Effectiveness of Police Public Services Mechanism in Crime Reduction in Khyber Pakhtunkhwa, Pakistan

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Abstract

The significance of police in any society to prevent crimes and its role in provision of services to citizens is very important. This paper highlights the institutional status of police public services with special emphasis on its effectiveness to reduce crimes. This is a perception based studies and sample size consists on Police personnel, Criminal lawyers and Crime reporters. The sample size was determined with the help of statistical formula developed by Krejice & Morgan (1970). Total population of the about mentioned group of respondents was 491, out of whom a sample size of 217 was selected. Data was collected from the above sample group through a structured questionnaire by using Likert scale. Among the three sample groups, proportionate allocation was made through stratified random sampling. It is found that police should provide all kind of public services that is important for public safety and improving its societal image.

Keywords: Effectiveness, Police, Public, Services, Khyber Pakhtunkhwa and Pakistan

Introduction

Police are the group of personnel who are responsible for peace in the society by improving law and order situations and provision of various public services. Policing is one of the most essential part in human life and is vital important for regulating human behavior, protection of its citizen and controlling crime (Newburn, 2003). In order to improve societal image of police, numerous public services by police department have been recently introduced in many parts of the world (Dahl, 2010). Police force is usually a public sector service who is the first respondents to all the civil disorders related to any violation of law. Being a civilian law enforcing agency, this is the responsibility of police to maintain peace, stability and solidarity in society by providing of various social and public services (Krishna, 2013). To provide public services to individual irrespective of gender, race, ethnicity and religion is basic duties of police.

In fact, policing and societal image of police is a complex issue. People in a society can trust the police only when they perform their responsibilities with

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fairness, determination and equity. It is a well known fact that no police service can operate efficiently without the confidence and the respect of general public. Ullah (2016) stated that public trust is fundamental for police personnel for earning authenticity from the citizen. If people of a society are satisfied from police performance so they will cooperate more with police personnel. Dogutas et al (2007) stated that nowadays, responsibilities of police personnel are not merely implanting law and order anymore but to a certain extent, it is an element of social work as well in the community. Besides, police traditional role of law enforcing, they have also to perform challenging role by numerous social and public services as well in present contemporary world.

Likewise in Pakistan, Police department is supposed to reduce disputes and conflicts and to improve law and order situation as well. In Pakistan, police is considered a major institution of executive. Unluckily, image of police is worsening with every coming moments and performance of Pakistan police is not considered up to the mark. Pakistan is amongst those countries where people's trust on police institution has been eroding gradually (Abbas, 2004). Keeping in view the depressing performance of police institution, their corruption and inefficiency, they are losing their credibility in the eyes of public. In recent years Police department in Khyber Pakhtunkhwa province started some new public services to improve its public image and confidence.

Literature Review

Public services by police department have always been remain a key part in policing while serving victims of crime and offenders has been a main emphasis of social work practice as well. Law enforcement and social work have served the same target groups with varying success (Peak et al, 1996). Both institution combine resources and skills are needed to emphasis on same issues of crisis and victims of crime. Policing is always considered the most apparent and obvious aspect of criminal justice system and an efficient police service is a prerequisite for the positive opinion of justice. Trojanowicz and Bucqueroux (1990) argued that police should embrace cultural, technological, operational and organizational change. Policing is not only law enforcement and crime prevention but rather more than that. Changes in society affect policing and there is a need to understand those changes of society that can affect the vital services providers in a society. It is argued that citizen expectations are arising around emergency response effectiveness, citizen care, public safety, crime reporting and public involvement in policing (Carter, 2009). Police works in emergency situations most of the time. Emergency situations are those one where someone is traumatized and in need of immediate care or counseling such as major injury,

suicides, hostage situations, kidnapping and traumatic events.

Police public services, as discussed above, is one of the major topics of debate in the world including Pakistan. It has been observed that in recent years Khyber Pakhtunkhwa police started numerous initiatives of public interest to improve its public image and to solve community problems. Police in Pakistan had not such kind of services before, and they also lacked the potentials in the past. It is argues that in this new scenario, police do not have the capacities like proper training mechanism for dispute resolution, legal training and efficiency for such services is also a question mark (Fasihuddin, 2012). In Khyber Pakhtunkhwa, police reportedly lacks proper training to deal with public and to improve its public image and same is the situation of police personnel in other provinces of Pakistan.

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 (Khyber Pakhtunkhwa Police 2017). The first Dispute Resolution Council (DRC) was established as a pilot project in Police Station Gulbahar, District Peshawar on the directions of the Inspector General of Police Mr. Nasir Khan Durrani (PSP) on 14th January, 2014. Later on, the second DRC was raised in Police Station Gulberg, District Peshawar and the oath taking of its members was conducted by the retired Chief Justice of Peshawar High Court. The proceeding rooms the DRCs have been purposefully designed. It is operational in all the district headquarters. The establishment of DRCs was challenged in the Peshawar High Court in 2015 and stay was granted. However, the requisite amendments were enacted in Police Order, 2002 to impart perpetuity to this project. Resultantly, the writ was dismissed and stay has been vacated. Other public services include, establishment of Police Assistance Lines (PAL) in 2014, establishment of Police Access Service (PAS) in 2014, Complaint against police service and establishment Rapid Response Force (RRF) in 2014 for emergency help.

The services offered in PAL include theft reporting, lost items reporting, extortion reporting, police character verification, CNIC verification, vehicle verification, police security clearance, TIF form reporting and legal advice. PAS is a 24-hour service that entertains the public complaints via SMS, FAX, telephone, email, post, in person and toll free help line. It is anticipated to reduce the public-police trust deficit. If anybody has any complaint against any police personnel so he can register an online complaint free of cost. Police department is responsible to take action against such police official. The police personnel constituting RRF have undergone a rigorous nine month elite training course and are equipped with state of the art weaponry. Each unit of RRF is commanded by

an officer of the rank of Superintendent of Police. RRF is kept engaged in mock exercises and operations at various sensitive and vulnerable places throughout the year.

Methodology

The study was quantitative in nature and data was conducted in the capital city of Peshawar. 217 respondents were selected out of the total population of 491. The sample size has been drawn by using statistical formula developed by Krejice & Morgan (1970). Sample size was trifurcated in to three different strata i.e. Crime Reporters, Crime practitioners at court, and police personnel. In order to determine sample size for each strata, proportionate stratified sample size technique was used whereas systematic sampling technique was applied to pick the samples from the three selected sample groups. The sample method was adopted as follows:

Breakup of the composite sample size:

S. No	Sample Group	Population Size	Sample Size
1	Police Personnel (SHOs, Inspectors & ASIs)	30+58+55=143	64
2	Criminal lawyers	225	99
3	Crime Reporters (Journalists)	123	54
Total		**491**	**217**

Source:
1. Central Police Office Peshawar
2. Peshawar Press Club
3. Peshawar Bar Council, Khyber Pakhtunkhwa

Results and Discussion of the Study

Demographic Information

Job nature of the respondents and their marital status are very important variables which determines their level of knowledge, maturity, and awareness about the concerned topic i.e. effectiveness of police public services. Out of the total 491 (100 percent) respondents, 99 i.e. 45.6 percent of the respondents were advocates and 64 i.e. 24.9 percent of the respondents were police personnel and 29.5 percent were crime reporters. Further, 80.2 percent of the respondents were male and 19.8 percent were female. Regarding marital status of the respondents, 71.9% were

married and 28.1percent were unmarried. Age and education is a factor which tells us about the experience in society regarding common issues affecting people. Out of the total respondents 76 i.e. 35 percent belongs to the age group of 22-30 years and 97 i.e. 44.7 percent of the respondents consisted of the age group 31- 40 years. Further, 22 i.e. 10.1 percent of the respondents were of the age group of 41-50 years and only 22 i.e. 10.1 percent respondents belonged to the age group of above 50 years. Regarding resident of the respondent, 78 i.e. 35.9% of the respondents were from rural areas whereas 139 i.e. 64.1% belonged to urban areas. Out of the total respondents, 58 i.e. 26.7 percent belong to nuclear family system, 148 i.e. 68.2 percent were from joint family system and 11 i.e. 5.1 percent of the respondents were from extended family system. Out of the total respondents 11 i.e. 5.1 were matriculated, 22 i.e. 10.1 percent were intermediate, 22 i.e. 10.1 percent were having BA/BSc degree, 54 i.e. 24.5% were MA/MSc/BS Hon., and 108 i.e. 49.8% had degree of law.

Results and Discussion

The perception regarding effectiveness of police public services and crime reduction is given in Annex-I. The table reveals a significant (P=.001) association between the statement "increase number of police officers is good for reducing ratio of crime" and "crime reduction". The association between independent and dependant variables is statistically significant. The result shows that by increasing police officers ration can reduce crime ration. As clear from the relevant literature that police in Pakistan in general and in Khyber Pakhtunkhwa in particular are lower in numbers as compared to the total volume of population and crimes. Chalfin and McCrary (2018) argue that increasing in number of crimes, murders, and robberies can be decreased by increasing ratio/number of police personnel.

Likewise a significant (P=.004) relationship is extracted between the statement "Police image is improved recently by providing more and more services to community people." and "crime reduction". The association between independent and dependant variables is statistically significant. The finding is in consonance with Abbas (2011), who state that police could restore and enhance their public image if they follow best practices to reduce crimes in the society by detecting and arresting the criminals. Similarly, a significant (p=.000) relationship is found between the statement "timely resolving public disputes by police personnel enhance police societal image" and "crime reduction". The finding is in line with walker (2004); Ullah (2016), who finds that delay response from the police is the reason of encouraging criminal and delay in providing justice to citizens. Moreover, a significant (p=.000) relationship is existed between the statement "police public services needed to be people focused" and "crime

reduction". The finding suggests that the need of social workers in police department in Pakistan. Police should always deal public politely and they needed to help timely those who needed help.

A significant (p=.003) relationship is found between the statement "Dispute resolution council by Police in Khyber Pakhtunkhwa is an effective initiative" and "crime reduction". Relevant literature reveals that many disputes can be resolved out of going to police stations though mutual compromise and understanding. The findings of the present study are in consonance with Goldber et al. (1992) who state that through negotiation and mediation many issues can be resolved without involvement of courts and police.

Likewise, a significant (p=.006) relationship is found between the statement "Criminal record verification system (CRVs) is a positive public initiative" and "crime reduction". The association between variables is statistically significant. According to CRV system, all the computerized data related to all criminals and militants had been provided to all police stations, check posts and snap checking points. The finding is in line with Maqsood (2018, October 8) who argues that CRVS will speed up the investigation process and no time would be wasted in conducting important probes. Data verification of the militants and criminals has become easy through CRVS. In contrast, a non-significant (p=.068) relationship is existed between the statement "Performance of Rapid response force of police is praiseworthy" and "crime reduction". The finding is not in agreement with Niazi (2017); Bhatti (2018); and Khan (2018). A significant (p=.004) relationship is existed between the statement "induction of women in police can enhance police public image and trust" and "crime reduction". The finding could be attributed to the views of Fink et al. (2013) who states that minimum numbers of women are involved in law enforcement has been created a serious challenge to the inclusion of a gender perspective in combating terrorism programs, based on the supposition that women as law enforcement personnel are better at dealing with and they have a better perceptive of gender sensitivities. Literature also revealed that on the whole, efficacy of policy implementation and counter terrorism programs could be improved by raising the involvement of women in the security sector (Dharmapuri, 2016). Likewise, a significant (p=.002) association is existed between the statement "Vehicle verification system (VVS) is helpful in reducing car theft" and "crime reduction". Literature reveals that vehicle snatching has been considerably decreased after the introduction of VVS. Huge number of stolen vehicles had been recovered so for because of VVS. The findings are in agreement with Jawad (2014); and Khan (2018).

Conclusions and Suggestion

In any country of the world, policing is one of the most important parts of law enforcement. Perceptions about effectiveness of police public services effectiveness in crime prevention shows that police public services is an integral part of policing. In the Khyber Pakhtunkhwa police act of 2017, numerous public services have been initiated in police department in order to tackle crimes and criminals. Performance of the police has been appreciated by all sections of the society and their role in crime reduction is improved keeping in view recent past.

The study suggests that for crime prevention, public police cooperation is significantly important. Accountability of police must be ensured to the public in order to enhance their performance. Moreover police should be making free from political interference and it should not be politicized. Corruption should be completely banned in police department and corrupt officials should be given strict punishments. It is strongly suggested that police needed to treat public equally and in a morally polite way. It is order of the day that more and more public service should be initiated in police department in order to make it public friendly.

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Annex-I

Table I: Effectiveness of Police Public Services in Crime Reduction Mechanism

Statements	Response	Crime Reduction				Chi Square P Value
		Yes	No	Don't Know	Total	
Increase number of police officers is good for reducing ratio of crime	Yes	139 (88.0)	26 (64.4)	11 (52.4)	176(81.1)	$\chi^2 = 18.15$ (P = .001)
	No	7 (4.4)	11 (28.9)	1 (4.8)	19 (8.8)	
	Don't Know	12 (7.6)	1 (2.6)	9 (42.9)	22 (10.1)	
Police image is improved recently by providing more and more services to community people.	Yes	140 (88.6)	17 (44.7)	14 (66.7)	171 (78.8)	$\chi^2 = 15.21$ (P = .004)
	No	9 (5.7)	11 (28.9)	4 (19.0)	24 (11.1)	
	Don't Know	9 (5.7)	10 (26.3)	3 (14.3)	22 (10.1)	
Timely resolving public disputes by police personnel enhance police societal image.	Yes	151 (95.6)	25 (65.8)	18 (85.7)	194 (89.4)	$\chi^2 = 37.47$ (P = .000)
	No	0 (0.0)	5 (13.2)	0 (0.0)	5 (2.3)	
	Don't Know	7 (4.4)	8 (21.1)	3 (14.3)	18 (8.3)	
Police public services needed to be people focused	Yes	131 (82.9)	24 (63.2)	12 (57.1)	167 (77.0)	$\chi^2 = 24.92$ (P = .000)
	No	17 (10.8)	8 (21.1)	6 (28.6)	31 (14.3)	
	Don't Know	10 (6.3)	6 (15.8)	3 (14.3)	19 (8.8)	
Dispute resolution council by Police in Khyber Pakhtunkhwa is an effective initiative	Yes	139 (88.0)	26 (68.4)	13 (61.9)	178 (82.0)	$\chi^2 = 15.85$ (P = .003)
	No	15 (9.5)	6 (15.8)	6 (28.6)	27 (12.4)	
	Don't Know	4 (2.5%)	6 (15.8)	2 (9.5)	12 (5.5)	

Criminal record verification system (CRVs) is a positive public initiative	Yes	141 (89.2)	18 (47.4)	13 (61.9)	172 (79.3)	$\chi^2 = 14.53$ (P = .006)
	No	6 (3.8)	8 (21.1)	3 (14.3)	17 (7.8)	
	Don't Know	11 (7.0)	12 (31.6)	5 (23.8)	28 (12.9)	
Performance of Rapid response force of police is praiseworthy	Yes	147 (93.0)	28 (73.7)	20 (95.2)	195 (89.9)	$\chi^2 = 9.03$ (P = .068)
	No	3 (1.9)	5 (13.2)	1 (4.8)	9 (4.1)	
	Don't Know	8 (5.1)	5 (13.2)	0 (0.0)	13 (6.0)	
Induction of women in police can enhance police public image and trust	Yes	140 (88.6)	25 (65.8)	17 (81.0)	182 (83.9)	$\chi^2 = 15.66$ (P = .004)
	No	8 (5.1)	5 (13.2)	0 (0.0)	13 (6.0)	
	Don't Know	10 (6.3)	8 (21.1)	4 (19.0)	22 (10.1)	
Identity verification system (IVS) is a good public initiative by police	Yes	144 (91.1)	30 (78.9)	18 (85.7)	192 (88.5)	$\chi^2 = 5.78$ (P = .216)
	No	5 (3.2)	3 (7.9)	1 (4.8)	9 (4.1)	
	Don't Know	9 (5.7)	5 (13.2)	2 (9.5)	16 (7.4)	
Vehicle verification system (VVS) is helpful in reducing car theft	Yes	141 (89.2)	26 (68.4)	15 (71.4)	182 (83.9)	$\chi^2 = 16.60$ (P = .002)
	No	4 (2.5)	4 (10.5)	3 (14.3)	11 (5.1)	
	Don't Know	13 (8.2)	8 (21.1)	3 (14.3)	24 (11.1)	