

## CHAPTER-IV

### POLICE-PUBLIC RELATIONSHIP-AN EMPIRICAL ANALYSIS

The present chapter is devoted to assess the police-public relationship in Ambala Range. First of all, the socio-economic background of the police personnel and public has been discussed. It is followed by the views of police personnel about the present police system. Moreover, the views of public have also been examined in the later part of the chapter.

#### **Socio-Economic Background of Police Personnel**

The demographic background of sampled police personnel is analysed on the basis of their age, gender, caste, family structure, education, salary and designation. The related data have been presented in 4.1 to 4.8 tables.

#### **Gender Wise Classification**

The gender wise classification of the sampled police personnel is shown in Table - 4.1

Table - 4.1

#### **Genderwise Classification**

<b>S.No.</b>	<b>Category</b>	<b>Number</b>	<b>Percentage</b>
1.	Male	174	87
2.	Female	26	13
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The table 4.1 shows that out of 200 sampled police personnel, 174(87%) were males and 26 (13%) females. This clearly indicates that the number of female police personnel is low as compared to the male counterparts. The government should recruit more females in Haryana Police.

## Agewise Classification

Agewise classification of police personnel is given in Table 4.2.

Table - 4.2

### Age-wise Classification

S.No.	Age groups	Number	Percentage
1.	Up to 25 Years	09	04.5
2.	26-50 Years	170	85.0
3.	51 & Above	21	10.5
	<b>Total</b>	<b>200</b>	<b>100.0</b>

It shows that out of 200 sampled police personnel, 170 (85%) were in the age group of 26-50 years followed by 21 (10.5%) who were 51 year and above. The rest 4.5% were up to 25 years of age. Most of the police personnel were mature enough.

## Education Level of Police Personnel

Education plays an important role in the life of an individual. An educated person can understand things easily and perform his activities or work quickly and efficiently. The table 4.3 shows the level of educational qualification of police personnel.

Table - 4.3

### Educational Qualification-wise Distribution of Police Personnel

S.No.	Education Qualification	Number	Percentage
1.	Matric	34	17
2.	10+2	74	37
3.	Under Graduation	62	31
4.	Post Graduation	26	13
5.	Any Other	04	02
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The table 4.3 depicts the educational qualifications of the police personnel. Out of 200 personnel, 74 (37%) were 10+2 level of education; 62 (31%) and 34 (17%) were educated up to under graduate and matriculate level and 13% were post graduate. The remaining 2% were having M.Phil level of education.

To infer it can be said that more qualifies people have stated entering the police department. It a good sign.

### **Caste-wise Classification**

The police personnel have been classified into three categories, i.e., General Caste, Schedule Caste and Other Backward Class the classification is presented in Table4.4.

Table - 4.4

#### **CastewiseClassification**

<b>S.No.</b>	<b>Category</b>	<b>Number</b>	<b>Percentage</b>
1.	General	109	54.5
2.	Other Backward Class	61	30.5
3.	Schedule Caste	30	15.0
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The table 4.4 shows that out of 200 sampled police personnel, 109 (54.5%) were from general category; 61 (30.5%) were from other backward classes and 30 (15%) were from Schedule Caste category.

### **Marital Status**

The police personnel have been classified in two categories i.e. married and unmarried. The data have been presented in Table4.5 below.

Table - 4.5

#### **Marital Statuswise Classification**

<b>S.No.</b>	<b>Marital Status</b>	<b>Number</b>	<b>Percentage</b>
1.	Married	174	87
2.	Unmarried	26	13
	<b>Total</b>	<b>200</b>	<b>100.0</b>

It is evident from the data that an overwhelming majority i.e. 87% police personnel were married whereas the rest 13% were unmarried.

## Family Structure-wise Classification

The family structure of the police personnel has been shown in Table4.6.

Table - 4.6

### Family Structure-wise Classification

S.No.	Family Structure	Number	Percentage
1.	Nuclear	73	36.5
2.	Joint	127	63.5
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The family structure-wise classification of police personnel shows that out of 200 sampled police personnel, 127 (63.5%) had nuclear family and 73 (36.5%) were having joint family.

## Designation-wise Classification

The police personnel have been classified in five categories i.e. Inspector, Sub Inspector, Assistant Sub Inspector, Head Constable and Constable the resulted data have been shown in Table4.7.

Table - 4.7

### Designation-wise Classification

S.No.	Designation	Number	Percentage
1.	Inspector (SHO)	17	08.5
2.	Sub Inspector	15	07.5
3.	Assistant Sub Inspector	30	15.0
4.	Head Constable	48	24.0
5.	Constable	90	45.0
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The table 4.7 shows that out of 200 sampled police personnel, 17 (8.5%) were Inspectors; 15 (7.5%) Sub Inspectors; 30 (15%) Assistant Sub Inspectors; 48 (24%) Head Constables and 90 (45%) were Constables.

## Salary-wise Classification

The salarywise classification has been presented in Table 4.8.

Table - 4.8

### Salary-wise Classification

S.No.	Salary Structure	Number	Percentage
1.	Below And Equal to 25000	33	16.5
2.	Rs. 25001-50000	145	72.5
3.	Rs. 50001 And Above	22	11.0
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The table shows that out of 200 sampled police personnel, 145 (72.5%) were having the salary in the range of Rs. 25000-50000; 33 (16.5%) were getting salary upto Rs. 25000; and only 22 (11%) were getting the salary Rs. 50001 and above.

## OPINION OF POLICE PERSONNEL

The sampled police personnel were asked to express their views about police system and relationship with the public. Their views on various aspects have been presented in Table 4.9 to 4.31.

### Opinion of Police Personnel about Salary Structure

The salary is the financial benefits given to the personnel for their work. The respondents were asked as to whether they were satisfied with the salary structure. Their opinion has been shown in Table 4.9.

Table - 4.9

### Satisfaction with Salary Structure

S.No.	Opinion	Number	Percentage
1.	Satisfied	75	37.5
2.	Dissatisfied	125	62.5
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The table 4.9 indicates that out of 200 sampled police personnel majority, i.e., 125 (62.5%) personnel were not satisfied with their salary structure and 75 (37.5%) were

satisfied with the salary structure. Thus, there is a need to look into the matter so that the police personnel might have good salary structure.

### Views on Training

The training enhances the skill of personnel and provides them knowledge of working techniques and procedures. Table 4.10 presents the views of police personnel on training.

Table - 4.10

#### Views of Police Personnel on Training

S.No.	Undergone Training	Number	Percentage
1.	Yes	159	79.5
2.	No	41	20.5
3.	Can't say	-	-
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The table 4.10 indicates that 159 (79.5) % personnel have undergone training and the remaining 41 (20.5%) did not undergo training. On the whole, it can be said that most of the personnel have undergone training.

### Satisfaction over Training

As many as 159 police personnel who had undergone the training were asked to express their views about the training imparted to them. Their views are shown in Table 4.11.

Table - 4.11

#### Views of Police Personnel about their Training

S.No.	Views about Training	Number	Percentage
1.	Satisfied	130	81.8
2.	Dissatisfied	09	05.7
3.	Can't say	20	12.5
	<b>Total</b>	<b>159</b>	<b>100.0</b>

It is illustrated from the data that as many as 130 (81.8%) out of 159 police personnel were satisfied about the training imparted to them. There were 12.5% who did not express their views and the rest 5.7% were dissatisfied with the training.

## Opinion of Police Personnel about Impact of Training on their Attitude, Behaviour and Habits

The police personnel were asked to opine about the impact of training on their attitude, behaviour and habits. Table 4.12 shows the extent of impact.

Table - 4.12

### Opinion of Police Personnel about Impact of Training on their Attitude, Behaviour and Habits

S.No.	Impact of Training on Attitude, Behaviour and Habits	Number	Percentage
1.	Not at All	7	3.5
2.	Considerable	55	27.5
3.	Great Extent	138	69.0
	<b>Total</b>	<b>200</b>	<b>100.0</b>

Table 4.12 reveals that 138 (69%) police personnel were of the opinion that the training changed the attitude, behaviour and habits of personnel to a great extent; 55 (27.5%) opined that the impact of the training on attitude, behaviour and habits was to a considerable extent. And only 7 (3.5%) did not agree with the statement.

On the whole, it can be said that there is impact of training; therefore, more efforts should be made in this direction.

## Opinion of Police Personnel about the Choice of their Profession

All the 200 sampled police personnel were asked about the choice of their profession. Table 4.13 has been devoted to show the opinion of the respondents.

Table - 4.13

### Opinion of Police Personnel about the Choice of Their Profession

S.No.	Proud on their Choice	Number	Percentage
1.	Yes	161	80.5
2.	No	32	16.0
3.	Can't say	7	3.5
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The table 4.13 depicts that 161 (80.5%) police personnel feel proud on their choice of profession but 32 (16%) are not proud of their professional choice. Only 7 (3.5%) personnel did not express their views. On the whole, it can be said that most of the personnel feel proud on their choice of profession.

### **Opinion of Police Personnel about the Major Handicaps of their Profession**

The police personnel were asked about the major handicaps of their profession. Their opinion is shown in Table 4.14 below.

Table - 4.14

#### **Opinion of Police Personnel about the Major Handicaps of their Profession**

<b>S.No.</b>	<b>Handicaps in Profession</b>	<b>Number</b>	<b>Percentage</b>
1.	Yes	190	95.0
2.	No	03	01.5
3.	Can't say	07	03.5
	<b>Total</b>	<b>200</b>	<b>100.0</b>
	<b>If 'Yes' express the handicaps</b>		
a)	No timely promotion		70
b)	Heavy work and continuous duty		131
c)	Poor working conditions		85
d)	Poor pay and allowances		125
e)	Political Interference		140
f)	Lack of modern tools for scientific investigation		185
g)	Lack of exposure to modern developments in policing		90
h)	No meaningful powers to the lower level officers		81
i)	Low level of participation from the public		89
j)	Inhuman treatment by senior officers		53

The table 4.14 depicts that 190 (95%) police personnel admitted handicaps in profession. Whereas 7 (3.5%) have not been given their views on the issue. Merely 3 (1.5%) felt no handicap in their profession. As many as 190 (95%) police personnel who admitted various handicaps in their profession were further asked to tell the handicaps: (185) personnel mentioned lack of modern tools for scientific investigation; (140)



said political interference; (131) said heavy work and continuous duty; (125) reported poor pay and allowances; (90) said lack of exposure to modern developments in policing; (89) said low level of public participation; (85) said poor working conditions; (81) said no meaningful powers delegated to the lower level officers; (70) assigned no timely promotion; and (53) said inhuman treatment by senior officers as the major handicaps in their profession.

On the whole, most of the personnel find handicaps in the profession. So the Government should work on these handicaps to ensure the welfare of the police personnel.

### **Opinion of Police Personnel about Public Behaviour with Police**

The police personnel were asked to rate the public behaviour with police. Their rating has been shown in Table-4.15

Table - 4.15

#### **Opinion of Police Personnel about Public Behaviour with Police**

<b>S.No.</b>	<b>Public Behaviour with Police</b>	<b>Number</b>	<b>Percentage</b>
1.	Bad	126	63
2.	Good	34	17
3.	Can't say	40	20
	<b>Total</b>	<b>200</b>	<b>100</b>

The table 4.15 depicts that 126 (63%) police personnel rated the behaviour of the public towards the police as bad. 40 (20%) personnel did not express their views on the statement and 34 (17%) personnel rated the behaviour of public with police as good. Thus, the police in majority did not find public behaviour as good.

### **Opinion of Police Personnel about the Extent of satisfaction with behavioural Attitude of Public with Police**

In the other query the sampled police personnel were asked as to whether they were satisfied with the behavioural attitude of public with the police. Their responses have been presented in Table - 4.16.

Table - 4.16

**Opinion of Police Personnel about their satisfaction with Behavioural Attitude of Public**

S.No.	Satisfaction with Behavioural Attitude of Public	Number	Percentage
1.	Yes	34	17
2.	No	152	76
3.	No Response	14	7
	<b>Total</b>	<b>200</b>	<b>100</b>

The above table (4.16) depicts that 152 (76%) police personnel were dissatisfied, 34 (17%) were satisfied and 14 (7%) were neither satisfied nor dissatisfied with the behavioural attitude of public towards the police. On the whole, it can be said that most of the police personnel are dissatisfied with the behavioural attitude of public.

**Opinion of Police Personnel about Fear of Police Among Public**

All the 200 sampled police personnel were asked as to what extent, the public afraid of police. Their opinion has been shown in Table - 4.17.

Table - 4.17

**Opinion of Police Personnel about Fear of Police among Public**

S.No.	Public Afraid of Police	Number	Percentage
1.	Not at All	127	63.5
2.	To Considerable Extent	71	35.5
3.	To Great Extent	2	1.0
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The above table (4.17) shows that 127 (63.5%) police personnel were of the opinion that the public did not have any kind of fear of police. While 71 (35.5%) police personnel said that public is afraid of police to a considerable extent. Only 2 (1%) reported that they afraid of police to a great extent.

**Should the public afraid of police?**

It was acquired from the police personnel as to whether the public should afraid of police. The views expressed have been shown in Table - 4.18.

Table - 4.18

**Opinion of Police Personnel about, “Should the public afraid of police?”**

S.No.	Should the public afraid of police?	Number	Percentage
1.	Yes	8	4
2.	No	173	86.5
3.	Can't say	19	9.5
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The above table (4.18) depicts that 173 (86.5%) police personnel said that the public should not be afraid of police, 19 (9.5%) did not respond. However, 8 (4%) personnel said that the public should be afraid of police.

The police department should encourage the public to take help and cooperation freely from the police.

**Support from Public**

The police personnel were asked as to whether they got adequate support from the public in crime investigation and maintaining the law and order. Table 4.19 shows the opinion of police personnel.

Table - 4.19

**Opinion of Police Personnel about Support from Public**

S.No.	Does the Public Support the Police?	Number	Percentage
1.	Yes	63	31.5
2.	No	118	59.0
3.	Can't say	19	9.5
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The figure shown in above table (4.19) depict that a majority 118 (59%) of police personnel said that they did not get public support. It is followed by 63 (31.5%) whose response was positive. The rest 9.5% did not express their views.

The analysis of the data indicates that the police do not get adequate support. The government should try to build the image of police so that people themselves should come forward to extend the requisite support.

## Awareness among Public about their Rights

Table 4.20 presents the opinion of police personnel about the awareness of the people about their rights.

Table - 4.20

### Opinion of Police Personnel about the Awareness of People about their Rights

S.No.	Are People Aware of Their Rights?	Number	Percentage
1.	Yes	142	71
2.	No	49	24.5
3.	Can't say	9	4.5
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The data shows that in the opinion of 142 (71%) police personnel the people are aware of their rights but 49 (24.5%) responded in negative and the rest 4.5% did not express their opinion.

## Awareness of People about Their Duties

Police personnel were asked as to whether the people are aware of their duties. Their responses have been presented in Table 4.21.

Table - 4.21

### Opinion of Police Personnel about the Awareness of People about their Duties

S.No.	Are People Aware of Their Duties?	Number	Percentage
1.	Yes	77	38.5
2.	No	118	59.0
3.	Can't say	5	2.5
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The table illustrates that in the opinion of 118 (59%) police personnel the people are not aware of their duties. It is followed by 77 (38.5%) who opined that the people are aware of their duties. The remaining 2.5% did not express their opinion on the issue.

## Opinion of Police Personnel about the People’s Willingness to take Help and Guidance

All the sampled police personnel were asked as to whether the people freely seek the help of police and guidance when required. The opinion has been shown in Table 4.22.

Table - 4.22

### Opinion of Police Personnel about Freely Seeking Help and Guidance by Public

S.No.	Do People Freely Seek the Help and Guidance?	Number	Percentage
1.	Yes	136	68
2.	No	20	10
3.	Can’t say	44	22
	<b>Total</b>	<b>200</b>	<b>100</b>

The sampled police personnel were asked as to whether the public freely sought their help and guidance. Their responses are presented in table 4.22 which shows that 136 (68%) police personnel responded in affirmation. There are 20 (10%) who said no and 44 (22%) did not say anything.

## Common People Cooperation in Police Investigations

A question, i.e., Do you think that common people cooperate with police during investigation(s)?, was put to the police respondents. Their responses have been shown in Table 4.23.

Table - 4.23

### Opinion of Police Personnel about the Public Cooperation in Police Investigation(s)

S.No.	Public Cooperation in Police Investigation	Number	Percentage
1.	Yes	43	21.5
2.	No	133	66.5
3.	Sometimes	24	12.0
	<b>Total</b>	<b>200</b>	<b>100.0</b>

The figures clearly shows that 133 (66.5%) police personnel thought that the people do not cooperate with the police in investigation process. While 43 (21.5%) said

that people do so and the remaining 24 (12%) also reported that people cooperate sometimes.

### **Opinion of Police Personnel about following of Directions by People**

The police respondents were asked to express their views on the issue as to whether people followed the directions given from time to time. The data presented in Table4.24.

Table - 4.24

#### **Opinion of Police Personnel about the following of Directions by People**

<b>S.No.</b>	<b>Do People Follow the Directions?</b>	<b>Number</b>	<b>Percentage</b>
1.	Yes	61	30.5
2.	No	114	57
3.	Can't say	25	12.5
	<b>Total</b>	<b>200</b>	<b>100.0</b>

Table 4.24 shows that in the opinion of 61 (30.5%) respondents people follow the given directions whereas the majority i.e. 114 (57%) responded in negative. The rest 25 (12.5%) did not opine. Had the people followed the given directions the things would have been different.

### **Opinion about Ruthlessness Technique to deal with Erring Citizens**

Table4.25 shows the opinion of respondents about ruthlessness technique to deal with the erring citizens.

Table - 4.25

#### **Opinion of Police Personnel Ruthlessness Technique to deal with Erring Citizens**

<b>S.No.</b>	<b>Is ruthlessness the only technique to deal with Erring Citizens</b>	<b>Number</b>	<b>Percentage</b>
1.	Yes	30	15
2.	No	150	75
3.	Can't say	20	10
	<b>Total</b>	<b>200</b>	<b>100</b>

In the above table as many as 150 (75%) respondents opined that ruthlessness was not only the technique to deal with erring citizens. However, there are 30

(15%) respondents who are of the opinion that was the only technique to deal with erring citizens and the rest 10% did not express their opinion.

### **Opinion of Police Personnel about Work-Load and 24 Hour Duty**

An attempt has been made to gather the views of the respondents about the work-load and 24 hour duty.

Table - 4.26

#### **Opinion of Police Personnel about Work-Load and 24 Hour Duty**

<b>S.No.</b>	<b>Satisfaction with Work-Load and 24 Hour Duties</b>	<b>Number</b>	<b>Percentage</b>
1.	Yes	6	3
2.	No	166	83
3.	Can't say	28	14
	<b>Total</b>	<b>200</b>	<b>100</b>

Table 4.26 reveals that 166 (83%) respondents were not satisfied with their work load and 24 hour duty. Merely 3% of them were found satisfied with their work-load and 24 hour duty. No opinion was given by the rest 28 (14%) respondents.

### **Public Opinion about Working of Police in Haryana**

The selected subjects were personally interviewed with the help of well-structured interview schedule administered to them. The data collected was tabulated and inferences have been drawn.

### **Demographic Background of Sampled People**

The information pertaining to age, gender, caste, family structure, education, salary and occupation was collected. The data have been presented in tables 4.27 to 4.57.

### **Gender wise Classification**

The respondents selected from amongst the people were classified into male and female categories.

Table - 4.27

**Gender-Wise Classification**

S.No.	Category	Number	Percentage
1.	Male	200	50
2.	Female	200	50
	<b>Total</b>	<b>400</b>	<b>100</b>

It is evident from the data shown in table 4.27 that there were 50% males and 50% female among the selected respondents.

**Age wise Classification**

The respondents have been age wise classified and the selected data have been presented in Table 4.28.

Table - 4.28

**Age wise Classification**

S.No.	Age Groups (in Years)	Number	Percentage
1.	Upto25	48	12.0
2.	26-50	301	75.3
3.	51 & Above	51	12.7
	<b>Total</b>	<b>400</b>	<b>100.0</b>

The table shows that out of 400 respondents, 301 (75.3%) were in the age group of 26-50 years; 51 (12.7%) were 51 age years age and above; and 48 (12%) were upto 25 years of age.

**Caste wise Distribution**

Caste wise distribution of respondents has been presented in Table 4.29.

Table - 4.29

**Caste wise Distribution**

S.No.	Category	Number	Percentage
1.	General	211	52.7
2.	Other Backward Classes	67	16.8
3.	Schedule Caste	122	30.5
	<b>Total</b>	<b>400</b>	<b>100.0</b>



The data shows that 211 (52.75%) respondents belongs to general category. It is followed by 122 (30.5%) who belongs to the schedule caste and the remaining 67 (16.75%) hailed from the other backward classes.

## EducationalQualification

Education plays an important role in the life of an individual. An educated person can understand the things easily and perform his activities or work more quickly and efficiently. The table 4.30shows the educational qualification of the selected respondents.

Table - 4.30

### Educational Qualification wise Distribution of Respondents

S.No.	Education Qualification	Number	Percentage
1.	Illiterate	79	19.2
2.	Literate	321	80.8
	<b>Total</b>	<b>400</b>	<b>100.0</b>
	<b>If Literate,Level of Qualification</b>		
a)	Primary	27	8.4
b)	Middle	32	10.0
c)	Matric	39	12.1
d)	10+2	50	15.6
e)	Under Graduation	72	22.4
f)	Post Graduation	68	21.2
g)	Any Other	33	10.3
	<b>Total</b>	<b>321</b>	<b>100.0</b>

The table 4.30 interprets the educational level of the respondents. It shows that out of 400 people 321 (80.8%) were literate and out of them 72 (22.4%) were educated upto under graduate; 68 (21.2%) have post graduation education; 50 (15.6%) were educated upto 10+2; 39 (12.1%) were educated up to matric; 32 (10%) were educated upto middle; 27 (8.4%) educated upto primary level and 33 (10.3%) were B.Ed, D.Ed, C.P.Ed., D.P.Ed, M.Phil etc.

## Marital Status wise Distribution

Table 4.31 has been devoted to present the marital status wise distribution of the respondents.

Table - 4.31  
**Marital Status-wise Distribution**

S.No.	Marital Status	Number	Percentage
1.	Married	303	75.8
2.	Unmarried	97	24.2
	<b>Total</b>	<b>400</b>	<b>100.0</b>

The table 4.31 shows that out of 400 sampled respondents, 303 (75.8%) were married and 97 (24.2%) were unmarried.

## Family Structure

Family structure wise distribution of respondents has been shown in Table 4.32.

Table - 4.32  
**Family Structure-wise Distribution**

S.No.	Family Structure	Number	Percentage
1.	Nuclear	144	36
2.	Joint	256	64
	<b>Total</b>	<b>400</b>	<b>100</b>

The data clearly indicates that as many as 256 (64%) respondents had joint family and the rest 144 (36%) had nuclear family.

## Profession of Respondents

The respondents have been classified according to their profession. Table 4.33 shows the profession of the respondents.

Table - 4.33  
**Profession-wise Distribution**

S.No.	Profession	Number	Percentage
1.	Business	65	16.3
2.	Service	115	28.7
3.	Agriculture	108	27.
4.	Artist	8	02.0
5.	Labour	75	18.8
6.	Any other	29	07.2
	<b>Total</b>	<b>400</b>	<b>100.0</b>

The data presented in table 4.33 shows that 115 (28.7%) respondents were in service; 108 (27%) were agriculturists; 75 (18.8%) were labourer; 65 (16.3%) were the owner of business; 8 (2%) were artists and 29 (7.2%) were housewives and students.

## Opinion of Public about Working of Police

The selected respondents were asked to express their views on various aspects pertaining to the working of Haryana police. Their views have been presented in different tables.

## Contact with Police

The sampled respondents were asked as to whether they had come into contact with police.

Table - 4.34

### Opinion of Public about their Contact with Police

S.No.	Have You Ever Come Into Contact With Police?	Number	Percentage
1.	Yes	380	95
2.	No	20	5
	<b>Total</b>	<b>400</b>	<b>100</b>
	If 'Yes' in what capacity?		
a)	As complainant		217
b)	As witness		73
c)	As accused		14
d)	As advocate		9
e)	As intermediary		27
f)	As official		40

Table 4.34 shows that out of 400 respondents 380 (95%) had come into contact with the police. While 20 (5%) did not come into contact with the police. These 20 respondents who did not come into contact were excluded and the views of the remaining 380 have presented. The respondents in majority interacted with the police as complainants.

## Means of Contact with Police

The respondents were asked to tell as to how did they come into contact with the Police.

Table - 4.35

### Means of Contact with Police

S.No.	How They Have Contact the Police?	Number	Percentage
1.	At Own	265	69.8
2.	In Response to Summon	66	17.3
3.	Through Intermediaries	49	12.9
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

The responses of respondents presented in Table 4.35 stand as evidence that 265 (69.8%) respondents contacted at their own; 66 (17.3%) contacted because of summons; and 49 (12.9%) contacted through intermediaries.

## Level of Contact with Police

The respondents were asked as to at what level they had contacted the police. Their responses have been shown in Table 4.36.

Table - 4.36

### Level of Contact with Police

S.No.	Level of Contact With Police	Number	Percentage
1.	Police Station Level	290	76.3
2.	Supervisory Level	58	15.2
3.	High Ups	32	8.5
	<b>Total</b>	<b>380</b>	<b>100.0</b>

Out of 380 sampled respondents, 290 (76.3%) contacted at police station level; 58 (15.2%) contacted at supervisory level; and 32 (8.5%) contacted at high ups levels such as Head office, Ministers, CMs, etc.

## Opinion about the Behaviour of Police

It is expected that the police personnel should behave with the people properly and their behaviour ought to be satisfactory in the eyes of the masses. It is in this context

that views of the respondents have been collected and the same have been shown in Table4.37.

Table - 4.37

**Opinion of Public about Behaviour of Police**

<b>S.No.</b>	<b>Behaviour of Police With People</b>	<b>Number</b>	<b>Percentage</b>
1.	Satisfactory	<b>292</b>	<b>76.9</b>
	<b>Satisfactory because of:</b>		
	a) Pressure from departmental high ups	121	
	b) Political pressure	37	
	c) Approach of an influential person of the locality	74	
	d) Avoiding public criticism	124	
	e) Any other	13	
2.	Dissatisfactory	<b>88</b>	<b>23.1</b>
	<b>Dissatisfactory because of:</b>		
	a) Rudeness and discourteousness	27	
	b) Impatience	24	
	c) Non helpful attitude	39	
	d) Tendency of lingering on	27	
	e) Any other	31	
3.	Can't say	-	-
	<b>Total</b>	<b>380</b>	<b>100.0</b>

As many as 292 (76.9%) respondents said that the behaviour of the police was satisfactory; out of these (124) said the behaviour was satisfactory because of avoidance of public criticism; (121) said because of pressure from departmental high ups; (74) said because of approach of an influential person of the locality;(37) said political pressure and (13) said it was because of bribe.

Out of 380 respondents, 80 (23.1%) said that they were dissatisfied with the behaviour; out of these (39) said it was because of non helpful attitude, (31) said it was because of any other (i.e. dilatory tact, scolding the innocents, etc.); (27) said because of rudeness, discourteousness and tendency of lingering on, and (24) said it was because of impatience.

## Use of Polite Language by Police

Table 4.38 shows the opinion of the respondents about the use of polite language by the police.

Table - 4.38

### Opinion of Public about Polite Language used by the Police

S.No.	Police Use Polite Language	Number	Percentage
1.	Yes	48	12.7
2.	No	296	77.9
3.	Can't say	36	9.4
	<b>Total</b>	<b>380</b>	<b>100.0</b>

The figures presented in Table 4.38 indicate that in the opinion of 296 (77.9%) respondents, the police did not use polite language. There are 48 (12.7%) respondents who said the police used polite language. The rest 36 (9.4%) did not express the views.

## Views on Issuing of FIR Copy

The views of the respondents were sought on the issuing of copy of FIR by the police. Their views are shown in Table 4.39.

Table - 4.39

### Opinion of Public about the Copy of First Information Report

S.No.	Was Copy of FIR Given?	Number	Percentage
1.	Yes	96	44.2
2.	No	107	49.3
3.	Can't say	14	06.5
	<b>Total</b>	<b>217*</b>	<b>100.0</b>

\*A total of 217 respondents contacted the police for the registration of complaint.

The data shows that as many as 96 (44.2%) respondents were given copy of FIR. While 107 (49.3%) respondents that the same was not given to them. The rest 14 (6.5%) had no opinion thereon.

## Registration of Complaint by Police

The respondents were asked about as to when their complaints were registered by the police.

Table - 4.40

**Opinion of Public about the Registration of Complaint by Police**

S.No.	Police Registered the Complaint	Number	Percentage
1.	At the First Instance	84	38.8
2.	After two Visits	80	36.8
3.	After Three or More Visits	53	24.4
	<b>Total</b>	<b>217*</b>	<b>100</b>
	<b>Police Generally Register Complaint</b>		
	a) After politician's intervention		69
	b) After senior police officer's intervention.		41
	c) Under the pressure of public.		86
	d) After taking bribe		112
	e) At their own.		84

\*A total of 217 respondents contacted the police for the registration of complaint.

The data presented in table 4.40 shows that 133(61.2%) respondents had to visit two and more times to get their complaints registered; 84 (38.8%) respondents' complaints was registered at the first instance. The police should stop this practice of not registering complaints at the first instance.

As many as (112) respondents said complaint is registered after taking bribe; (86) said it is registered under the pressure of public; (84) said it is registered at their own; (69) said it is registered after politician's intervention; and (41) said it is registered after senior police officer's intervention.

On the whole, it can be said that a considerable number of respondents felt that police registers complaint at the first instance. However, there is further scope of improvement in this regard. The police department should make some positive change in this process so that people may get their complaints registered without delay.

**Opinion of Public about Recording of Facts in First Information Report**

The respondents were asked to tell as to whether the facts are correctly recorded. Their views have been shown in Table 4.41.

Table - 4.41

**Opinion of Public about Recording of Facts in First Information Report**

S.No.	Were Facts Recorded Correctly in FIR?	Number	Percentage
1.	Yes	168	77.5
2.	No	13	05.9
3.	Can't say	36	16.6
	<b>Total</b>	<b>217*</b>	<b>100.0</b>

\*A total of 217 respondents contacted the police for the registration of complaint.

The table reveals that it was admitted by 168 (77.5%) respondents that facts were correctly recorded in the FIRs; 13 (5.9%) reported that facts were not correctly recorded and the remaining 36 (16.6%) respondents did not say anything.

**Impression after the Interaction with Police**

The sampled respondents were asked as to what impression they had after the interaction with police. Their views have been shown in Table 4.42.

Table - 4.42

**Impression after Interaction with Police**

S.No.	Impression Carried out after Interaction with Police	Number	Percentage
1.	Good	98	25.8
2.	Bad	212	55.8
3.	Worst	70	18.4
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents came into with the police

The respondents in majority, i.e., 212 (55.8%) had bad impression. Those who had mentioned impression as worst were 70 (18.4%). Those who had good impression were 98 (25.8%).

To infer it can be said that on the whole the impression was either bad or worst in the views of the selected respondents.



## Information about the Progress in Investigation

It was acquired from the respondents as to whether they were informed by the police about the progress in investigation. Table 4.43 shows their views.

Table - 4.43

### Opinion of Public about Information Given by Police about Progress in Investigation

S.No.	Were you Informed about Progress in Investigation by police?	Number	Percentage
1.	Yes	101	26.6
2.	No	260	68.4
3.	Can't say	19	05.0
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents came into with the police

A close examination of the data presented in Table 4.43 indicated that 260 (68.4%) respondents said that the police did not inform about the progress in investigation. It is followed by 101 (26.6%) who admitted that they were informed; and the rest 19 (5%) did not respond.

## Opinion of Public about Solution of Problems

The opinion of the respondents was obtained to find out as to whether their problems were solved.

Table - 4.44

### Opinion of Public about Solution of Problems

S.No.	Were the Problems Solved?	Number	Percentage
1.	Yes	215	56.5
2.	No	99	26.1
3.	Can't say	66	17.4
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents came into with the police

Table 4.44 illustrates that in the opinion of 215 (56.5%) respondents their problem were solved; 99 (26.6%) opined that there problems remained unsolved. No opinion was given by 66 (17.4%) respondents.

### **Action Taken by Police**

Table 4.45 depicts that in the views of 196 (51.6%) respondents the police took action of the information provided while 128 (33.6%) said that the police did not take action. There are 56 (14.8%) respondents who did not express their opinion.

Table - 4.45

#### **Opinion of Public about Action Taken by Police on Information Provided**

<b>S.No.</b>	<b>Police Took Action on Information Provided</b>	<b>Number</b>	<b>Percentage</b>
1.	Yes	196	51.6
2.	No	128	33.6
3.	Can't say	56	14.8
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents came into with the police

### **Views on Help from Police**

The respondents were asked as to whether they felt free to seek help from the police. Their responses have been illustrated in Table 4.46.

Table - 4.46

#### **Opinion of Public about the Help from Police**

<b>S.No.</b>	<b>Whether you feel easy to ask help from police?</b>	<b>Number</b>	<b>Percentage</b>
1.	Yes	148	38.9
2.	No	80	21.1
3.	Can't say	152	40.0
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents come into with the police

Table 4.46 indicate that 148 (38.9%) respondents said that they feel free in seeking help from the police whereas 80 (21%) did not feel free in doing so. No opinion was given by 152 (40%) respondents.

## Views on Dealing of Police

The respondents were put a question, i.e., how was the dealing of the police when you were sitting in the police station. Their views have been presented in table 4.47.

Table - 4.47

### Opinion of Public about the Dealing of Police Personnel

S.No.	How was the Dealing of Police Personnel	Number	Percentage
1.	Very Good	12	3.2
2.	Good	70	18.4
4.	Bad	298	78.4
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents came into with the police

In the views of 12 (3.2%) the dealing of police was very good; it was good reported by 70 (18.4%). It is surprising to record that 298 (78.4%) respondents mentioned that dealing was bad. The matter is serious in nature, therefore, special attention is required on the part of politicians and the administrations/police officers.

On the whole, it can be said that most of the people felt that the police dealing requires improvement.

## Satisfaction with Promptness of Service Provided by Police

The respondents were asked as to whether they were satisfied with the promptness of the service provided by the police. The views expressed by them are presented in Table 4.48.

Table - 4.48

### Opinion of Public about Satisfaction with Promptness of Service Provided by Police

S.No.	Were you Satisfied with Promptness Service Provided by Police?	Number	Percentage
1.	Yes	88	23.1
2.	No	231	60.8
3.	Can't say	61	16.1
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents came into with the police

The table 4.48 presents the data about the satisfaction of people with the promptness of the service provided by the police. It shows that out of 380,213 (60.8%) respondents were not satisfied, 88 (23.1%) were satisfied and 61 (16.1%) did not express their views.

So the people are not satisfied with promptness of services provided by the police. The Police department should use modern techniques of investigation and crime detection for providing prompt services to the public. They should be trained well about the use of modern techniques so that promptness in services could be enhanced.

### **Satisfaction with the Service Received from Police**

When the services are provided, it is desired that these should satisfy the needy. The views of the respondents have been presented in Table 4.49.

Table - 4.49

#### **Satisfaction with Service Received from Police**

<b>S.No.</b>	<b>Are you satisfied with the Service Received from the Police?</b>	<b>Number</b>	<b>Percentage</b>
1.	Satisfied	70	18.4
2.	Dissatisfied	302	79.5
3.	Can't say	8	02.1
	<b>Total</b>	<b>380*</b>	<b>100.0</b>
	<b>If Dissatisfied 'what are reasons' therefore?</b>		
	a)	Inadequacy of laws	107
	b)	Inability of the police to apply law strictly	60
	c)	Political pressure	157
	d)	Indifference on the part of the police	70
	e)	Lack of proper training	83
	f)	Lack of accountability	115
	g)	Corruption	300
	h)	Any other	10

\*A total of 380 respondents came into with the police.

Out of 380 persons 302 (79.5%) were dissatisfied; 70 (18.4%) were satisfied and 8 (2.1%) did not express their views. The dissatisfied respondents were asked to tell the reasons for their dissatisfaction. As many as 300 said it was due to corruption; (157) said political pressure; (115) mentioned lack of accountability; (107) point out inadequacy of laws; (83) reported improper training; (70) said indifference of the part of the police; (60) said inability of the police to apply law strictly; and only (10) mentioned any other reasons.

### Deficiencies in Police Functioning

The sampled respondents were asked to tell the deficiencies in the functioning of the police. Table 4.50 shows the factual position.

Table - 4.50

#### Deficiencies in Police Functioning

S.No.	Deficiencies in the Police Functioning	Number	Percentage
1.	Yes	341	89.7
2.	No	12	03.2
3.	Can't say	27	07.1
	<b>Total</b>	<b>380*</b>	<b>100.0</b>
	<b>If 'Yes', mention the deficiencies:</b>		
a)	Registration and investigation of crime.		154
b)	Handling of law and order situation.		124
c)	In keeping proper statistics and records.		99
d)	Maintaining good public relations or image.		222
e)	In dealing with weaker sections including women.		162
f)	Any other		15

\*A total of 380 respondents came into with the police

The major deficiencies in the police functioning have been shown in table (4.50). Out of 380 persons, 341 (89.7%) agreed with the statement that there were deficiencies in functioning of police; 12 (3.2%) said there were no deficiencies; and 27 (7.1%) did not express their views of the issue of deficiency. Among the dissatisfied persons (222) said there was lack of maintaining good public relations or image; (162) mentioned deficiency in dealing with weaker sections including women; (154) said these were in registration and investigation of crime; (124) pointed the deficiency in handling of law and

order situation; (99) reported deficiencies in keeping proper statistics and records; and only (15) mentioned other deficiencies in functioning of police.

### Opinion of Public about Corruption in Police

The respondents were asked as to whether there was corruption in the police. Their responses have been shown Table 4.51.

Table - 4.51

#### Opinion of Public about Corruption in Police

S.No.	Is the Police Corrupt?	Number	Percentage
1.	Yes	360	94.8
2.	No	2	0.5
3.	Can't say	18	4.7
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents came into with the police

As many as 360 respondents (94.8%) opined that there was corruption in the police. Only 2 (0.5%) said the police was not corrupt and the remaining 18 (4.7%) kept themselves silent and did not reply anything on this.

Thus, we find that most of the respondents felt that there was corruption in Haryana police. It should be stopped with immediate effect to achieve the objective of good governance. This would also require commitment on the part of those who are at the helm of affairs.

### Opinion about Biasness in Police Functioning

Table 4.52 presents the opinion of respondents in regard to biased approach of police in its functioning.

Table - 4.52

#### Opinion of Public about Biasness in Police Functioning

S.No.	Is the Police Biased?	Number	Percentage
1.	Yes	234	61.6
2.	No	34	08.9
3.	Can't say	112	29.5
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents came into with the police

A close examination of the opinion expressed by the respondents about the biased functioning of police clearly stand for evidence that the respondents in majority, i.e., 234 (61.6%) expressed biasness of police in its functioning. However, 34 (8.9%) did not favour the argument of biasness of police in its functioning. The rest 112 (29.5%) did not express their views.

### Views on Feeling Safe and Secure

A question, i.e., “Do you feel safe and secure in your district?” was put the selected respondents. Table 4.53 highlighted the real position.

Table - 4.53

#### Opinion of Public on the Issue of Feeling Safe and Secure

S.No.	Do you Feel Safe and Secure in Your District?	Number	Percentage
1.	Yes	275	72.4
2.	No	90	23.7
3.	Can't say	15	3.9
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents came into with the police

The data shows that in the opinion of 275 (72.4%) respondents they felt safe and secure in their district. Those who did not feel safe and secure were 90 (23.7%). There are 15 (3.9%) remaining respondents who could not say anything in this regard.

### Opinion of Public about Capability of Police

The sampled persons were asked as to whether they felt that the police as capable enough to protect their lives and property. Table 4.54 has been devoted to present the real picture.

Table - 4.54

#### Opinion of Public about the Capability of Police

S.No.	Is Police Capable to Protect Life and Property?	Number	Percentage
1.	Yes	106	27.8
2.	No	194	51.1
3.	Can't say	80	21.1
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents came into with the police

Whether the police is capable enough to protect the lives and property of the respondents was a query raised before the respondents. Their response shows that 194 (51.1%) people did not find the police being capable to protect their lives and property; 106 (27.8%) said it was capable whereas 80 (21.1%) did not express the opinion.

### **Opinion of Public about Need of Reforms in Haryana Police**

The selected respondents were asked as to whether a need of reforms in Haryana police. Their responses are shown in Table 4.55.

Table - 4.55

#### **Opinion of Public about the Need of Reforms in Haryana Police**

<b>S.No.</b>	<b>Is there Need of Reforms in Haryana Police?</b>	<b>Number</b>	<b>Percentage</b>
1.	Yes	329	86.6
2.	No	14	03.7
3.	Can't say	37	09.7
	<b>Total</b>	<b>380*</b>	<b>100.0</b>
	<b>If 'Yes' accord the priorities</b>		
a)	Acts and rules governing the police		213
b)	Training and training methodology		142
c)	Organization and structure of police		179
d)	Any other		29

\*A total of 380 respondents came into with the police

The table 4.55 reveals that in the opinion of 329 (86.6%) respondents there was a need of reforms in Haryana police; no need of reforms was expressed by only 14 (3.7%) respondents. The remaining 37 (9.7%) did not put forth their views.

Those who had felt the need of reforms were further asked to accord the priorities. Among those who had advocated the need of reforms in Haryana police, (213) accorded priority to acts and rules governing the police; (179) gave priority to organization and structure of police; (142) prioritized training and training methodology; and (29) for cussed on other things such as community policing, people friendly policing, etc.



## Opinion of Public about their Awareness regarding Duties to Help and Cooperate the Police

The data pertaining to awareness among people about their duties to extend help and cooperation to the police has been presented in Table 4.56.

Table - 4.56

### Opinion of Public about the Awareness of People about Their Duties

S.No.	Are People Aware about Their Duties to help and cooperate Police?	Number	Percentage
1.	Yes	282	74.2
2.	No	27	07.1
3.	Can't say	71	18.7
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents came into with the police

In the response to the query regarding awareness, as many as 282 (74.2%) respondents said they were aware whereas 27 (7.1%) opined that the people were not aware about their duties to help and cooperate the police. There were 71 (18.7%) did not express their views.

## Rating of Haryana Police for its Relationship with Public

In this question the respondents were asked as to how would they rate Haryana Police's relationship with public. Their opinions have been shown in Table 4.57.

Table - 4.57

### Rating of Haryana Police for its Relationship with Public

S.No.	How do you Rate the Haryana Police's Relations with Public?	Number	Percentage
1.	Good	33	08.7
2.	Bad	310	81.6
3.	Worst	37	09.7
	<b>Total</b>	<b>380*</b>	<b>100.0</b>

\*A total of 380 respondents came into with the police

Table 4.57 illustrates the rating of relationship of Haryana Police with public. It is a matter of grave concern that the respondents did not rate the Haryana Police's relationship as good because as many 310 (81.6%) rated it as bad. It is followed by 37 (9.7%) who rated it worst. Good relationship has been rated by merely 33 (8.7%) respondents. Special drive is required to motivate the police personnel to create a better rapport with the public. So in nut shell, public friendly police is the need of the hour.

In this chapter, an attempt is made to draw the real conclusion with the help of analysis of data which highlights the required changes to transform the present police system into an effective system for the public.