trust on police does not developed (Bradford et al., 2014). This mistrust of public on police is mainly the outcomes of their low or no response during duty hours towards public issues (Sahito., 2011). In return, the local people do not involved police in their local problems, conflict and conflict resolution strategies. People also avoided police involvement in conflict or its related approaches as they have either pathetic or weak role that does not build public trust on them. People believed that police force is untrustworthy, ineffective, unfair, and corrupt (Tankebe., 2010). Thus, people opt for alternate conflict resolutions mechanism such as *Jirga* institution that is considered cheap and easily available at doorstep of the local people. Brunson. (2007) concluded that police force has not the ability and strength to solve people problems and communal issue either due to their complicated process of conflict resolution mechanism or lack of interest in it. Moreover, in most of the cases they deal with both victim and offender in a similar way without considering the nature and intensity of the problem and attached troubles to these problems. They do not differentiate between offenders and victims but deals with them as per the established yard stake of the department that focuses on uniformity. Political elites, businessmen, and media personals are greatly safeguarded by police as compared to the common people due to their strong ties with them (Abbas., 2009). On the other hand, humanitarian principles demanded that people in troubles need extra care and polite treatments that are often neglected by police officials. Bell and Kozlowski. (2008) contended that in some cases police failed to distinguish between victim and offender and such equal healing developed communal mistrust on police. It is also believed that in most of cases police

avored and supported the power elite, even though if they are law breakers. Police only served those who are in power and power elite most often misused police for attaining their political and personal goals (Imam, 2011). Beside the fact, that it's endanger their performance and public image. Kearns (2018) disclosed in an association of public respect and police performance and found a direct positive relationship with each other's. The prevalent corrupt culture in the department also compelled police personal for extending their support to unwanted elements of the society. In conducting research study at Lahore Pakistan linked police legitimacy with corruption and concluded that community is not well satisfied with the services of police that has been spoiled their legitimacy (Jakson et al., 2014). Such like situations could only be altered if highly educated police officials are inducted in the department, as qualified police force have greater capacity to cope with different redundant situations. Highly qualified personals of police or other law enforcing agencies have greater spirit of implementing law in an appropriate manner (Ariel et al., 2015). On the other hand, Parvez and Perito (2012) elaborated that qualification and education are important indicators of police performance and the prevalent less qualification within the department could hamper their functions. But unfortunately, police officials in Pakistan is either less qualified or once reserved army of the unemployed population being serving in police without their choices, so that they cannot wisely understand the local problems. Such scenario of the department decreases police capacity of coping with uncertain situations. Police officials in low grades most often joined the force not by their choices but by chances (Giebels et al., 2017). Although, it cannot be applied to the whole department, but a high proportion of such individuals are found in lower ranks officials. Police officials in upper level management as compared to lower management are highly qualified (Geistman & Brad., 2007).

In one way police force is not fully qualified, on the other hand; they are neither totally aware about registering proper FIRs nor their attitude are free of prejudice at all that can affect their productivity up to greater extent. Beside the fact, that registering FIR in an appropriate manner is the backbone of any case that is greatly required for further investigations. For community members, registration of FIR in police station is a hectic job, as police officials have negative attitudes and most often avoided to register a case or complaint (Mazerolle et al., 2013). Trained police officials in this respect have greater ability to work within specialized environment and it's also enhanced public trust on the force. But unluckily, a reasonable numbers of trained police officials are not available in the department who are highly equipped with advanced knowledge about registering FIRs. Similarly, special arrangement in this regard is not up to the international standards. Police department is unable to organize and arrange special trainings for their officers and officials that can contribute towards a pressurized working environment (Rogan., 2011). Further, Khosa (2015) concluded that special trainings facilities are available for police but most often the same is availed by high ranks police officers while lower grades officials do not enjoy and avail these opportunities. Even though, training provided to police is not up to standard that is why it does not develop their attitudes in a positive way. Trainings availed by police officials so often lacking ethical consideration that are much more required for treating public issues at police stations (Payne & Randy., 2007).

The recruitment process of police is ineffective that is based on corrupt principles and most often lead to corruption in future. Proper and smooth induction process positively affected the performance of selected employees, otherwise; interrupted hiring process negatively affects the selectee performance (Write et al., 2007).It is extremely natural phenomenon when a person is appointed through illegal means and bribe beyond the merit order, ultimately; he or she will not observe the merit in future. But they will promote corruption,

bribe, nepotism and favoritism, whenever and wherever they got an opportunity for doing so. This could equally applicable to Pakistani society as hiring process is not carried out in a transparent way as exist in developed nations. Weitzer and Tuch (2002) described that in developing nations, hiring process of police is affected by political and departmental interference that sluggish their performance later on. Although, merit exist to greater extent in case of the appointments of officers, but induction of lower grades personals is greatly influenced by the corrupt culture of the department. In developing world, hiring of lower grades police personals are not out of political interferences. In this regard, Spence and Millott. (2016) also forwarded similar conclusion by stating that police officers in high ranks mostly persuaded induction process of the lower grades officials that promote their non-efficiency as well.

Moreover, hiring process is also influenced by political figures and parties for attainments of their personal and political goals. Khosa (2015) highlighted that different type of political interference and manipulation is found in police department of Pakistan with special emphasis on change and transfer of high grade police officers. Political institutions in the country have the capacity to control and channelize the energies of police either positive or negative as desired by them. They have been succeeded at all in this respect and acting in a way as required for attaining their personal and political goals. That is why they try to induct their likeminded police officials in the department to continue their personal agenda in future that badly affected the performance of police not only at individual level but as a collectivity as well. In developing nations, induction of police officials in lower ranks is not free of political interventions (Sunshine & Tylor., 2003). Such influence shaken the positive image of police in the eyes of the local and in response their trust on them has been demolished. Departmental corruption inside police department resulted ineffective and irregular hiring process that affect their efficiency and productivity in later stages of service

(Schafer et al., 2003). In such like environment every political party want to have their own police officials and they made necessary arrangements for the same that can only be achieved through corrupt induction practices and by keeping aside the devised principles found in black and white.

Last but not the least, neither special training for learning neither advanced investigation techniques nor proper training opportunities about dealing emergency situations are available for police in the country. Although, to some extent few steps have been taken in this respect to combat terrorism but the same is not applicable to advance investigation techniques. Khosa (2015) concluded that in Pakistan special training facilities are available but it is only availed by high ranks officers. Learning advanced techniques and education can improve their productivity in a positive direction that in turn could develop public trust on police. However, this responsibility is fulfilled from other than state agencies, although; they have less concern with it. Mostly, Non-Governmental Organizations (NGOs) are working on orientations and trainings focused on police trainings with intentions to make able to deal the community in a reasonable manner (Bashir, 2011). The performance of police is also weak in emergency situations including both hazards and man-made disasters. That is why, other law enforcement agencies such as army personal are called for emergency situations while police force remained lag behind in this context. This is mainly the result that neither their service training includes such provision of coping emergency situations nor special trainings are arranged regarding dealing critical situations. Nair et al. (2013) identified that orientations, trainings, capacity buildings of police is pivotal but unfortunately developing nations has been failed in this context.

1.6 Conclusion and Recommendations

The study results concluded that local people does not involved police force in their issues and strategies that are undertaken for conflict resolution due to their tarnished trust on police institutions. Furthermore, police official do not

deals with both victims and offenders in a uniform way considering humanitarian principles.

Although, it is believed that high qualification of police officials has a positive impact on their performance being having greater abilities to cope with different types of uncertain and unwanted situations. But unfortunately, police officials in the lower ranks are most often less educated that lead towards damaging public trust on the department. Moreover, police force in the country is less aware about the procedures of registering proper FIR without any prejudice and bias. The hiring process of police is ineffective in nature being influenced and politicized for personal and political gains that contributing towards future corruption. Neither training opportunities regarding learning advanced investigation techniques nor special training for coping emergency situations are available for police officials. Such like situations, directly or indirectly affect police performance in negative manner that also leads to distrust of police force among the local people. The following are the recommendation to policy makers on the basis of study results for positive image building, restoration of peace and elimination of crimes from societies.

- 1.** In order to make gain public trust and restore the perished image of Police force in Charssada in particular and Pakistan in general arrangements for Police force trainings about learning advanced techniques shall be made possible without further delay.
- 2.** Similarly, transparency and merit based induction of Police force shall be made and any political and departmental influences in this regard may be strongly discouraged and whoever found affecting or influencing the process must be deal with iron hand of law.
- 3.** Moreover, Moral and capacity building of police force through various training, workshops and seminars shall be made possible for positive

outcomes. Lastly, social networking /connection among public and police force shall be established which will help in restoration of peace in the society.

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