

Public Trust in Governing Institutions: A Study on the Bangladesh Police

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Declaration

I, **Anwara Begum**, hereby declare that the thesis entitled “**Public Trust in Governing Institutions: A Study on the Bangladesh Police**” submitted for the award of Doctor of Philosophy in Public Administration is an original work to the best of my knowledge and was not submitted to any educational institute or university in Bangladesh or abroad for the award of Ph.D. degree.

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Letter of Permission

I am pleased to declare that **Anwara Begum**, Registration No.- 01, Session: 2018-19, PhD, Department of Public Administration, Dhaka University, Dhaka has prepared a thesis on **“Public Trust in Governing Institutions: A Study on the Bangladesh Police”**.

I have supervised her thesis from the beginning to end of the paper and I permit her to submit it to the Department of Public Administration, Dhaka University, Dhaka. I also clarify that the paper is original and has not been submitted elsewhere previously.

I wish her all the best in her endeavor.

Professor Dr Syeda Lasna Kabir

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Dedication

To my dear sister Late Advocate Fazilatunnassa Bappy
and brother Late Professor Dr A.M. Showkat Osman

Acknowledgement

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Anwara Begum

Abstract

Trust in the police is an important issue in any country because of its role and responsibility in ensuring safety, security, and overall quality of governance. If the public has low trust in the police, they will be reluctant to report crimes or call for services and assistance from the police, which can result in serious consequences.

Trust in the police is the most contemporary issue in the context of Bangladesh. Although studies have been conducted in this field by various researchers from different countries and few surveys and studies were conducted, most of these studies evaluated either satisfaction with the performance of police or corruption of police, only a single study (Hossain and Rahman, 2017) focused on the level of trust of urban, preferably educated citizens in the police. The study attempted to evaluate the level and extent of public trust in the police. The study also evaluated the differences in public perceptions of trust in the police between the rural and urban areas in Sylhet and Sunamganj and suggested policy measures to uplift the trustworthiness of the Bangladesh Police.

The study has been conducted based on integration of both descriptive and explanatory research using the social survey method which followed a mixed research approach in gathering both quantitative and qualitative data for the topic under study. Face-to-face interview was then employed by using a structured interview schedule with both closed and open-ended questions to gather primary data from respondents. The data was analyzed using statistical software such as Statistical Package for Social Sciences (SPSS), Stata and Microsoft Excel where descriptive statistics were used to describe the characteristics of the sample and data nature via graphs, tables, and charts in accordance with the objectives of the study and inferential statistics (correlation, chi-square tests, binary logistic regression) have been used to test hypothesis about the relationship between variables. This was supplemented by secondary data collected from different published and unpublished sources. Cronbach's alpha reliability test was also conducted for multi-itemed 5-point Likert scales of dependent variable of the interview schedule to ensure reliability and validity of the used items in the study. While conducting the study, the ethical issues of social research such as anonymity, confidentiality and informed consent have been maintained.

A total of three binary logistic regression models were conducted to determine if various demographic, contact, and contextual variables influence citizens' perception of trust in the

police. In model 1, effects of the demographic variables were analyzed only. The model revealed that respondents of urban area (Sylhet) had less trust in the police than those who were from rural area, at 1% level of significance. (AOR= 0.18, 99% CI: 0.13, 0.27). The other three variables were categorized into different categories like respondents' age was measured in actual years during data collection, but later on, it was categorized under five categories (<25, 25-34, 35-44, 45-54, and 55>). In the case of age, the Adjusted Odds Ratio of the other four categories was higher than that of the first category, and one of them 25-34 years was significant (AOR= 2.10, 95% CI: 1.19, 3.72). Education was also measured in actual years of schooling during data collection and then categorized into four groups (Up to Primary, Secondary, Higher Secondary, and above Higher Secondary). In the case of education, the Adjusted Odds Ratio of the other three categories was less than the first category, and two of them secondary (AOR= 0.47, 99% CI: 1.19, 3.72), above higher secondary (AOR= 0.45, 99% CI: 0.26, 0.79) were statistically significant, respondents with increased education are less likely to have trust in the police. So, education is negatively associated with trust in the police. Males had less trust than females, and respondents with higher income had less trust than those of having lower income, though these did not have statistical significance.

In the second model, two contact variables, harassment by police and being asked to pay a bribe were added with the previously used demographic variables. Effects of residence continue to be significant. Effects of gender, which was not significant in the first model, became significant (AOR= 0.65, 95% CI: 0.43, 0.98) in this model. Effects of age also continue to be significant positively in this model 25-34 years (AOR= 2.53, 99% CI: 1.37-4.67), 35-44 years (AOR= 1.90, 90% CI: 0.97-3.71), 45-54 years (AOR= 2.12, 90% CI: 0.98-4.57), >54 years (AOR= 2.55, 95% CI: 1.06-6.11). Association of higher income category and trust became significant negatively in this model (AOR= 0.60, 90% CI: 0.32, 1.10), which means, those having higher income was 40 times less likely to have trust in the police than those who are in the lower income category. Those who confronted harassment by police (AOR= 0.20, 99% CI: 0.11, 0.38) which means, those who confronted harassment with the police are 80 times less likely to have trust in the police compared to those who did not confront harassment with the police, and it was statistically significant at 1% level. The second contact variable, being asked to pay a bribe also significantly lowered citizens' trust in police (AOR= 0.22, 99% CI: 0.13-0.37).

In model 3, contextual variables— feel safe at the walk after dark, trust in neighbours, someone robbed you (victimization against the person), and belief in negative news of police were

included with the second model. Effects of harassment and being asked to pay a bribe continue to have significant negative effects, and effects of higher income also continue to be significant negatively. Safety feeling of walking alone after dark had a positive effect on trust in the police (AOR= 3.03, 99% CI: 2.07, 4.42). Those who had ‘trust in neighbours in calling police after seeing a suspicious person in the neighbourhood’ (AOR= 1.62, 99% CI: 1.23-2.14), and ‘trust in neighbours in returning favour’ (AOR= 1.39, 90% CI: 1.00, 1.93) expressed more trust in the police than those who had not trust in their neighbours in these two variables. Believing negative news of police misconduct, brutality, or abusive language (AOR= 0.68, 99% CI: 0.51, 0.90) which means, those who believe in negative media news about police were 32 times less likely to have trust in the police than those who do not believe in negative media news about the police. Being robbed by someone lowered citizens’ trust in the police, though it did not have statistical significance.

Four, out of the five contextual variables, appear to have both statistical and substantive significance for the explanation of public trust in the police. Model three is the ultimate model. The Pseudo r^2 value and loglikelihood value demonstrate that among the three models, model 3 is the best. The results were compared and consistent with the evidence from similar other studies. Therefore, to make police more trustworthy and based on the findings, some policy suggestions are proposed, like strengthening the performance of community policing, arranging training on police-citizen relationship, etiquette etc., and ensuring non-interference by political parties Besides, reforming the Police Act of 1861 and establishing a Police Commission were also suggested by the researcher. To sum up, it is expected that the implementation of these suggestions is likely to improve the practice of policing style in reducing crime through a safer Bangladesh for citizens to live in peace and security.

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List of Abbreviations

APC	Additional Police Commissioner
AHRC	Asian Human Rights Commission
AIG	Additional Inspector General
AOR	Adjusted Odds Ratio
ASP	Assistant Superintendent of Police
BCS	Bangladesh Civil Service
CI	Confidence Interval
CID	Criminal Investigation Department
CT	Combating Terrorism
CTU	Counter-Terrorism Unit
CVE	Countering Violent Extremism
DB	Detective Branch
DIG	Deputy Inspector General
FIR	First Information Report
GD	General Diary
IGP	Inspector General of Police
MoHA	Ministry of Home Affairs
OC	Officer-in-Charge
ODK	Open Data Kit
PBI	Police Bureau of Investigation
PHQ	Police Headquarter
PVE	Preventing Violent Extremism
RAB	Rapid Action Battalion

RRF	Range Reserve Force
SB	Special Branch
SI	Sub Inspector
SMP	Sylhet Metropolitan Police
SP	Superintendent of Police
SPSS	Statistical Packages for the Social Sciences
SWAT	Special Weapons and Tactics
TIB	Transparency International Bangladesh
TP	Traffic Police
VIF	Variance Inflation Factor
VIP	Very Important Person
VVIP	Very Very Important Person

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Chapter 1: Introduction

Trust in the police is an important issue in any country because of its role and responsibility in ensuring safety, security, and overall quality of governance. If the public has low trust in the police, they will be reluctant to report crimes or call for services and assistance from the police, which can result in serious consequences. Besides, all human cultures include social control mechanisms, and it is hard to envision a society without the tools to make sure its citizens abide by its norms, standards, and laws. Legal authorities' primary duty is to ensure that public behavior complies with norms, laws, and regulations. Therefore, it is crucial for policymakers, legal scholars, and social scientists to comprehend how individuals react to various potential social control mechanisms (Tyler, 1990; Tyler & Huo, 2002). The police are one such social control entity that has a public response. The police are most people's initial point of contact in the formal judicial system. The Bangladesh Police is the government agency empowered to enforce the law and to maintain public and social order through the legitimate use of force.

1.1 Problem Statement

Citizens' trust is the foundation of a democratic system that works properly. Social cooperation may decline without it, and people may feel alienated. While dealing with public institutions, citizens come into contact with and engage with public officials, and through them that they learn about the norms of the institution, the availability of public services, and their civic duties (Askvik & Jamil, 2013).

As a major indication of police performance, trust in the police can also be used. According to Tyler and others (Lind & Tyler, 1988; Tyler & Huo, 2002; Sunshine & Tyler, 2003 and Tyler, 2006), legitimacy and trust are crucial because when people perceive the police as trustworthy and having legitimate authority, they feel compelled to willingly defer to them. People are more likely to accept police choices and comply with police instructions when they believe doing so is "the right thing to do" rather than out of fear of using force against them. Since influencing people without it is difficult, expensive, and ineffective, trust and legitimacy are thus essential for authority to function.

In addition, to assess and enhance police performance, it is also crucial to track citizens' perceptions of the police overtime as well as their satisfaction with the services provided (Skogan, 1978; Carlson & Sutton, 1979; Flanagan, 1985; Cao, Stack, & Sun, 1998; Reisig & Parks, 2000; Gabbidon & Higgins, 2009 cited in Jang et al., 2010). Citizens' views of personal safety and fear of crime are known to be influenced greatly by their trust in the police. Citizens' perception of personal safety tends to increase as their opinions about the police improve, while their fear of crime decreases.

Being trustworthy requires treating others fairly, with respect, and with considering their opinions, and addressing their concerns. But in Bangladesh, the police have never been seen as the friend of the people (Islam & Ali, 2008). In mass media also, “an unfavorable picture of the Bangladesh police is often painted” (Khondaker et al., 2013). Police is alleged to harass peace-loving and law-abiding citizens (Siddiqua, 2008), to being inefficient in functioning with crime and disorder (D’Costa, 2012), to being corrupt (Kashem, 2005) and to be controlled by local and national politicians (Uddin, 2009).

“The common public perception about police is that there is a lack of efficiency in performing their duties, they are callous or indifferent, harass law-abiding citizens, and behave rudely with ordinary people. Most of the citizens are dissatisfied with the quality of services delivered by the police” (Haider et al., 2007). Hossain & Rahman (2017) also observed that in Bangladesh, although, citizens have good access to the police in terms of making complaints, the ground for reporting is hardly related to trust, rather, citizens do it to the police when there are no other options available to them.

So, in this context, trust in police and public legitimacy is a recent paradigm for policing. However, most previous reports or studies as mentioned earlier, had a general focus on corruption, or the image of the Bangladesh police, which did not focus on citizens’ trust in the police with significant clarity. The vision statement of the Bangladesh police also emphasizes on citizens trust in the police by stating that, to make Bangladesh a better and safer place to live by providing quality service by qualified, efficient, and committed professionals who earn the trust and respect of the population.

Hossain & Rahman (2017) are of the view that though citizens' trust has been given top priority to ensure better performance of the police, however Bangladesh Police is still in critical condition in terms of public trust. It is hardly possible to get adequate number of academic research regarding the level of trust in the Bangladesh Police. To accomplish more value-free

academic study, such research should be undertaken. The study has evaluated the level of trust in the police from rural-urban perspectives and the effects of other factors on citizens' trust in the police. The study, however, has not covered the entire population of Bangladesh due to size, time, and financial constraints, therefore it mainly focused on the area under Sylhet City Corporation and Sulla Upazila of Sunamganj district.

1.2 Rationale of the Study

Trust in the police and legitimacy are important not only from a normative or ethical standpoint, but also because they encourage cooperation and support. People's willingness to comply and defer to officers across the entire range of policing activities will depend on how much they trust the police and believe it to be legitimate (Hohl et al., 2010).

Trust in the police is the most contemporary issue in the context of Bangladesh and my field of interest to choose this topic. Although studies have been conducted in this field by various researchers from different countries like the USA, Canada, UK, Australia, China, Hong Kong, and Taiwan and concerns were from the perspective of their researching countries. But unfortunately, there is a lack of adequate empirical research on citizens' perception of trust in the Bangladesh Police.

Few surveys and studies were conducted under the aegis of the Police Reform Programme of the United Nations Development Programme (UNDP 2003, 2009, 2011, 2014), and some by individual researchers (Islam & Ali, 2008; Ahmed & Uddin, 2013) etc. Most of these studies evaluated either satisfaction with the performance of police or corruption of police, only a single study (Hossain & Rahman, 2017) focused on the level of trust of urban, preferably educated citizens in the police.

This study is important because it has explored and analyzed the influence of various factors on trust in the police, like education, income, age, residence, trust in neighbour, victimization, harassment, effects of media on trust in police, and some strategies for enhancing the operation of policing by analyzing the advice, and suggestions of general people. The study will contribute to the existing body of knowledge, and it is expected that the knowledge will remain a stimulant to researchers in the field of trust in policing in Bangladesh.

The study has provided suggestions on the prevention and detection of crime from rural and urban dwellers' perspectives to both policymakers and policy implementers. This study would

meet academic demands because Police is included in the curriculum of various universities in Bangladesh. Besides, it will help government officials, policymakers, police authority, and academicians to have a general understanding of citizens' trust in police, to assess the lacking and loopholes of existing rules, and strategies, and take relevant initiatives giving priority to the demand of citizens.

1.3 Objectives of the Study

The study examined the level and extent of public trust in the police. The study also evaluated the differences in public perceptions of trust in police between the rural and urban areas in Sylhet region and suggested policy measures to uplift the trustworthiness of Bangladesh Police.

Specific objectives of the study are:

1. To evaluate the level of public trust in the Bangladesh Police
2. To identify the factors that affect the level of trust
3. Outcome of the study will provide an insight to conduct further research for explaining trustworthiness of the Bangladesh Police.

1.4 Research Question

Based on the above-mentioned objectives and to provide answers to the issues of which this research was concerned, the study is guided by the very specific research question of whether citizens have trust in the police or not.

1.5 Hypotheses

The study aimed to test the following hypotheses:

1. Age, gender, education, residency, and income are significant predictors of citizen's trust in the police.
2. Stronger trust in neighbours enhances higher citizen's trust in the police.
3. Citizens' satisfaction with public safety is positively associated with trust in the police.

4. Citizen's belief in media reports on police misconduct and brutality has a negative effect on trust in police.

1.6 Organization of the Thesis

This thesis is organized into six chapters. Chapter one discusses the background, rationale, and objectives of the study. Review of literature, theoretical framework of the study and a conceptual framework based on literature are provided in chapter two. Chapter three briefly discusses the legal framework, organizational structure, responsibilities, and problems of the police in Bangladesh. Chapter four explains research methods, approach, study area, sampling procedure, tools and techniques of data collection, data analysis plan, operationalizes dependent and independent variables of the study. Chapter five is the empirical chapter, it analyzes data, provides descriptive statistics as well as inferential statistics through binary logistic regression analysis. The findings are presented and discussed in this chapter. Chapter six is the concluding chapter. It provides suggestions of the respondents to uplift trustworthiness of the Bangladesh police, provides a summary of the findings, limitations of the study and implications for future study.

Chapter 2: Literature Review

The concept of police as a law enforcement body originated with the Praetorian Guard system of ancient Rome, which had the practice of utilizing armed forces as peacekeepers. Until the beginning of the Middle Ages, this stringent system of Roman law enforcement was widely used and considered a sign of upholding society's security (Khan & Afrin, 2018). Though police forces are now a ubiquitous part of our daily lives, the shape they take today took hundreds of years to develop for providing protection, preventing crime, and upholding law and order (Walsh, Kelling, & Brodeur, 2018). The concept of modern law enforcement originated 166 years ago with the establishment of the London Metropolitan Police District in 1829 (Hoque, 2007). Between the late 1700s and early 1800s, England saw a dramatic population explosion in major cities along with diversity and social change (Roufa, 2019; Sozer, 2008). Due to the onset of the Industrial Revolution, London became a disorderly metropolis with frequent riots and civil upheaval. Because the previously available system of volunteer constables and watchmen had proven inadequate in ensuring peace and security, the then lawmakers and statemen became exceedingly concerned and realized that a more stable and specialized form of the police force was required. (Hoque, 2007; Roufa, 2019; Walsh et al., 2018).

As a result, between 1780 and 1820, the British parliament formed five parliamentary commissions of inquiry. When Sir Robert Peel was appointed Home Secretary in 1822, he realized that London's crime epidemic necessitated the establishment of a permanent, well-paid, well-trained, and capable police force (Hoque, 2007; Sozer, 2008; Walsh et al., 2018).

As a result, Peel advocated that the government appoint civilians to serve as police officers and that their work be apolitical. Despite heavy resistance, the British parliament passed the Metropolitan Police Act of 1829, which created a modern police force in England by limiting the scope of the force and enhancing the quality of policing. Peel also formulated his famous nine police principles at the time, which focused on preventing crime rather than identifying it after it had occurred.

Therefore, Robert Peel is regarded as the founder of the London Metropolitan Police as well as the modern policing (Bacon, 1939; Hoque, 2007; Sozer, 2008). The success of the London police in controlling community disorder and crime drew the attention of the people of

England, as well as Europe and America, and thus this idea of the modern police force rapidly found its way to the United States (Alrefath, 2015).

2.1 Review of Literature

By modern standards, the police administration and the facilities for Bangladesh Police personnel are very unsatisfactory (Kibria, 1976). But the activities of the police influence human life in many ways. The success of a democratic government greatly depends on the honesty, impartiality, justice, transparency, accountability, and efficiency of the police of that country (Abedin, 2003). Unless Bangladesh police personnel change their alleged oppressive mentality and adopt a more public-friendly disposition, Police cannot expect to earn the trust and confidence of the people and brighten their image. For the police to be successful, they need the support and cooperation of the people. It is only possible through police effort and the cooperation of citizens which can help police in becoming ‘People’s Police’ (Husain, 2002).

Knowing the public perception of police is of great importance. This can help to determine the extent and nature of people’s relations with the police and the levels of support given to the police (Cao & Dai, 2006). It is hard to imagine contemporary policing without having good support from the citizen (Islam & Ali, 2008). For improving the effectiveness of the police, a positive public perception of police is crucial (Brown & Benedict, 2002). On the other hand, Nix et al. (2015) noted that establishing procedural fairness is crucial to gaining the public’s confidence, but people’s cognitive orientation toward their local environment influences how much faith they place in the police. So, citizens’ view of their police is important to measure the effectiveness of police (Nalla & Madan, 2011). On the other hand, Bradford & Jackson (2010) are of the view that public perceptions of the function and nature of the police institution are the foundation for institutional trust.

In the case of trustworthiness, Bangladeshi citizens generally have lower levels of trust in their police (Aziz & Graner, 2011; Khondaker et al., 2013), and “mistrust towards the police is significantly higher in rural areas and among women” (Aziz & Graner, 2011). Research on police at a cross-national level helps better understand the police and policing across the globe and narrow down the knowledge gap (Cao & Cullen, 2001; Khondaker et al., 2013). Though Americans generally had high level of trust in the police (Apple & O’Brien, 1983; Erez, 1984; Zamble & Annesley, 1987 cited in Jang et al., 2010), however, this confidence was not evenly distributed among citizens and frequently varied across large social aggregations (Cao, Frank,

& Cullen, 1996; Reisig & Parks, 2000; cited in Jang et al., 2010), whereas Mexican respondents identified police as ineffective in crime control (Khondaker et al., 2013). Russian respondents recognized that the police harass people without good reason (Davis et al., 2004). Indian respondents were dissatisfied with police and viewed police as highly corrupt (Nalla & Madan, 2011). On the other hand, “The Swedish Police rank as the overall strongest actor in terms of the public’s confidence in governing institutions” (Svedin, 2012). In Sweden, police officers have high moral standards (Nickles & Verma, 2008). People have high confidence and legitimacy in the Swedish police and citizens are assumed to feel an obligation to obey the police and cooperate with them. The most important factors that contribute to high confidence in the police are that the police are neutral, not corrupt, ensure procedural justice and people receive treatment when meeting police in person (Damme, Pauwels, & Svensson, 2013). In Poland, police obtain relatively high ratings as well as legitimacy because they follow the way of procedural justice when they provide service to the citizens (Czapska, Radomska, & Wojick, 2016). The following section summarizes a variable-wise review of the literature and key findings on trust in police.

Age

Most of the research that took age into account found that older people have greater trust in police than younger persons (Bolger et al., 2021; Homes et al., 2017; Angelis & Wolf, 2016; McNeeley & Grothoff 2016; Sun et al., 2016; Sun et al., 2014; Wu & Sun, 2009; Cao et al., 1996; Brown & Coutler, 1983). Moreover, researchers have also pointed out that the "ageing out" of the deviance process and a propensity to be more closely associated with convention are two other ways by which age may be associated with satisfaction with the police (Ivković, 2008, Murphy, 2009). Younger respondents are less likely than older respondents to believe that the police authority should combat crime more forcefully (Hindelang, 1974). There are exceptions also. Parker et al. (1995), Sun et al. (2012) and Wu et al. (2012) reported that “Age had no impact on the perceptions of the police”. However, there is a claim that older generations in Asian nations, may have less trust in public institutions because of their early exposure to military or authoritarian regimes (Chang & Chu, 2006 cited in Wu et al., 2012).

Gender

The effects of gender on perceptions of trust in police are mixed. Some researchers reported that women were more supportive of police than men or males were less favourable to police (Bolger et al., 2021, Wang & Sun, 2020, Sun et al., 2012, Lai & Zhao, 2010, Smith et al., 1991), while others (Boateng, 2016; Ratcliffe et al., 2015; Tankebe, 2010; Brown & Coutler, 1983) reported the opposite. Moreover, Boateng (2018), Haberman et al., (2016), Sun et al. (2014) Parker et al. (1995), Benedict et al. (2000), Wu & Sun (2009) indicated that gender had no effect on the perception of trust in the police.

Education and Income

Education is another frequently considered variable in literature. Some research suggests that education influences police opinions, with better-educated people viewing police less favorably than those with lower levels of education (Haberman et al., 2016; Wu, 2014, Sun et al., 2012; Weitzer & Tuch, 1999). Numerous studies, on the other hand, show a link between higher education and higher earnings (Glenn & Taylor, 1984; Carlan, 1999). Although it makes sense to assume that people in higher socioeconomic tiers (i.e., those with more education) would have a more negative opinion of the police than people in lower socioeconomic tiers, there is disagreement in the literature regarding the relationship between socioeconomic status and attitude toward the police (Brown & Benedict, 2002). As for example, Sun et al. (2013), Wu, Sun, & Triplett (2009), Wu et al. (2012), are of the view that lower socioeconomic class individuals and marginalized groups (such as the unemployed) have a tendency to have negative opinions about police, whereas the upper class perceives police satisfaction to be relatively greater because they are more likely to receive services from the police rather than unpleasant requests or orders. However, there are exceptions also, Wu & Sun (2009) reported that neither of the variables of social class, including education, income, and employment was a significant predictor of trust in police. Bolger et al. (2021), Burgason (2017), Lai (2016), Sun et al. (2016), and Sun et al. (2014) also found education and income do not have any significant impact on trust in police.

Race

In their study on the effects of race, age, gender, education, income, occupational prestige, victimization, and place of residence, Thomas & Hyman (1977) discovered that most of the black people had very negative opinions of the police, and they also reported that race was the best predictor of these opinions. Moreover, Pryce & Chenane (2021) later provided support for this discovery. They evaluated perception of African Americans' trust in the police from a variety of socioeconomic backgrounds in Durham, NC and revealed that African Americans think the police treat them badly in comparison to other ethnic groups.... "The majority of participants in the study noted that their trust and confidence in police would increase if the police stopped mistreating them, spent more quality time in the community to get to know them, and respected them" (Pryce & Chenane, 2021). Besides, Hannon (2017), White & Fradella (2016) also indicated that minorities are more subjected to random stops, searches during stops, and unjust treatment by the police.

Blacks' dissatisfaction with the police is not limited to the United States. According to British studies, Afro-Caribbeans have a far higher level of hatred toward the police than whites or Asians (Smith, 1991). For example, Jefferson & Walker (1993) conducted a survey of males in Leeds, United Kingdom, and found that blacks have a negative attitude toward police compared to whites. Similar findings were reported by Waddington & Braddock (1991) in the case of the attitude of black juvenile males toward police in two cities in the UK. However, one research team discovered that race had no impact on citizens' perceptions regarding police power in the United Kingdom (Hayes & Brewer, 1997). On the other hand, Weitzer & Tuch (1999) indicated that black people are five times more likely than white people to report police misconduct. When it comes to the question of why black people have a negative attitude toward police, some studies believe it's because of their negative contact with the police (Walker et al., 1972; Walker, 1997). In the case of perception of other minority groups, most studies found that Hispanics' attitudes regarding police officers are more unfavorable than whites', but more positive than blacks' (Hadar & Snortum, 1975; Murty et al., 1990; Lasley, 1994; Tuch & Weitzer, 1997; Cheurprakobkit, 2000).

Neighbourhood Social Capital and location of residence

According to the social capital theory, trust in governmental institutions is positively correlated with social networks that develop around and beyond one's immediate surroundings (Brehm &

Rahn, 1997; Putnam, 2000). Sun et al. (2012) found that greater perceptions of police dependability were associated with better levels of safety and social capital (i.e., trust in neighbours and neighbourhood resident committees). Another study found that Taiwanese trust in the police was not correlated to their sense of safety and victimization, but that stronger interpersonal trust led to greater trust in the police (Wu et al., 2012). Interestingly, Boateng (2016) found that average fear of crime in the neighbourhood had a significant positive influence on community perception of trust in the police indicating that neighbourhoods with high rates of fear of crime had higher trust in the police. He also explained that, at the community level, if residents perceive fear of crime to be high in communities, may view the police as their only means of protection and may develop more trust in the police. On the contrary, Jackson and his associates (Jackson & Sunshine, 2007; Jackson & Bradford, 2009) reported that public trust in the police was influenced more by concerns about neighborhood stability and social cohesion rather than fears of becoming a victim of crime. Besides these, Hawdon (2008) is of the view that the overall levels of social capital may also have an impact on how the public views the police. Additionally, the link between policing practices and views of procedural and outcome justice will probably be moderated by overall levels of social capital. Besides, respondents' location of residence was also related to their perception of trust in the police. The little amount of research that is available prevents any inferences from being made regarding differences in views toward the police between citizens of rural and urban areas. Some research show that compared to urban inhabitants, rural communities have a more positive perception of the police's use of force and ability to reduce crime (Elfvorsson et al., 2023; Wang & Sun 2020; Huang & Vaughn, 1996; Worrall, 1999). In contrast, Boateng (2018), Sun et al. (2013), Zamble & Annesley (1987), Janeksela et al. (1976), reported that people in rural areas and small towns have a more negative opinion of the police than people living in large cities.

Victimization

Victimization is an important indicator of police performance, and findings on the effects of victimization are somewhat mixed. Some researchers reported a link between victimization and negative attitudes toward the police (Bolger et al., 2021; Wang & Sun, 2020; Lai & Zhao, 2010; Cao et al., 1996; Smith et al., 1991). On the other hand, Boateng (2018), Sun et al. (2014), Wu et al. (2012), Chu & Song (2008), found no effect of victimization on trust in police. Findings

regarding the effects of perception of safety feeling and fear of crime are mixed as well. Most studies (Wu et al., 2012; Sun et al., 2012; Sun et al., 2014) found a sense of safety exerts a positive effect on trust in police. Cao et al. (1996) found fear of crime exerting a significant negative effect on trust in police, while Chu & Song (2008), found a weak correlation.

Media

It is frequently hypothesized that the media shapes, supports, and undermines how the public views the police. Numerous fictional and reality TV genres/shows give police super-hero status (Reiner et al., 2000). Additionally, the media exposes police violence, racism, corruption, and mistakes in criminal investigations by police, which lowers public trust in the force (Manning, 2003; Garland, 2001). The public's perception of the police can be influenced in this way by the media. In California, USA, Callanan & Rosenberger (2011) evaluated how people's perceptions of police use of excessive force and their confidence in the fairness of the police were affected by their exposure to crime-related media. They surveyed 4,245 people and discovered that watching crime-focused reality shows and news on television considerably enhanced trust in the police.

Consuming crime-related media, on the other hand, "raised confidence in the police among White respondents but had no effect on Latinos or African- Americans". Similar research on media consumption shows that minorities are more likely to see the police negatively or believe that whites are treated better by the police (Dowler & Zawilski, 2007; Weitzer & Touch, 2004). Intravia et al. (2017) investigated the impact of several media consumption patterns (internet, social media, traditional, and entertainment) on the impression of police legitimacy using a sample of young adults. They discovered that people who read online news were more likely to have unfavorable opinions about police. As individual differences were later considered, the impact of reading online news was diminished, and social media started to become moderately significant. Additionally, different major audience characteristics have a different effect on how media consumption affects perceptions regarding police legitimacy. The precise pattern of audience characteristics' influence is unclear. Sun et al. (2016) found that Taiwanese, who had access to media reports of police misconduct and considered those reports to be true, were more likely to have lower levels of trust in the police. This corresponds to the results of a previous study (Sun et al., 2014).

Contact and Harassment

Citizens' interactions and experiences with the police, as well as the circumstances surrounding those interactions, such as their occurrence, the reasons of contact, and performance of the police during the contact, can affect how they perceive the trustworthiness of the police (Hohl et al., 2010 and Wu et al., 2011). Cheurprakobkit (2000) discovered that people who approached the police on their own had a more positive opinion of them than people who let the police approach them. He added that citizens were less satisfied with police behaviour the more complaints they made to the police. According to several studies, crime victims who are pleased with how the police handled the circumstance rate the police higher than victims who are not (Stephens & Sinden, 2000; Reising & Correia, 1997; Smith & Hawkins, 1973). Damme (2015) also discovered that those who were satisfied with their contact with police had higher levels of trust in police procedural justice and effectiveness, while the opposite was found for those who were unsatisfied with their contact with police. Moreover, Nalla and Nam (2020) evaluated the relationship between corruption, contact and trust in the police in Delhi, India. They revealed that regardless of their opinions regarding police corruption, respondents who had positive interactions with the police and their evaluation of police officers' procedurally appropriate behavior toward them, garnered greater trust than those who had negative contact experiences.

Besides, Smith & Hawkins (1973) found that being arrested was linked to negative police perceptions while receiving a traffic citation was not. However, in Bangladesh, "The common public perception about police is that there is lack of efficiency in performing their duties, they are callous or indifferent, harass the law-abiding citizens, and behave rudely with the ordinary people" (Haider et al., 2007). Most of the citizens are dissatisfied with the quality of services delivered by the police (Haider et al., 2007). The police are easily accessible to the public when it comes to reporting concerns, even though the motivation for doing so is rarely based on trust but rather because they are left with no other choice (Hossain & Rahman, 2017). The grounds behind not reporting to police are that citizens fear harassment by the police and by the criminals and that they are highly dissatisfied with the treatment of the police and lack confidence (Haider et al., 2007). Police is alleged to harass peace-loving and law-abiding citizens (Siddiqua, 2008), to being inefficient in functioning with crime and disorder (D'Costa, 2012), and to be corrupt (Kashem, 2005), and be controlled by local and national politicians

(Uddin, 2009). In mass media also, “an unfavorable picture of the Bangladesh police is often painted” (Khondaker et al., 2013).

There is still little agreement on how attitudes toward the police are affected by factors including age, education, gender, socioeconomic status, income, fear of victimization, neighborhood. But, as documented by numerous researchers, only one or two factors cannot adequately predict variations in people's perceptions of the police (Poister & McDavid, 1978; Cao et al., 1996; Hayes & Brewer, 1997; Reisig & Parks, 2000). More recently, researchers have developed complex theoretical models of trust like the confidence model of Bradford & Jackson (2010) or dimensions of institutional trustworthiness by Kim (2005) and these models are subjected to rigorous statistical analysis. However, measuring trust in the police is difficult, because it is multidimensional in nature and different demographic groups may not have the same conceptualizations of certain aspects of policing (Sullivan et al., 1987).

2.2 Conceptual and Theoretical Discussions

Trust is a challenging and hazy concept. Yet, the majority of analyses (Tilly, 2005; Fukuyama, 1996; Luhmann, 1979; Barber, 1983; Hardin, 2002) concur that it is fundamentally rooted in social connections with a key role played by expectations that people have for one another or for institutions.

According to Misztal (1996), trust is a ‘public good’, a form of social capital, and a feature of the social structure. Robert D. Putnam and colleagues, in their famous study on political reforms in Italy, introduced the idea of ‘social capital’. Interpersonal trust is one of the important elements of social capital, which refers to the ‘properties of social organization’ that might encourage cooperation among people (Putnam et al., 1993).

Trust, in the words of Tilly (2005), is "a feature of interpersonal relations in which people (accept) risks of one other's failure or betrayal". Taking this risk will benefit all parties if trust is maintained. Rousseau et al. (1998) are of a similar view of the concept of trust, Trust is a psychological state characterized by the willingness to tolerate vulnerability based upon positive expectations of the intentions or behaviour of another. According to Hall et al. (2001), trust is also inextricably linked to vulnerability, who argue that "there is no need for trust in the absence of vulnerability".

On the other hand, Trust is defined by Davies (1999) as the assumption that vulnerabilities would be protected rather than exploited. Dependence, reliance, risk, and vulnerability are all important aspects of most trust definitions.

For society to run smoothly, trust is necessary. Fukuyama (1995) mentioned that trust is the grease that maintains the wheels of society turning. Interpersonal and public trust are two distinct types identified in the literature. One person's trust in another is known as interpersonal trust. "Public trust is the trust placed in a social institution or system by a group or individual". Citizens' trust in public institutions indicates that they have high expectations of members of those institutions and that they will follow processes that will benefit them and society as a whole. Moreover, trust in public institutions demands that people have faith in the systems in place to discipline the behavior of office holders so that they will be held accountable if they deviate from what is mandated mentioned Askvik & Jamil (2013).

Luhmann (1979) is of the opinion that trust is a 'necessity', a 'basic fact of social life'. Without trust, defined as 'confidence in one's expectations', the world's complexity would be endless, anything may happen, too overwhelming and unpredictable to lead a normal daily life as we know it. This is like Barber's (1983) definition of trust, which is the anticipation of the continuation and fulfillment of the natural and social order. As a result, trust is a future-oriented concept that is strongly linked to risk and uncertainty.

We make a set of assumptions about how a person, or an institution will act in the future when we trust them. These assumptions are based on assessments of competence, predictability, and motives (Luhmann, 1979; Hardin, 2006). Hence, trust entails a social link between the parties; the trustor must be able to conceive that the people they put their trust in can grasp what their interests are and that both parties share a sense of what is good and wrong to do in a certain situation (Bradford & Jackson, 2010).

Motive-based trust (Lind & Tyler, 1988; Tyler, 1990; Tyler & Huo, 2002) is based on the belief that an institution's trustworthiness is dependent on the view that the trustee is looking out for the trustor's best interests. Motive-based trust is primarily social in nature as opposed to instrumental, it is associated with procedural fairness, and it may be especially essential for the police. People are more likely to trust the intentions of authorities if they perceive that they are treated fairly, with dignity, and respect, and that they have a voice in the procedures used to govern the relationship. In a slightly broader context, Bradford & Jackson (2010) pointed out that assessments of other aspects of police behavior as well as the other categories of trust

mentioned above will always be supported by motive-based trust and established in light of them. A trustworthy police force is seen by the general population as being efficient, impartial, and dedicated to the neighbourhood (Jackson & Sunshine, 2007; Jackson & Bradford, 2009; Tyler & Huo, 2002; Sunshine & Tyler, 2003a, 2003b)

Hawdon (2008) mentions that trust involves particular people playing a particular social role. It is primarily the conviction that someone in a particular position will carry it out in accordance with the socially defined normative expectations attached to it. Trust is, therefore, role-dependent, and role-specific. Jackson et al. (2011) applied the idea of Hawdon (2008) to the police profession and mentioned that public views of police trustworthiness suggest that the police would have good intentions toward citizens and are capable of performing a variety of tasks anticipated by the public. As a result, these perceptions influence our expectations for subsequent interactions with the police.

A police force can be trustworthy if they are frequently visible in the neighborhood, responsible for public contact, render effective and efficient service in combating crime and provide fair treatment with dignity to the citizen (Jones & Ruddell, 2011; Jackson & Bradford, 2010; Jackson & Sunshine, 2007). Besides, recent research on trust in police has operationalized two distinctive types of trust, i.e., procedural-based trust and outcome-based trust (Hawdon, 2008; Tyler, 2006; Tyler & Huo, 2002). People's perceptions of the fairness of the police decision-making process are the focus of procedural-based trust, whereas perceptions of the equitable distribution of police services among individuals and groups are the driving force behind outcome-based trust (Sunshine & Tyler, 2003).

The public-police connection is thus based on trust. It is vital to ensure cooperation and compliance based on the perception of police power as legitimate and deserving of respect. Police must have the public's trust in order to effectively and lawfully enforce the law, as well as the public must trust the police to receive the benefits of having police protection.

2.3 Theoretical Framework

Researchers developed distinctive dimensions of trust in the police. Stoutland (2001) operationalized trust in the police in the USA into four dimensions, respectfulness, shared priorities, dependability, and competency, the first two aspects are similar to procedural-based trust, while the latter two are kin to outcome-based trust (Hawdon et al., 2003). In contrast,

Jackson & Bradford (2010), pronounced similar dimensions of trust in the police in Britain, fairness, effectiveness, and community engagement (Jackson & Bradford, 2009). Moreover, Goldsmith (2005) applied Six's (2003) dimensions of trustworthiness to police: which are, ability, benevolence, dedication, and ethics.

Besides, literature also made a conceptual distinction between the expressive and instrumental models. Expressive concerns about neighborhood coherence and order have a greater impact on citizens' views of police than instrumental concerns about crime and their own safety (Jackson & Sunshine, 2007).

The public expects the police to be more than just crime fighters; they also expect them to be defenders of community morals and values. There are both single indicators and scales made up of numerous survey items used in literature to measure trust. A complex notion like trust, for example, might not be fully clarified by a single survey question. As only multi-item scales allow for the identification and correction of measurement errors in statistical analysis, using multi-item scales are superior to measurement by a single item (Hohl, 2011). This study will use a model of institutional trustworthiness proposed by Kim (2005). There are five basic dimensions of institutional trustworthiness:

- Credible commitments: Do institutional actors follow through on the promises they make?
- Benevolence: Do they wish to help the people?
- Honesty: Are representatives of institutions being truthful?
- Competency: Do individuals holding institutional offices possess the required knowledge and skills?
- Fairness: To what extent are they treating everyone equally?

According to Kim and others, credible commitments are a crucial aspect of trustworthy public organizations. To appear trustworthy, an institutional actor must keep her promises and implement policies in a consistent manner. When dealing with crimes, police officers should follow the regulations and not breach them.

Benevolence is yet another aspect of trustworthiness. When citizens believe institutional representatives genuinely want to help them, they are more likely to trust them. As a result, educational institutions are considered trustworthy when teachers are seen as helpful to their

students and motivated by such values, i.e., beyond what is required of them by their professional requirements. More broadly, civil servants are seen as trustworthy when they show a desire to promote the well-being of people even when the rules and regulations are less favorable.

Honesty is the third dimension of trustworthiness. If public officials are found to be dishonest, the public will become distrustful. The public will begin to distrust civil servants if they behave dishonestly and are constantly accused of lying and not speaking the truth. Truth-telling, on the other hand, will strengthen the trustworthiness of institutional actors (Offe, 1999). As a result, members of professions are recognized and trusted in their roles as carriers of authentic knowledge. Such criteria are applied to a considerable extent to public officials.

The competence of office holders, or the knowledge and abilities required to accomplish the responsibilities assigned to public institutions, is the fourth component of trustworthiness. In many ways, such competence might be considered a collective property of government institutions. Individual personnel may have specific capabilities, such as those of doctors and nurses in a hospital or engineers in a department of engineering. However, organizational routines that coordinate the activity of individual actors are required for such organizations to function properly.

Finally, the fairness of institutions is the fifth dimension of trustworthiness. According to publicly acknowledged principles, fairness means that citizens are treated equally. Of course, the judiciary and court system should adhere to these principles, but other institutions and agencies are also expected to make decisions without favoring any groups based on their social status or relationship with institutional members. Citizens will be more likely to trusting of institutions if favoritism is avoided, and fairness is attained. Despite being independent ideas with diverse antecedents, these five dimensions are observed to correlate with one another and with overall summary assessments of trust in the police.

In this theoretical framework, survey items are somewhat based on Tyler's procedural justice theory and partially drawn from Jones, and Ruddell's study of Razina Police.

Indicators of the dimensions of benevolence, competence, and fairness followed Tyler's procedural justice theory and indicators of commitment and honesty followed Jones and Ruddell's (2011) study on Regina Police. Tyler & Huo (2002) contend that motives and intentions cannot be observed directly and propose that they might be deduced from the way the police treat people in face-to-face contacts. What matters most is whether police officers

treat citizens fairly, with respect, and dignity. It is also important whether they pay attention to their concerns and take them into account when making decisions.

Dimensions & Indicators

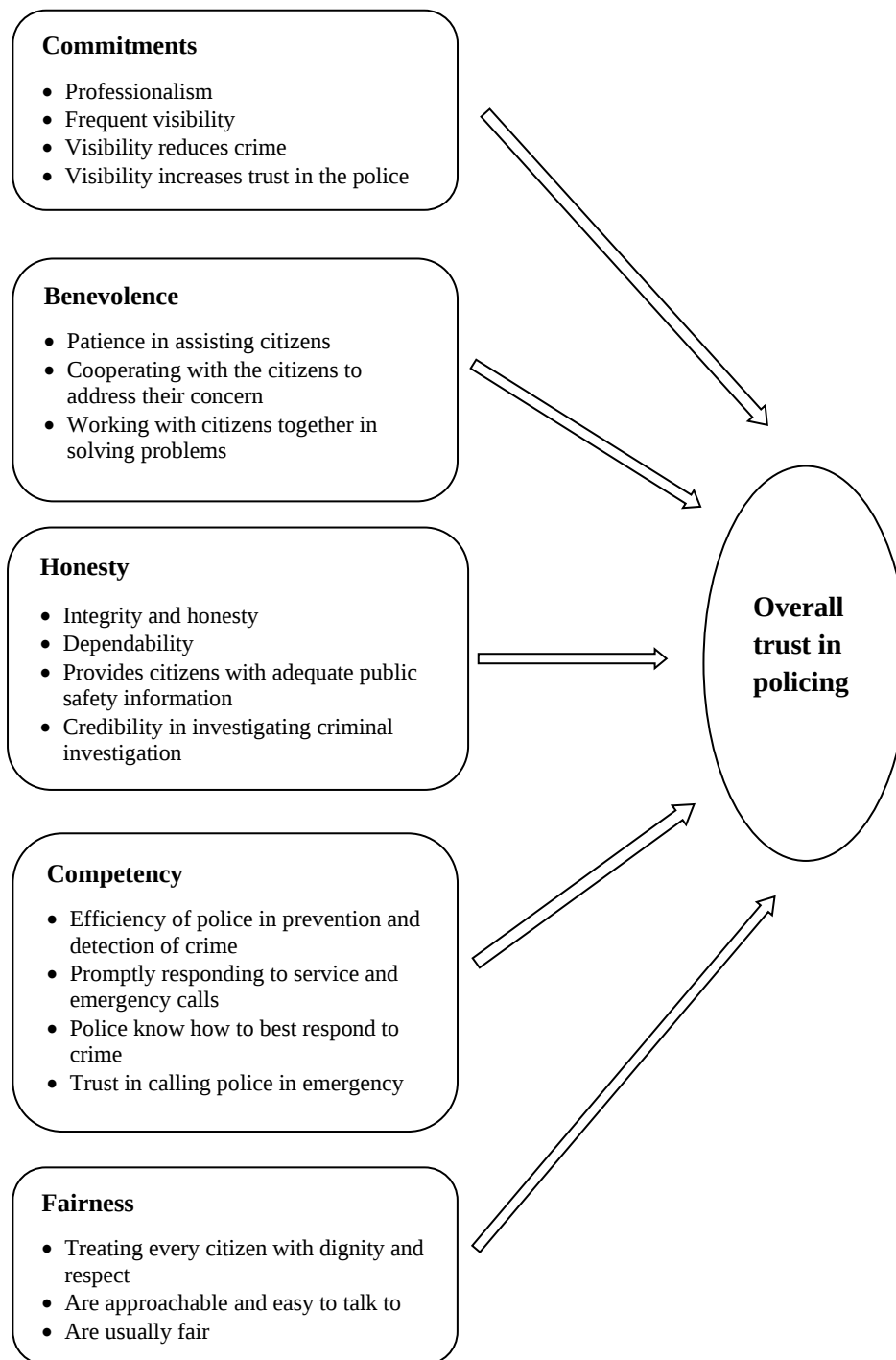


Figure 2.1: Theoretical framework of dimensions of trustworthiness

(Based on Kim, 2005; Jackson & Bradford, 2010; Tyler, 1990)

2.4 Conceptual Framework

The conceptual framework is the pen-picture of the research. It is developed by speculating on the relationships and interconnectivity between the research (Joseph, 2016). It presents the connection between the concepts which will be studied.

In this study, a conceptual framework is constructed based on the study of relevant literature and according to the research title, research objectives, and research questions. Different variables have also been identified based on a causal relationship. There are mainly two types of variables:

A) Independent Variable

An Independent variable is a variable that does not depend on other variables and whose effect upon the researcher attempts to understand and explain (Leedy, 1974).

B) Dependent Variable

The Dependent Variable is a variable that is assumed to depend on other variables. Such variable is that quantity or aspect of nature which changes in different states, that the researcher wants to understand or predict (Leedy, 1974).

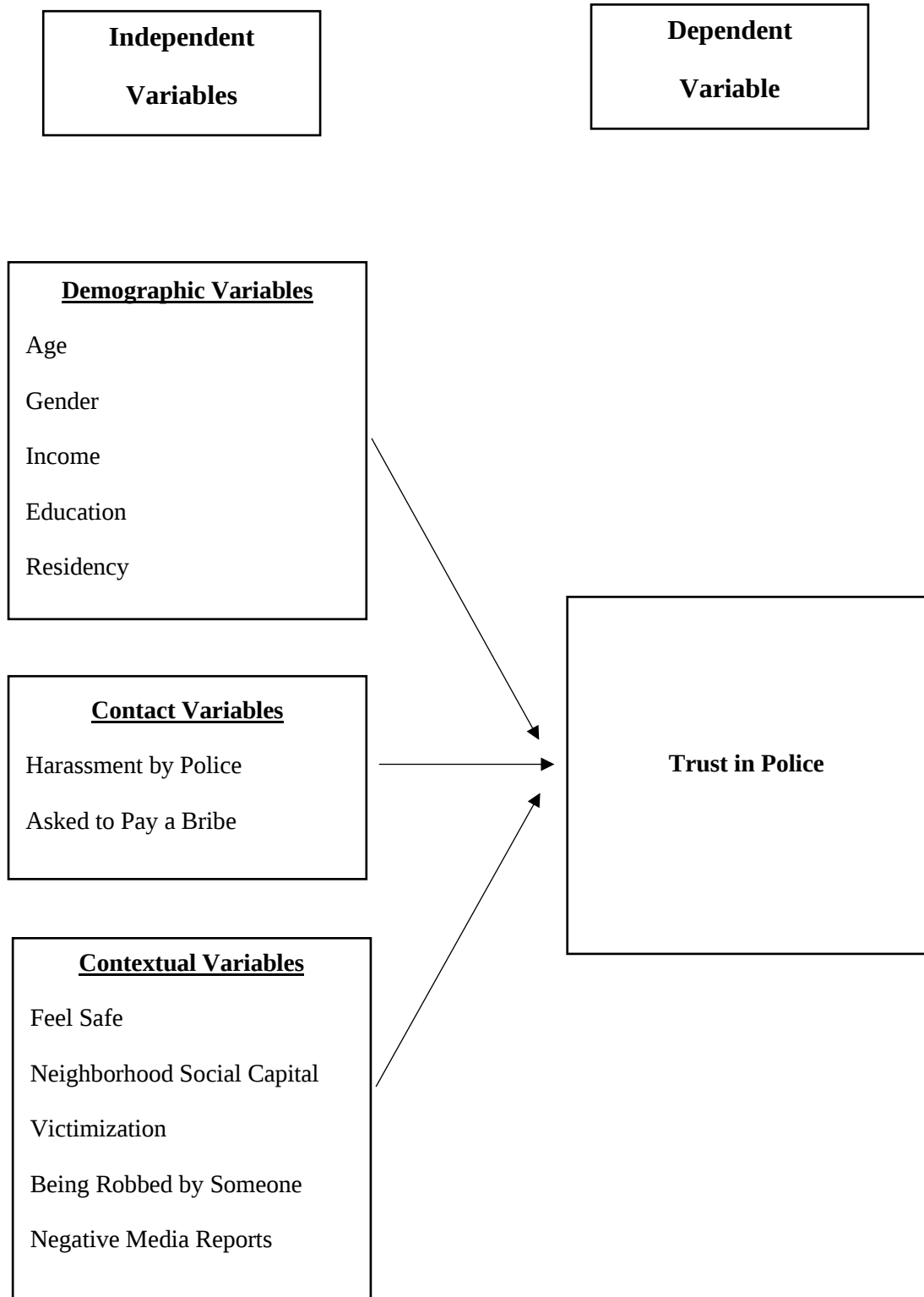


Figure 2.2: Conceptual framework (Developed by the researcher)

This chapter provides literature review, a theoretical framework and a conceptual framework based on literature review. From the literature review, we can conclude that age, contact with the police, race, and neighborhood are significant variables of trust in police. Though race is a consistent predictor of trust in the police, this variable is not relevant in the context of our country and therefore not included in the study. There is still little agreement on how attitudes of the police are affected by factors including education, gender, socioeconomic status, income, victimization, and fear of victimization. However, most of the studies conducted in this field by various researchers are from different countries like the USA, Canada, UK, Australia, China, Hong Kong, and Taiwan and concerns were from the perspective of their researching countries. But unfortunately, there is a lack of adequate empirical research on citizens' perception of trust in the Bangladesh Police. Although, a few surveys and studies were conducted under the aegis of the Police Reform Programme of the United Nations Development Programme (UNDP 2003, 2009, 2011, 2014), and some by individual researchers (Islam & Ali, 2008; Ahmed & Uddin, 2013) etc., most of these studies evaluated either satisfaction with the performance of police or corruption of police, only a single study (Hossain & Rahman, 2017) focused on the level of trust of urban, preferably educated citizens in the police. This study will fill up the void in literature. The study has evaluated the level of trust in the police from rural-urban perspectives and the effects of other factors on citizens' trust in the police in Bangladesh.

The items in the theoretical framework are meant to offer a wide range of aspects of the public perceptions of trust in the police. While the individual items were created using the theory of institutional trustworthiness by Kim (2005), Composite Score was used to empirically arrange these dimensions of trust in Binary logistic regression models which will be discussed in chapter five of this thesis. The conceptual framework of the study will be operationalized in chapter four.

Chapter 3: An Overview of the Bangladesh Police

Organized modern policing with a multiplicity of activities have come to this stage through gradual evolutions and developments over a long period of time (Chowdhury, 2012). Bangladesh police force was created by the Police Act 1861 and the colonial history continues to influence the structure, attitude, behavior, and culture of the police force. The Police Act of 1861 was created for a colony as an instrument of oppression against the local populace and does not satisfy the requirements of a contemporary independent democracy in the twenty-first century. Since independence, there have been very few attempts to reorganize the police's organizational structure, operating principles, or governance systems. This chapter discusses the legal framework, organizational structure, responsibilities, and problems of the police in Bangladesh.

3.1 Legal Framework and Organizational Structure of the Bangladesh Police

In addition to the Police Act of 1861, there are other pieces of legislation that have an impact on crucial facets of policing in Bangladesh like the Code of Criminal Procedure, 1898 (CrPC), the Evidence Act 1872, and the Police Regulations of Bengal, 1943. CrPC contains a majority of the powers granted to the police, for instance, Section 54 specifies the conditions under which a police officer may make an arrest without a warrant or an order; Section 61 prohibits a police officer from holding a person without a warrant for longer than 24 hours before bringing him before a magistrate, and Section 154 mandates the creation of a First Information Report (FIR) in cases involving cognizable offenses. The CrPC and the Police Regulations provide information on the majority of operational police tasks in Bangladesh. The Armed Battalion Ordinance of 1979 and the Dhaka Metropolitan Police Ordinance of 1976 are two further regulations that should be mentioned. As defined by Article 152 of the Constitution, the Bangladesh Police is a disciplined force. It is a well-organized force with a nationwide network. The Ministry of Home Affairs (MoHA), which manages appointments, transfers for officers above the level of Superintendent and the police budget, is in charge of the Bangladesh Police, a national agency that reports to the government in power (International Crisis Group, 2009).

The main branches of the police department are Range and Metropolitan police, Criminal Investigation Department (CID), Special Branch (SB), Traffic Police, Armed Police Battalion (APBn), Counter Terrorism Unit, and Rapid Action Battalion (RAB), which is responsible for investigating and detecting serious crimes (including acts of terrorism). The range police are sub-divided into Districts, Circles, *Thanas* (police stations) and Outposts, and the Police Headquarters at the apex (International Crisis Group, 2009).

The organogram of Bangladesh Police is shown in figure- 3.1.

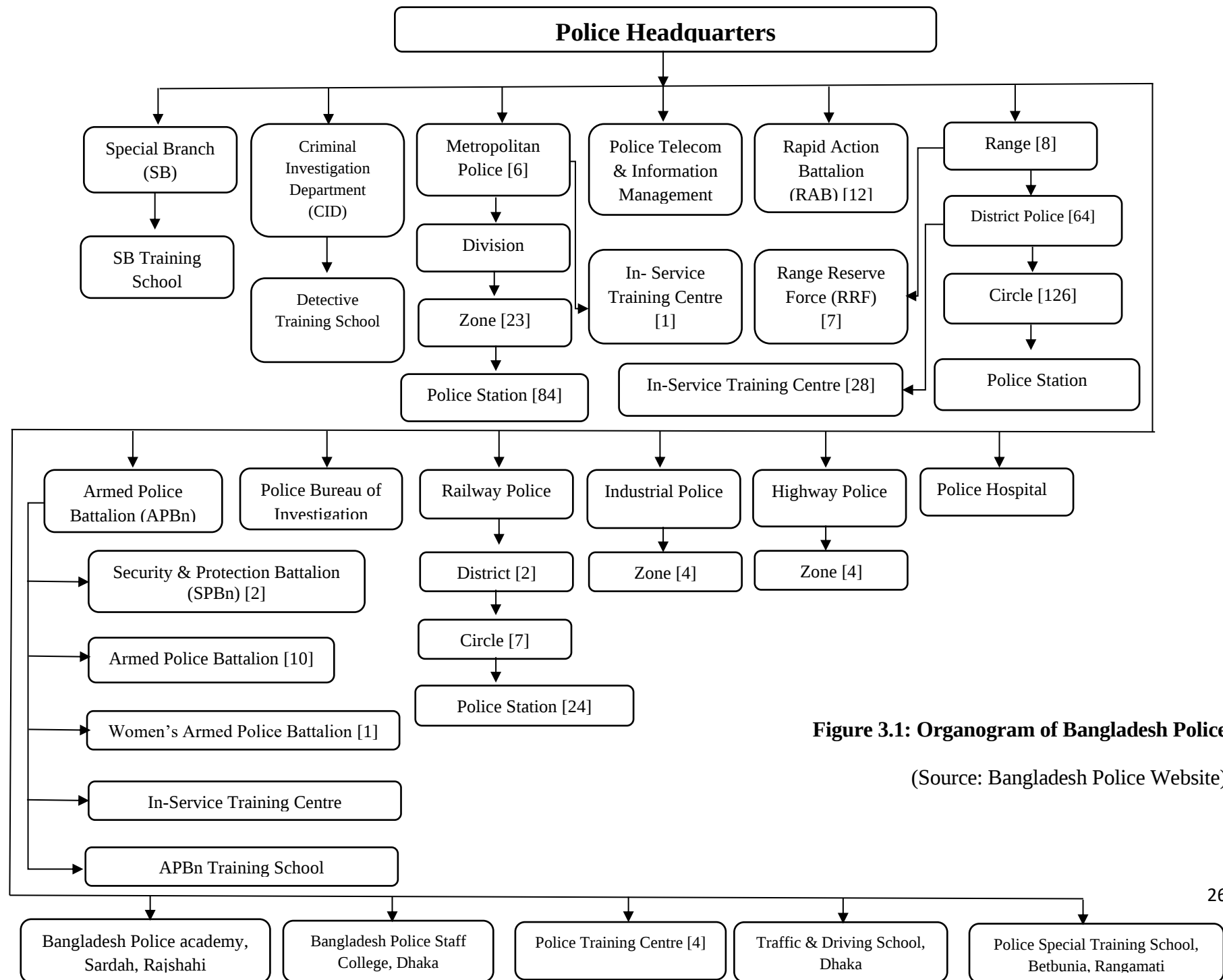


Figure 3.1: Organogram of Bangladesh Police

(Source: Bangladesh Police Website)

3.1.1 Police headquarters

Being the head of the National Police, the Inspector General of Police (IGP) is responsible to the Government for the administration, management, operational efficiency, discipline, and control of the force (Kibria, 1976). Deputy Inspector Generals (DIGs), who manage police operations within each range, and Additional Inspector Generals (Additional IGs), who oversee each major department in the police administration, report directly to the IGP (International Crisis Group, 2009).

The IGP is supported at Police Headquarters by 3 Additional Inspector Generals, 7 Deputy Inspector Generals, 16 Assistant Inspector Generals (AIGs/ SP), as well as various auxiliary employees. Police operations around the nation are managed, supervised, and controlled by the Police Headquarters. It comprises three main Divisions/ Branches: (1) Administration and Operations, (2) Finance, Development, and Logistics, and (3) Human Resource Development and Management. The functions of each of the Divisions/Branches are supervised by one Additional Inspector General. According to the Police Act, the Government can appoint an Additional Inspector-General of the Police if it is necessary. The Additional IG will discharge any of the functions of the IGP that the IGP assigns to him, and in the discharge of those functions, he will apply the same authority as the Inspector-General of Police (The Police Act, 1861, Police (Amendment) Act, 1968).

According to Section 12 of the Act of 1861, the IGP may establish regulations and issue directives pertaining to every aspect of police work, organizational issues, distribution of the force, the use of weapons and equipment, and the effectiveness and discipline of the force. In actuality, he is the embodiment of the police (Kibria, 1976).

3.1.2 Ranges and districts

There are eight ranges, each led by a DIG, and each range consists of a number of Districts. As effective command over the force extended all over the country cannot possibly be maintained by the IGP hence the DIG of a Range oversees the District Police with great care. An Additional DIG of Police provides assistance to each Range DIG. The Superintendent of Police is in charge of giving orders and maintaining control over police operations in the districts (SP). The SP is in charge of maintaining peace and order in the area as well as detecting and preventing crime. He makes sure that the officers under his command do their best to accomplish the goals of the police. He has to show a lot of interest in various tasks outside

the usual criminal, intelligence, and reserve duties. One or more Additional or Assistant Superintendents provide support to the SP. Section 2B of the Police Act states that “It shall be lawful for the Government in each such general police-district to appoint some person to exercise in such district the powers of an IGP” (Police Act, 1861). District police must perform a variety of duties for the purpose of identifying and preventing crime within its jurisdiction, the discipline, and the effectiveness of the police force. The Range DIGs are in charge of overseeing the SPs, and their areas of responsibility line up with the civil administrative division. Each of them is answerable to the IGP.

3.1.3 Thanas

An Assistant Superintendent (ASP) oversees a police Circle below the district level, while an Inspector or an Officer-in-Charge (OC) is in charge of each Thana under that Circle (International Crisis Group, 2009). The major engine of the entire police apparatus is the police station put under the direction of an officer-in-charge. At the police stations, all information pertaining to the conduct of offences that are cognizable must be kept on file. The Police Station Officers start the investigations into the crimes directed by the OC. They also initiate actions under the preventive selections of law (the Criminal Procedure Code of 1898; Police Regulation of Bengal 1943 and also the Evidence Act 1872). Common people frequently interact with police at police stations to seek relief and redress after becoming victims of crimes and other issues. In actuality, the Police Station serves as the hub of all criminal justice system activities. In actuality, the Criminal Justice System's criminal proceedings all begin at the Police Station. The Officer-in-Charge has broad legal authority under the Code of Criminal Procedure of 1898 to carry out his responsibilities for establishing peace, ensuring law and order, and maintaining internal security through the mechanism of prevention and detection of crime within the scope of his jurisdiction. Presently, there are a total of 651 Police Stations (2022).

3.1.4 Rank structure

The rank structure forms the base of the Bangladesh Police, and it specifies a senior and subordinate police officer's position, function, and level of responsibility.

The police force has 18 ranks, which are divided into Gazetted and Subordinate ranks, roughly comparable to Commissioned and Non-Commissioned officers in the military. Out of a total

force of 187992 police officers, there are 2,781 in the gazetted ranks and 185211 in the subordinate ranks (Police Headquarters, 2022).

The gazetted ranks are made up of the IGP, Additional IGs, DIGs, SPs, Additional SPs, and ASPs. Below these are the upper subordinate ranks, which include the positions of Inspector, Sub-Inspector, Town Sub-Inspector, Sergeant, and Assistant Sub-Inspector. The great majority of police officers, who hold lower subordinate posts, are located below these officers. These include Naiks, Constables, and Head Constables (both armed and unarmed). The lower ranks are frequently underqualified, underequipped, underpaid, and overworked, in contrast to the gazetted officers who are comparatively well-trained, well-paid, and hold crucial positions within the bureaucracy. The Police Act 1861 overstressed the constabulary roles of the police against the professional aspect of crime control. The police of lower rank constitute the majority (98.53 percent) of the police force in Bangladesh (Police Headquarters, 2022). However, as low-ranking police officers lack significant educational and intellectual accomplishments, they treat people in a very haughty and scary manner.

3.1.5 Metropolitan Police

To deal with crimes and criminals and maintain law and order effectively six major cities were brought under separate Metropolitan Police Force created under six different Metropolitan Ordinances like the Dhaka Metropolitan Police Ordinance, 1976, and so on. The Dhaka Metropolitan Police Ordinance, provided for a separate police force to operate in Dhaka, and it was unique because it clearly set out that the Police Act, 1861 no longer applied to the capital. They are under the general command, control, and supervision of IGP. The Police Commissioner of Dhaka Metropolitan Police is of the rank of Additional IG. DIG of Police heads the other Metropolitan Police. The Police Commissioners are assisted by Additional Police Commissioner (APC), Deputy Police Commissioners (SPs), Additional Deputy Police Commissioners (Additional SPs), ASPs and other officers of subordinate ranks (Bangladesh Police, 2013). In 1976, DMP began its operations with 12 police stations and 6,000 forces.

3.1.6 Traffic Police (TP)

In small towns, the District Police oversees the traffic police; in cities, the Metropolitan Police is in charge of the traffic police. The traffic police are in charge of regulating traffic and

apprehending offenders in the city or municipality.

3.1.7 Detective Branch (DB)

To ensure proper investigation of heinous and sensational cases that demand protracted and sustained inquiry, Detective Branch has been established in each District and Metropolitan area. The detective branch officers are directly supervised by the district SPs and the Deputy Police Commissioner/ Addl. Deputy Police Commissioner of the Metropolitan Police Department.

3.1.8 Criminal Investigation Department (CID)

One of the oldest and most specialized units of the Bangladesh Police is the Criminal Investigation Department (CID), the core investigation agency. It serves as the principal investigative body for both the Bangladeshi government and the Bangladesh Police. The primary task of CID is to investigate cases that have been scheduled by legislation and those that have been directed by courts. Additionally, CID investigates complex cases that call for specialist knowledge. The CID offers expert judgment on the inspection of exhibits in connection with criminal cases across the nation and scientific assistance to the inquiry. In addition to conducting investigations, CID also performs a number of specialized tasks that help other government bodies in Bangladesh by offering expert advice in a variety of situations (Bangladesh Police, 2022).

3.1.9 Special Branch (SB)

The Special Branch (SB) is Bangladesh's main and specialized intelligence organization. The security of the VVIP, VIP, and Key Point Installations is primarily its responsibility. It contributes significantly to the maintenance of law and order by gathering, analyzing, and disseminating information on issues pertaining to the nation's internal security. An Additional IGP leads the SB. District Special Branches, which are offices for the SB, are located in each of Bangladesh's 64 districts (DSB). This is the sole intelligence agency in Bangladesh that operates at all levels- strategic, operational, and tactical- of operations (Police Headquarters, 2014). Kibria opined that “the purpose of the organization was to study and attack the problem of criminology on scientific lines in place of the old method by which individual

detectives dealt with individual crimes and criminals” (Kibria, 1976).

3.1.10 Police Bureau of Investigation (PBI)

The Bangladesh Police has a specialized unit known as the Police Bureau of Investigation that responds to requests from other police units as well as orders from courts and police headquarters to conduct criminal investigations and provide digital forensic services. They look into murders, property crimes (such as robberies, theft, and fraud), sexual assaults, arson, cybercrime, and other crimes.

3.1.11 Counter-Terrorism Unit

The Counter-Terrorism Unit (CTU) of the Bangladesh Police was approved by the government in September 2017 as a proactive, modern technology-based specialized unit. Its legal mandate designates it as the nation's primary coordinating, operating, and investigative body for combating terrorism (CT), preventing and countering violent extremism (CVE). It is under the control of the government, general supervision of the Inspector General of Police, Bangladesh, and is commanded by an officer not below the level of Additional IGP. To carry out its mission, the Unit's eight wings are currently operational over the entire nation. Based on intelligence obtained from various sources, this unit conducts routine operations with specialized forces like SWAT, bomb, and explosive disposal teams, etc. In order to educate students on the effects of terrorism on the country, the Counter Terrorism Unit also uses a soft approach through seminars and workshops with them and also publishes inspirational counter stories, produces video content, and uses electronic and social media.

3.2 Responsibilities of the Bangladesh Police

As a civic organization, the Police is not only responsible for the prevention and detection of crime, but also for maintaining the rule of law (Marenin & Das, 2000). In particular, the functions of police organizations are order maintenance, crime control, and surveillance (Kumar & Verma, 2008). They ensure that the legal codes and the justice system are operating properly in their capacity as servants of the law. Similar to this, police maintain surveillance and exercise control as a state institution in the case of protests, opposition movements, or revolts, which they had over the ages taken on in addition to prosecuting criminals (Foucault,

1977). Public order, peace, and protection are priorities for the Bangladesh Police. The goal of police job is to protect people's lives and property. The vast range of responsibilities and amount of work of the Police in Bangladesh include everything from maintaining domestic law and order to working internationally with the UN on various peacekeeping operations.

3.2.1 Crime management

Crime Management is concerned with the early response to crime, responding to aid requests, looking for crime complying with court orders, and prosecuting offenders. The task of conducting investigations into major crimes, such as terrorism, horrifying murders, and organized crime, falls under the purview of the Criminal Investigation Department (CID) (Bangladesh Police, 2022) Traditionally, police have dealt with crime in two ways: through prevention and detection.

a. Prevention of crime: Police strategists rely upon two ideas to prevent crimes: deterrence and incapacitation (Braga, 2008). The prevention of crime comprises tasks including patrolling during the day and at night, keeping an eye out for troublemakers, taking preventive measures in accordance with the provisions of the Code of Criminal Procedure, and interfering to stop offenses. These police measures to prevent crime are reactionary, according to Goldstein (Goldstein, 1979); they are only started after a crime has been committed.

In Bangladesh, outposts and highway outposts are crucial for preventing crime. There are currently 370 outposts spread out over the nation. To ensure safety and security of the highway traffic 71 Highway outposts have been set up at different places and 23 of them are equipped with highway patrol cars/pickups. Till now 629 Police Stations have been provided with vehicles (Police Headquarters, 2014).

b. Detection of crime: The detection of crime involves summoning persons and questioning them, searching people and places, arresting suspects based on evidence, releasing them on bail for offences that allow bail, and conducting inquests in all cases of suspicious or unnatural death in accordance with the clauses of Criminal Procedure Code.

Around 175 Investigation Centers have been established in an effort to reduce the workload of Thana Officers and ensure prompt police response to residents living far from the PS

headquarters. Inquiries and investigations into the offenses reported from the Investigation Centers' designated jurisdiction are being conducted by the officers attached to these centers.

3.2.2 Internal security and maintenance of law and order

Internal security is often the responsibility of the police or law enforcement agency. This is the act of maintaining peace on the basis of domestic law within the boundaries of a sovereign independent state by addressing threats to internal security, such as civil disturbance, violence, insurgency, organized crime, political unrest, or domestic terrorism. The only institution in Bangladesh with the power to guarantee national security is the police. Maintenance of law and order is the top priority of Bangladesh police as this is the pre-condition of establishing rule of law, ensuring good governance and all-round development of the country.

Besides these, controlling traffic, ensuring human rights, and participating in United Nations Peacekeeping missions are among the other important functions of the police.

3.3 Existing Problems of the Bangladesh Police

3.3.1 Colonial legacy, abusing authority, and force of governmental oppression

At the end of the nineteenth century, to suppress the rightful movement against the British government, the colonial rulers designed and used the police as an instrument of oppression. The system of the ruler's police served the crucial purpose of instilling a feeling of fear of authority in the entire populace. The police were to be modeled like an instrument of the Raj, with men being trained and armed to obey British officers' orders without question (Patil, 2012). After the independence of Bangladesh, the government kept the colonial structure of law enforcement agencies and now it has become a usual practice for the government to utilize the police force for narrow party purposes and against the opposition. Maintaining the colonial legacy, the police of Bangladesh remain busy suppressing and persecuting the opposition. Besides, the Bangladesh police is seen as abusing its power and authority through coercive means. In its 2012 report, the Asian Human Rights Commission described the Bangladeshi police as 'hired thugs of all the governing regimes' who have a lengthy history of creating torture victims and fabricating criminal charges against innocent people and political opponents (AHRC, 2012).

Like the Police Act, the CrPC and the Police Regulations of Bengal 1943 are older and quite out-of-date statutory documents. In reality, it has been noted that numerous clauses of the Regulations are in conflict with the spirit of the current Constitution of Bangladesh as there was no Constitution when these regulations were created.

3.3.2 Dual control

The issue of dual control is yet another important issue with the Police Act of 1861. Even while the law grants the Inspector-General of Police (IGP) and his deputies' administrative jurisdiction over the police, including the authority to create rules that would increase efficiency, they can only exercise this authority with the general consent and guidance of a Magistrate. As explained in Section 2.2, commissions dating back to the Indian Police Commission 1902-03 have expressed the opinion that this dual control at the district level from a functionary outside the police system weakens the sense of full responsibility that should be borne within the system. The supervisory structure deteriorates as a result of the frequent bypassing of the established line of command. As a result, it is unable to function effectively even in situations where such outside interference is not present (National Police Commission-1983 cited in Patil, 2012).

3.3.3 The political use of police

All regimes in Bangladesh have utilized law enforcement as a tool to restrain political power (Islam et al., 2020). According to Huq, excessive political meddling in every aspect of the police's job, including hiring, promoting, postings, transfers, investigating, and prosecuting, is the greatest barrier to the professionalism and effectiveness of the police growing (Huq, 2007). Political leaders have never had the motivation to put up a competent and effective police force; instead, they prefer to see a police force that can effectively carry out their illegal commands (Islam et al., 2020). In order to stifle the operations of opposition parties, the government uses the police as an arm of its political apparatus.

3.3.4 Lack of accountability

A mechanism for the independent review of misbehavior or wrongdoing is not statutorily created by the current legal system. Instead, the Police Act of 1861 neglects to list offenses

against civilians and merely establishes internal accountability /responsibility and a limited number of disciplinary sanctions. On the other hand, to increase the transparency of their internal disciplinary processes, the Bangladesh Police have established a Police Internal Oversight body and a related website. The body's objectives are to break the police-criminal nexus; remove corrupt officials, restore order and the chain of command within the police, improve police capability and efficiency, and improve police trustworthiness and image. However, Murphy and McKenna (2011) noted the disadvantages of relying only on “police-investigating-police” in an internal process. They discovered that most complaints from the public are not taken seriously by the police, who also only assign limited investigative resources and expertise to the process. Police disciplinary and adjudication procedures frequently fail to meet public expectations for proper investigative findings; This model receives few substantiated complaints, and many believe it falls short of the fundamental requirements of public accountability due to the exclusive and compromised engagement of the police in all phases of the complaint and adjudication procedure. Theoretically, every public servant is accountable to the public for his/her assigned service. The people have no direct way to ensure the accountability of the police. Karzon (2006) is of a similar view regarding this. He noted that, insufficient accountability plagues Bangladesh's police structure, internal accountability can improve performance and reduce corruption, whereas external accountability can guarantee people-oriented service.

3.3.5 Constable based organization

The constabulary functions of the police were overemphasized in the Police Act of 1861 compared to other professional aspects. The majority of Bangladesh's police force is made up of lower-ranking officers. There are 121,466 (78.40 percent) of the 154,921 police officers in the lower ranks, which include Head Constables, Naiks, and Constables (Bangladesh Police Headquarters).

3.3.6 Insufficient logistic support and salary

Police has to constantly deal with the issue of insufficient logistical support. Each room in a police station typically has 5–6 police officers seated there. The majority of police stations lack conference or meeting space. District and Upazila police stations do not have prison vans. Officers up to an Assistant Superintendent of Police are provided with official transportation.

This limits their ability to hunt down criminals or to combat criminal activities. Bangladesh Police uses outdated arms and ammunition in comparison to modern standards. Therefore, the police are underequipped and outgunned by criminals who use ultramodern equipment with semi-automatic, rapid-fire arms and ammunition. Besides, the salary of the police officials is insufficient by local standards. On an average, an Officer -in-Charge of a metropolitan police station works eighteen hours a day, an officer -in-Charge of district and Upazila level works fifteen hours. In general, Sub-Inspectors, Assistant Sub-Inspectors and constable work 13-16 hours a day which is almost double the working hours of other sector government employees. Though they serve extra hours, they do not receive any remuneration for that (TIB, 2004).

3.3.7 Unfriendly to people

A healthy people-police relationship is inevitable to get cooperation from citizens. Effective policing is impossible without citizens' support in abiding by the law, reporting crimes, and providing support to the investigation because many socioeconomic factors of crime are not in policing control, such as social transformations, economic conditions, and demographic features (World Bank, 2003). "The Police Act of 1861 does not explicitly mention the community anywhere.... Unlike updated legislation in other jurisdictions, the Police Act of 1861 does not make reference to community policing or other types of possible police-public cooperation" (Patil, 2012). Given that community policing has recently been at the forefront of police reforms in Bangladesh, it is a serious flaw that the current legal framework does not cover or adequately account for ongoing and significant community-oriented programs. On the other hand, the Police Act of 1861 contains clauses that are purposefully hostile to the community. For instance, Section 17 enables senior police officials or the District Magistrate to appoint local residents as "special police officers" in order for them to support law enforcement during an unlawful gathering, riot, or disturbance of the peace. Section 19 specifies that the community member may be punished for refusing to help if he so wishes. These rules governing special police personnel are more concerned with policing through coercion than they are with consent.

3.3.8 Bribery, corruption, and harassment

It is alleged that there is a risk of slipping from the frying pan into the fire if one seeks any type of relief or redress from the police. Anyone who wants to enter something in the GD (General

Diary) or file an FIR (First Information Report) at the police station must pay the Duty Officer or the Officer-in-Charge. Islam asserts that "a chain of bribery exists throughout the police administration" and that "almost the entire police department is tainted with bribery" (Islam, 2010). Bangladesh police has been identified as the most corrupt service organization (Knox, 2009). As a result, "Corruption has replaced the chain of command within the police" (AHRC, 2012). So, instead of getting any relief or redress people are subjected to extortion and harassment by police and they finally ignore police by all means (Islam et al., 2020).

3.3.9 Training

Training curricula of Police training centers are mostly outdated, not meeting the demands of the present time (Husain, 2007). Constables obtain six months of physical and weapons training, but the syllabus and curriculum used for the constable training program is inadequate. Police officers of the top hierarchy receive over a year of training, including academic coursework. However, critics have noted that it overly emphasizes the study of law while paying little attention to topics like counterterrorism, criminology, human rights, management, and investigations. It has been observed that lack of proper training and motivation leads to low police morale and the inability to grasp their role as public servants (Karzon, 2006).

The Bangladesh Police is the central law enforcement agency of the nation which has developed through the historical process and still carries the legacy of its emergence. Despite of so many problems, Bangladesh police play a vital role in crime management, sustaining internal law and order, and maintaining the rule of law in the country through the established organizational framework.

Chapter 4: Research Design

In carrying out a research project, the researcher has to plan ahead in a systematic manner. A research design is a plan that directs the researcher as they gather, analyze, and interpret data. The researcher can deduce causal relationships between the variables under study using this logical model of proof (Nachmias & Nachmias, 1997). This chapter explains research method, approach, study area, sampling procedure, tools and techniques of data collection, data analysis plan, operationalizes dependent and independent variables of the study.

4.1 Research Method and Approaches

In this research combination of both descriptive and explanatory research, was used because this study is an attempt to describe the present condition of trust in policing in Bangladesh. It has mainly focused on understanding and explaining the effects of various independent variables (socio-demographic, contextual, and contact) on trust in police on crime reduction from the perception of common people in this regard. Social survey method was used because it provides information about respondents' behaviour, attitude, characteristics, expectation, self-classification and knowledge (Cresswell, 1999).

In this study, methodological triangulation, (mixed research approach) has been used to gain a better understanding of the research problem by using both quantitative and qualitative data.

The main purpose of using such an approach is to remove the limitations which could arise by using only one form of data. As Nachmias & Nachmias (1997) observe, a researcher can use two or more methods of data collection to test hypotheses and measure variables in order to reduce the degree of specificity of certain methods to specific bodies of knowledge; this is the essence of triangulation. The idea of triangulation was introduced by Denzin as a strategy of 'validation' and he defined the term as 'the combination of methodologies in the study of qualitative research' (Denzin & Lincoln, 2018).

This type of approach was used in this research to focus on which issues and causes are responsible for trust in police. A quantitative approach was used in this study because it allowed us to use statistical methods to identify an interrelation between the data, assess the frequency and magnitude of trends, and provide useful information for the systematic, empirical investigation to understand the perception of people on trust in police.

The qualitative approach allowed us to present systematic and comprehensive descriptions of situations, providing actual words of the people, thus offering different knowledge based on the study topic. Such description involved the intense study of the complex circumstances and a detailed understanding of the view of the respondents. Therefore, this integration of both approaches has provided a better understanding of the research problem than either of each alone.

4.2 Area of the Research

In this study, all the people in Sylhet Divisional area who have the age of 18 or more were considered as the population of the study between the two districts, Sylhet and Sunamganj.

The area within Sylhet City Corporation was selected to collect primary data on the urban area. There are twenty-seven wards in Sylhet City Corporation. The area of Sylhet Metropolitan Police is 518.43 sq. km., and it includes six Thana (police stations) which are Kotwali model, Jalalabad, Airport, South Surma, Moglabazar and Shahporan. SMP starts its journey on 26 October 2006.

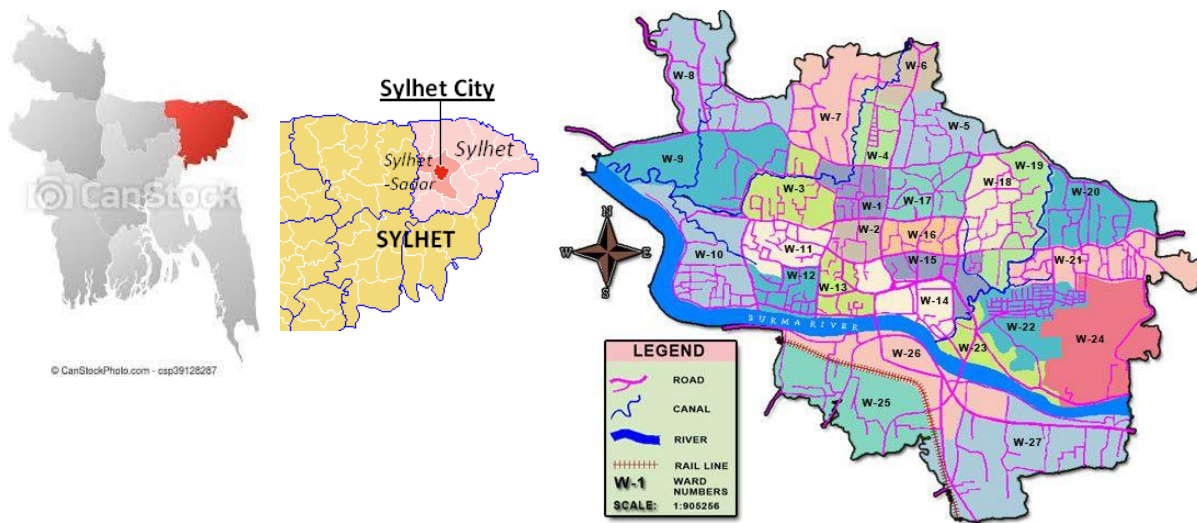


Figure 4.1: Map of Sylhet City Corporation (Source: Google.com)

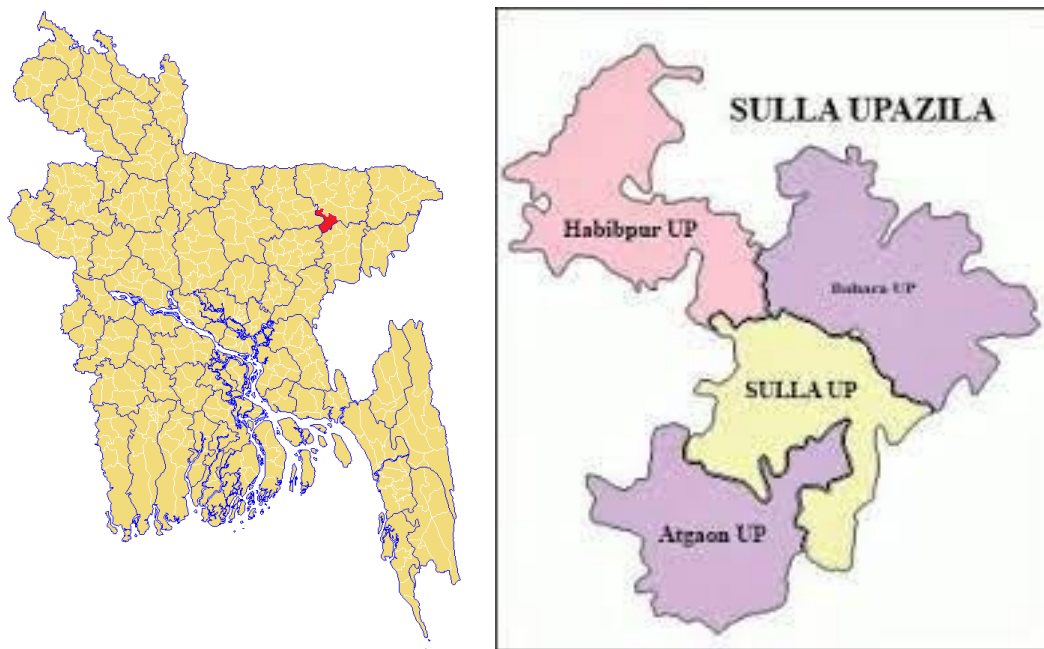


Figure 4.2: Map of Sulla Upazila, Sunamganj (Source: Google.com)

To perform the study in a rural area, the area under Sulla Upazila within Sunamganj District was chosen. Sulla Upazila is 256.03 square kilometers in size. Sulla Upazila's union parishads are **Atgaon, Bahara, Habibpur, and Sulla**. Within the union parishads, there are 65 mauzas and 116 villages and all the villages came under electricity coverage in 2020. The population of Sulla Upazila is 1,13,743, with 56317 males and 57426 females. The average literacy rate is 36%, with men accounting for 38.8% and women accounting for 33.2 percent. Sulla is the area where BRAC, the largest NGO- started its operation/and piloted its projects in Bangladesh in 1972.

4.3 Reason for Choosing the Area

Selecting a specific area is very important for conducting any research properly. This study area had been selected considering some rational advantages. The area has an easier transportation system, and it would save time and money. Thus, it was easier for collecting information and data from this area. Besides, the researcher is also fluent in the local Sylheti dialect which helped her more in rapport building and efficient data collection. For this reason, this area reasonably had been selected for completing the research successfully.

4.4 Sampling Method and Sample Size

Sampling is the process of selecting a subset of individuals from a larger group of individuals, the selection being done with a view to drawing inferences about the larger group on the basis of information obtained from the subset. The larger group of individuals is known as the population while the subset is known as the sample (Sufian, 2009).

According to Denzin & Lincoln (2011), the main challenge in sampling is to identify samples that most accurately represent a population to enable accurate generalization of findings, such a group is called a representative sample.

This study was conducted using the multistage sampling method under the probability sampling technique. Multistage sampling involves the division of large populations into stages to make the sampling process more practical as such sample size gets reduced at each stage. A combination of stratified sampling or cluster sampling and simple random sampling is usually used in multistage sampling (Leedy, 1974).

This sampling method has been used so that researchers could select samples that best represent the population allowing accurate and precise generalization of results. The multistage sampling method is employed here because the population is concentrated over two wide areas, and it is not possible to study the whole population at one stage. It has enabled the researcher to observe clusters of units in a population in a more economical way than randomly selected units scattered throughout the state. Thus, another reason for choosing this procedure of sampling is the limitation of time and funds. It has saved time, money, and effort.

The Cochran (1977) formula for determining sample size has been followed for estimating the number of respondents of the study. According to Cochran (1977) if the population is 1(one) million, then the sample size should be 384 (considering 5% error). As the number of voters is less than 1 (one million), the researcher considered 85% of 384, which is $326.4 \approx 327$. As there were two study areas, the sample was supposed to be $327+327=654$. But finally, the researcher could reach 678 respondents, a few more respondents than the required level. Multistage sampling was applied in subsequent ways; at first among Sylhet city Corporation's twenty-seven wards, only six were selected using the lottery method. Then one Mohalla (an area with clustered houses in a ward) from each ward was chosen applying the lottery method again. Then from the voter-list of respective mohalla, 58 respondents were selected from each mohalla on the basis of simple random sampling by using the random number table.

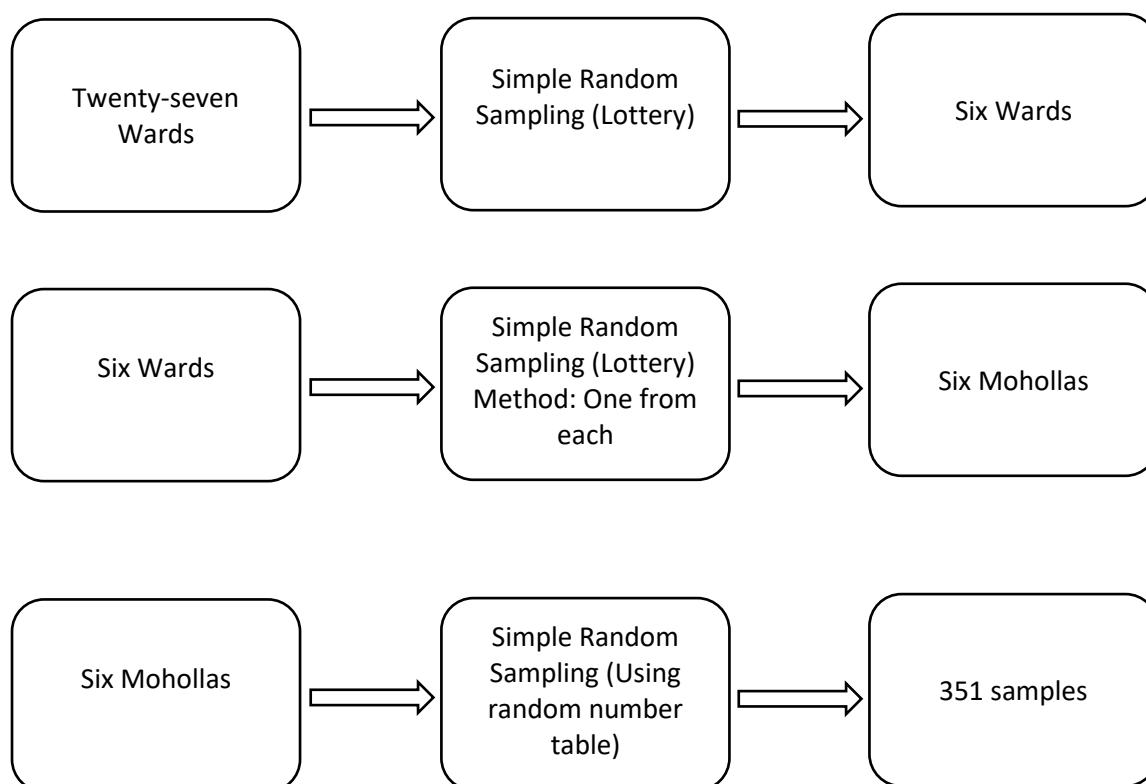


Figure 4.3: Sampling procedure in Sylhet

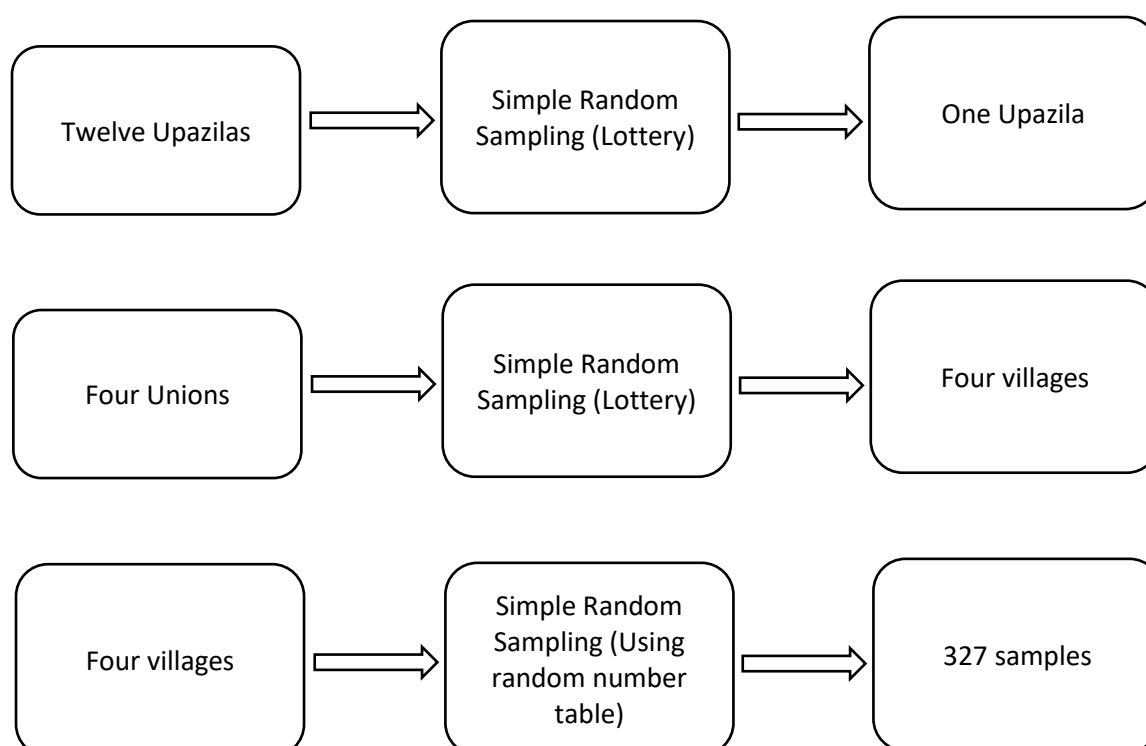


Figure 4.4: Sampling procedure in Sulla

On the other hand, Sunamganj district has twelve Upazilas; among them, one, Sulla was selected using the lottery method. There are four Unions in Sulla Upazila, and among them, four villages were selected using the lottery method. Then from the voter list of the respective villages, respondents were selected from each village, based on simple random sampling by using the random number table.

4.5 Sources of Data

- a. Primary sources: Primary source is the main source to establish the connection between the variables under study. The primary data have been collected at the field level from selected respondents.
- b. Secondary sources: Secondary sources are appropriate as the basic source of evidence for a study. These have been used to enrich this study. Secondary sources of data in this research have been collected from published books, e-books, journals, articles, reports of different organizations, and websites that are related to the study.

4.6 Tools and Techniques of Data Collection

The technique of data collection depends on the nature and objective of the study and the availability of related resources (Leedy, 1974). To conduct any research data collection is one of the important requirements because the validity and reliability of any research depend on collected data and information. In this study, the primary data have been collected through the most common method of data collection- face-to-face interviews and in-depth interviews under the social survey method. In this study, the face-to-face interview has been used because it enables the researcher to collect precise information by direct interpersonal contact with respondents within a very reasonable time. An in-depth interview has also been used because it facilitates flushing out respondents' descriptive views through open-ended questions. Questions were selected based on a literature review of prior community surveys in Bangladesh, Canada, the USA, Taiwan, and the United Kingdom. For this study, literature, books, and documents related to the research problem were reviewed for a better understanding of the research problem and as a source of secondary information.

Data collection tools of this study thus included:

- i. Interview schedule
- ii. Interview checklist

An interview schedule has been used to minimize wastage of time whereas an interview checklist has been used to have the views, opinions, ideas, and perceptions of the respondents in detail.

Each interview took approximately 30-40 minutes. At the time of the face-to-face interview, the researcher marked among the alternatives to the close-ended questions and wrote down the responses to open-ended questions on the interview schedule. ODK Collect Apps have been used to collect data. Responses of the in-depth interview were written down. A total of twenty in-depth interviews were conducted. Among the respondents, those who seemed to be able and were interested in providing more information and who had contact with the police, were selected for the in-depth interview. Besides, five police officials were interviewed by the researcher to have their opinions on citizens' responses.

It is pertinent to mention here that before collecting final data from the field at least ten (10) interview schedules were pre-tested and necessary modification to the interview schedule was made.

4.7 Data Presentation and Analysis

Since this research followed a mixed research approach, data were processed and analyzed by the objectives of the study. In terms of quantitative analysis, data were coded, tabulated, classified, and then analyzed. Collected data were processed using SPSS and Stata programme.

4.7.1 Descriptive statistics

It is a common form of simple statistics that researchers use to describe fundamental patterns in the data (Neuman, 2014). In this research, descriptive statistics (frequency distribution, necessary graphical representation, tables, figures, charts) was used to describe the characteristics of the sample to get the idea about citizens' perception of trust in police based on different demographic issues like gender, age, education, social class, and geographical area.

4.7.2 Inferential statistics

It is an application of mathematics that relies on random sampling. It enables researchers to make specific claims about the degree of confidence they can have that the sample's measure corresponds to the population parameter (Neuman, 2014). In order to measure the relationship between dependent and independent variables, inferential statistics, binary logistic regression models were run by the researcher. Responses of some of the qualitative data gathered from open-ended questions and in-depth interviews are presented along with quantitative data, also supported by the secondary sources of data.

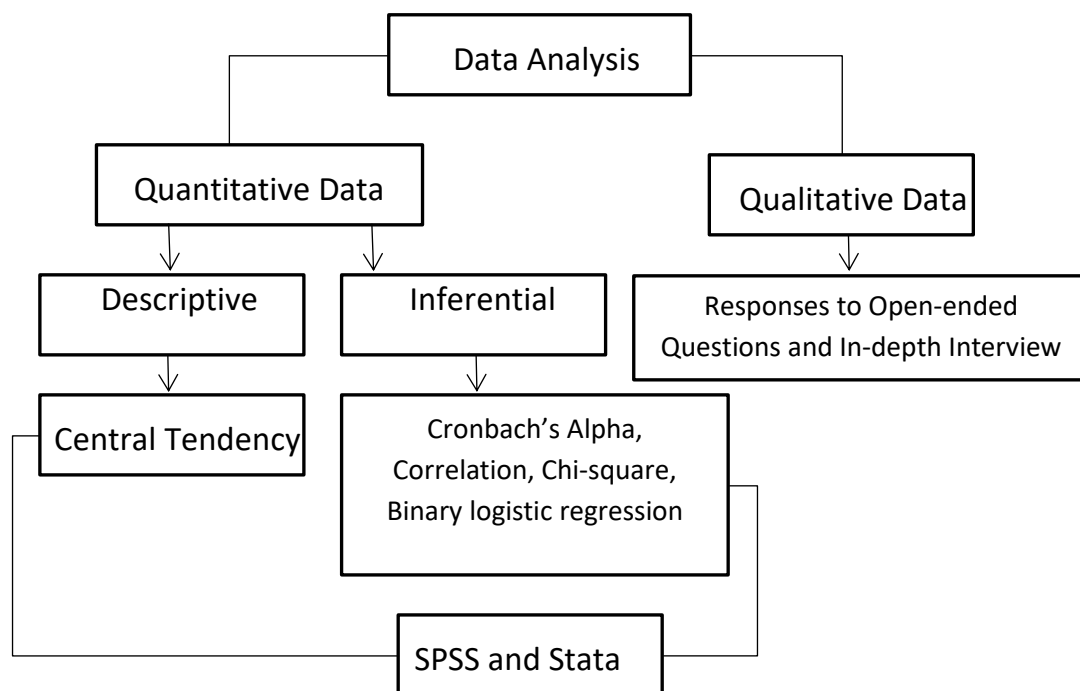


Figure 4.5: Data presentation and analysis

4.7.3 Measures

The items in the questionnaire are scaled through Likert Scaling. Rensis Likert developed the Likert Scaling, a form of composite measure. By using standardized response categories in survey questionnaires to assess the relative intensity of various items, it aims to improve the standards of measurement in social research.

Likert items are those using subresponse categories as ‘strongly agree’, ‘agree’, ‘disagree’, and ‘strongly disagree’ (Babbie, 2008). The categories of response are coded numerically: like Strongly Disagree= 1, Somewhat Disagree= 2, Neither Agree nor Disagree= 3, Somewhat Agree= 4, Strongly Agree= 5.

4.7.4 Dependent variable of the study

The researcher carefully designed survey items to capture various aspects of trust to be reflected, through the multiple items of the study. Dependent Variable trust is operationalized as eighteen– items, measured originally on a five-point Likert scale, ranging from 'strongly disagree to strongly agree'. **Composite scores** were made up of eighteen items asking survey respondents how much they trust police based on the following items.

Composite scores were made, considering the median value of composite scores as the cutoff point like fractions less than half of median was rounded down and then coded ‘0’, fractions equal to half of median or more was rounded up and coded ‘1’. For conducting the binary logistic regression models, composite scores were then dummied as 'No Trust= 0' and 'Have Trust= 1'.

Items
Police demonstrates professionalism in its work
Police personnel are frequently visible in your community
Police visibility reduces public robbery or theft
Visibility of police in your neighborhood increases your trust on police
Bangladesh Police is an organization with honesty and integrity
Police is dependable
Police has the credibility in investigation of the criminal activity
Police officers have patience in assisting citizens
Police work with citizens together in solving problems
Police officers cooperate with citizens to address their concern
Police provides citizen with adequate public safety information
Police know how to best respond to crime
Police has the efficiency and effectiveness in prevention and detection of crime
Police officers promptly respond to service and emergency calls
I have confidence in calling police if I were in emergency requiring police assistance
Police were usually fair
Police are approachable and easy to talk to
Police treated all citizens with dignity and respect

4.7.5 Independent variables

Table 4.1 shows that the independent variables of this study were divided into a set of individual-level variables or demographic variables, contact variables, and a set of contextual variables that are described below.

Table 4.1: Variables and Coding

Variables	Categories	Coding
Independent Variables		
<i>Demographic Variables</i>		
Gender	Female Male	0 1
Age (years)	< 25 25- 34 35- 44 45- 54 > 54	0 1 2 3 4
Education	Up to Primary Secondary Higher Secondary Above Higher Secondary	0 1 2 3
Income Group	Lower Income Middle Income Higher Income	0 1 2
Type of residence	Rural urban	0 1
<i>Contact Variables</i>		
Harassment by police	No Yes	0 1
Asked to pay a bribe	No Yes	0 1
<i>Contextual Variables</i>		
Feel safe at walk after dark	No Yes	0 1
Neighbors will call the police right away if they think a crime is being committed	No Yes	0 1
When you do a favor for a neighbor you can generally trust the neighbor to return the favor	No Yes	0 1
Someone robbed you	No Yes	0 1
Believe negative news about the police reported by the media	No Yes	0 1
Dependent Variable		
Trust In Police	No Trust Have Trust	0 1

Demographic variables include gender, age, education, income, and residency. Gender is coded as a dummy variable with 1 representing male.

Respondents' age was measured in actual years during data collection, but later on, it was categorized under five categories and coded accordingly (<25= 0, 25-34= 1, 35-44= 2, 45-54=

3 and 55 >= 4) Education was also measured in actual years of schooling during data collection and then categorized into four groups (Up to Primary= 0, Secondary= 1, Higher Secondary= 3 and Above Higher Secondary= 4).

Income is a three-category variable (Lower Income= 0, Middle Income= 1, Higher Income= 3), Residency is a dummy variable with 1 representing the urban area and 0 for the rural area.

The Contact variable 'Harassment' was measured by whether any respondents were harassed by police personnel (Yes= 1) or were not harassed (No= 0) by them.

The bribe was measured by whether any police officer asked the respondents to pay a bribe or not asked to pay a bribe where yes was coded as one '1' and no was coded as zero '0'.

The contextual variables, safety feeling of walking alone after dark was measured based on a question whether they were very unsafe= 1, somewhat unsafe= 2, neither unsafe nor safe= 3, reasonably safe= 4, and very safe= 5. The values were then transformed, and dummy variables were created that were very unsafe, somewhat unsafe, or neither unsafe nor safe and were considered as 'No Safe' and given a code of zero '0' for interpretation.

The second contextual variable trust in neighbours or Neighbourhood social capital was measured as two-items, 1. Your neighbours will call the police right away if there is a suspicious person roaming around in your neighbourhood, 2. When you do a favour for a neighbor you can generally trust the neighbor to return the favor, measured originally on a five-point Likert scale, ranging from 'strongly disagree to strongly agree'. The values were then transformed, and dummy variables were created where strongly disagree, disagree, neither disagree nor agree were considered as 'No' and given a code of zero '0' for interpretation. And agree and strongly agree was considered as yes and given a code of '1' for interpretation.

The contextual variable 'someone robbed you' was a dummy variable (1= yes, 0= no).

The influence of media was measured by asking the respondents to what extent they actually believe the negative news of the police misconduct and brutality reported by media, where do not believe at all= 1, very little believe= 2, neutral (neither believe nor disbelieve= 3, Believe= 4, Strongly believe= 5. The values were then transformed, and dummy variables were created where do not believe at all, very little believe, neutral (neither believe nor disbelieve, was considered as 'do not believe media reports' and given a code of zero '0' while Believe and Strongly believe was given a code of one '1' for interpretation.

4.8 Validity and Reliability of the Measures

In this study, the issue of validity and reliability was carefully followed. “A measure is valid if it measures what it is supposed to measure” (Sufian, 2009). The validity of direct measurement is obvious, whereas the validity of indirect measurements, such as an index or a scale, is approximative. In actuality, it is impossible to ensure that an indirect measure is valid for evaluating a concept. The researchers have devised ways to the problem, though. Three distinct types of validity based on various viewpoints are taken into consideration when evaluating the validity of a measure: face validity, predictive validity, and construct validity. A measure is said to have predictive validity if a strong correlation can be shown between the behavior anticipated by the measure and the behavior ultimately displayed. Face validity indicates that the items chosen to assess a variable are logically related to it. Construct validity is the third fundamental approach of validity assessment. It assesses how well a measurement tool corresponds to the object the researcher is trying to measure. It is essential to prove the general validity.

The consistency with which a method measures something is known as reliability. The measurement is regarded as reliable if the same result can be consistently obtained by applying the same techniques under the same conditions. In this research, Cronbach’s alpha reliability test was conducted.

As mentioned earlier, methodological triangulation was also followed for improving validity and reliability of the research. No inconsistency was observed while interpreting the bivariate correlation matrix, Variance Inflation Factor and Tolerances, Chi-square test, Independent Sample T-test, and Binary Logistic Regression Results. Besides, the researcher also consulted the findings with a few high-ranked police officials, civil society members, and journalists. Moreover, the findings were also compared with that of other related studies of literature.

4.9 Values and Ethical Considerations in the Study

Values and ethical issues were maintained strictly as it is legitimate, desirable, and indispensable in social research. This research will be value-free dogma where the researcher attempted to free (as much as possible) the result of analysis from personal judgment with a belief that these biases may vitiate the research result.

Ethics is an interpersonal concept, and it is the key consideration in the design of social science research. Every researcher has a commitment to contribute to the stream of knowledge and is

equally obliged to protect the interest and welfare of their research subject. In this case, certain ethical considerations guide the researcher. In case of ethical issues anonymity, confidentiality, informed consent, honesty in report analysis, and a professional code of ethics must be maintained.

- a. Anonymity: It essentially means that the participant will remain anonymous throughout the study even to the researcher.
- b. Confidentiality: It is the process where a researcher can identify respondents but promise not to do so publicly (Sufian, 1998). It means what has been discussed will not be repeated or at least without permission.
- c. Informed consent: It is an important part of any research project. It is the processing technique through which participants must be thoroughly informed about the aims, procedures, risks, and benefits involved in research before giving their agreement to participate.
- d. Honesty in report analysis: The researcher must be truthful when reporting data, results, techniques, processes, and publication status.
- e. Professional code of ethics: It is an important regulatory mechanism that may assist the individual researcher and explain what is required and what is forbidden.

Besides, integrity, carefulness, openness, respect for intellectual property and social responsibility, etc. were tried to be maintained as much as possible.

4.10 Limitations of the Study

Like many other studies, there are some limitations and shortcomings in the present study. As there were only two study areas, and the sample size was 678, the sample might be not representative of the whole of Bangladesh. So, the findings cannot be generalized to the larger community of Bangladesh.

Besides, there is a lack of sufficient literature regarding the research topic in Bangladesh, and data collection regarding trust in police was difficult because people usually did not try to be associated with policing issues. On the other hand, the perception of trust and confidence in the police is a complex issue that cannot be explained or explored by a limited number of variables as there may have different better-measured variables within society.

Chapter 5: Presentation, Analysis, and Interpretation of Data

This study attempted to assess citizens' level of trust and to identify the factors that affect the level of trust. This chapter presents the analysis and findings with regard to the objectives and discussion of the same. It has two major subsections, which have been discussed to achieve the study's overall objectives. The first section describes the background characteristics of the sample respondents, Cronbach's Alpha Reliability Test of the items of the dependent variable public trust in the police, percentage and frequency distribution of the items of the dependent variable, the research findings on the perception of, police contact, harassment, trust in neighbours, victimization, media reports, and so on where the findings are presented in %, frequency distributions, pie charts, bar charts, mean and standard deviations. In the second section, inferential statistics (correlation, chi-square tests, independent sample t-tests and binary logistic regression) were used for the purpose of hypothesis testing and to determine the influence of the independent variables on the dependent variable.

5.1 Demographic Characteristics of the Sample Population

Table 5.1 describes the demographic characteristics of the respondents of the study which includes gender, age, level of education, monthly income, and residence. Though the study intended to collect data from an equal percentage of gender, it was not practically possible due to the Covid-19 situation, as it was difficult to reach respondents.

Respondents' age was measured in actual years during data collection, but later, it was categorized into five groups. And the highest percentage, 32.01%, falls in the 25-34 age group followed by the second highest, 29.06% in the 35-44 age group. Therefore, the other three categories are 15.04%, 14.16%, and 9.73% for the 45-54, <25years, and >54 years age groups, respectively.

Table 5.1: Percentage distribution table of demographic variables

Variables	Categories	N	Percentage (%)
Gender	Female	264	38.94
	Male	414	61.06
Age	<25 Years	96	14.16
	25-34 Years	217	32.01
	35-44 Years	197	29.06
	45-54 Years	102	15.04
	>54 Years	66	9.73
Education	Up to Primary	199	29.35
	Secondary	166	24.48
	Higher Secondary	93	13.72
	Above Higher Secondary	220	32.45
Income Group	Lower Income	269	39.68
	Middle Income	186	27.43
	Higher Income	223	32.89
Residence	Rural	327	48.23
	Urban	351	51.77

Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

During data collection, education was also measured in actual years of schooling and then categorized into four groups. The highest 32.45% had education up to above higher secondary level, the second-highest 29.35% had an education of under primary-to-Primary level followed by 24.48% at the Secondary level and 13.72% at the higher secondary level. Among the respondents, 48.23% were from rural areas, and 51.77% were from urban areas.

At the time of data collection, respondents' monthly income was measured in the actual amount of money but later, it was categorized under three groups. As data were collected from various segments of the population, like homemakers 24.15%, students 12.81%, farmer 10.16%, fisherman 3.24%, unemployed 3.83% and so on (Annexure- C), so the monthly income bracket of respondents shows that lower-income group compose the majority of the respondents which is 39.68%, while the next highest income group is higher- income group which contains 32.89% of the respondents and middle-income group contains 27.43% of the respondents.

5.2 Reliability Analysis of the Items of Dependent Variable Trust in the Police

The dependent variable in this study was measured on multi-itemed 5-point Likert Scale. As the scale consists of 18 items, it was necessary to determine Cronbach's alpha coefficient for the items' internal consistency reliability. Internal consistency reliability is determined to ensure the validity of the used items or variables in the study (Haradhan, 2017).

Table 5.2: Reliability test (Cronbach's Alpha)

Alpha	Items
0.9477	18

Cronbach's alpha reliability coefficient normally ranges between 0 and 1 and is useful in determining whether it is justifiable to interpret scores that have been aggregated together. Generally, it is maintained that the closer Cronbach's alpha coefficient is to 1.0, the greater the internal consistency of the items in the scale (Sozer, 2008). Here, 0.6 is an acceptable level, 0.72 is satisfactory and 0.93 is a high coefficient. After conducting Cronbach's alpha and inter-item correlations, it was found that Cronbach's alpha value for 18 items of the scale is 0.9477 which is excellent. So, Cronbach's Alpha value indicates excellent internal consistency of the scales of the dependent variable, that is, the items of the dependent variable have reliability and can be used for statistical analysis.

5.3 Percentage Distribution of Perception on Items of Trust in the Police

On the scale of 1-5 respondents were asked to determine how much they agree or disagree with following statements where higher value indicates greater acceptance of the statement.

Table 5.3 and Table 5.4 in the following pages present frequency distribution, %, standard deviation, and mean values of eighteen trust measure items of police in rural and urban areas.

Table 5.3: Percentage distribution of the responses of trust items in the police in the rural area

Items	Strongly Disagree (1)	Somewhat Disagree (2)	Neither Agree nor Disagree (3)	Somewhat Agree (4)	Strongly Agree (5)	Mean	SD
	N (%)	N (%)	N (%)	N (%)	N (%)		
Police demonstrates professionalism in its work	2 (0.61)	34 (10.4)	51 (15.6)	167 (51.07)	73 (22.32)	3.841	.91
Police personnel are frequently visible in your community	1 (0.31)	38 (11.62)	29 (8.87)	204 (62.39)	55 (16.82)	3.838	.852
Police visibility reduces public robbery or theft	23 (7.03)	42 (12.84)	200 (61.16)	62 (18.96)	23 (7.03)	3.92	.771
Visibility of police in your neighborhood increases your trust on police	2 (0.61)	32 (9.79)	23 (7.03)	178 (54.43)	92 (28.13)	3.997	.895
Bangladesh Police is an organization with honesty and integrity	25 (7.65)	51 (15.6)	15 (4.59)	167 (51.07)	69 (21.1)	3.624	1.197
Police is dependable	24 (7.34)	56 17.13	12 3.67	183 55.96	52 15.9	3.56	1.163
Police has the credibility in investigation of the criminal activity	27 (7.69)	153 (43.59)	87 (24.79)	80 (22.79)	4 (1.14)	3.599	1.183
Police officers have patience in assisting citizens	50 (14.25)	152 (43.3)	76 (21.65)	68 (19.37)	5 (1.42)	3.523	1.23
Police work with citizens together in solving problems	17 5.2	128 39.14	62 18.96	64 19.57	56 17.13	3.043	1.218
Police officers cooperate with citizens to address their concern	10 3.06	56 17.13	59 18.04	118 36.09	84 25.69	3.642	1.128
Police provides citizen with adequate public safety information	12 3.67	56 17.13	34 10.4	144 44.04	81 24.77	3.691	1.129
Police know how to best respond to crime	20 (5.70)	100 (28.49)	46 (13.11)	169 (48.15)	16 (4.56)	3.82	1.019
Police has the efficiency and effectiveness in prevention and detection of crime	21 (5.98)	96 (27.35)	68 (19.37)	151 (43.02)	15 (4.27)	3.81	.934
Police officers promptly respond to service and emergency calls	35 (9.97)	124 (35.33)	114 (32.48)	74 (21.08)	4 (1.14)	3.783	1.062
I have confidence in calling police if I were in emergency requiring police assistance	16 (4.89)	54 16.51	31 9.48	150 45.87	76 23.24	3.661	1.148
Police were usually fair	56 (15.95)	156 (44.44)	85 (24.22)	49 (13.96)	5 (1.42)	3.587	1.24
Police are approachable and easy to talk to	40 (11.4)	144 (41.03)	74 (21.08)	83 (23.65)	10 (2.85)	3.015	1.23
Police treated all citizens with dignity and respect	52 (14.81)	182 (51.85)	72 (20.51)	40 (11.40)	5 (1.42)	2.933	1.268

Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

Table 5.4: Percentage Distribution of the Responses of Trust Items in the Police in the Urban Area

Items	Strongly Disagree (1)	Somewhat Disagree (2)	Neither Agree nor Disagree (3)	Somewhat Agree (4)	Strongly Agree (5)	Mean	SD
	N (%)	N (%)	N (%)	N (%)	N (%)		
Police demonstrates professionalism in its work	32 9.09	152 43.18	89 25.28	72 20.45	7 1.99	2.631	0.973
Police personnel are frequently visible in your community	23 6.53	103 29.26	27 7.67	179 50.85	20 5.68	3.199	1.12
Police visibility reduces public robbery or theft	19 5.4	63 17.9	32 9.09	210 59.66	28 7.95	3.469	1.045
Visibility of police in your neighborhood increases your trust on police	21 5.97	81 23.01	40 11.36	190 53.98	20 5.68	3.304	1.071
Bangladesh Police is an organization with honesty	57 16.19	121 34.38	90 25.57	79 22.44	5 1.42	2.585	1.051
Police is dependable	38 10.8	156 44.32	93 26.42	57 16.19	8 2.27	2.548	0.963
Police has the credibility in investigation of the criminal activity.	27 (8.26)	45 (13.76)	23 (7.03)	169 (51.68)	63 (19.27)	2.661	0.951
Police officers have patience in assisting citizens	17) (5.20)	72 (22.02)	44 (13.46)	111 (33.94)	83 (25.38)	2.504	1.005
Police work with citizens together in solving problems	48 13.64	139 39.49	80 22.73	79 22.44	6 1.7	2.591	1.034
Police officers cooperate with citizens to address their concern	45 12.78	124 35.23	88 25	91 25.85	4 1.14	2.673	1.031
Police provides citizen with adequate public safety information	46 13.07	133 37.78	89 25.28	78 22.16	6 1.7	2.616	1.023
Police know how to best respond to crime	5 (1.53)	43 (13.15)	45 (13.76)	147 (44.95)	87 (26.61)	3.174	1.072
Police has the efficiency and effectiveness in prevention and detection of crime	5 (1.53)	37 (11.31)	38 (11.62)	182 (55.66)	65 (19.88)	3.123	1.05
Police officers promptly respond to service and emergency calls	13 (3.98)	42 (12.84)	23 (7.03)	174 (53.21)	75 (22.94)	2.681	0.954
I have confidence in calling police if I were in emergency requiring police assistance	28 7.95	104 29.55	90 25.57	122 34.66	8 2.27	2.938	1.025
Police were usually fair	24 (7.34)	59 (18.04)	25 (7.65)	139 (42.51)	80 (24.46)	2.405	0.963
Police are approachable and easy to talk to	25 (7.65)	116 (35.47)	68 (20.80)	65 (19.88)	53 (16.21)	2.655	1.049
Police treated all citizens with dignity and respect	25 (7.65)	140 (42.81)	53 (16.21)	50 (15.29)	59 (18.04)	2.328	0.912

Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

In response to the statement, Police demonstrates professionalism in their work, 51% of respondents in the rural area somewhat agreed and 22% strongly agreed with that. On the other hand, 43.18% of respondents in the urban area somewhat disagreed with that, 9.09% strongly disagreed with that and 20% somewhat agreed with that. Only 1.99% strongly agreed with the statement. Begum & Hossienie (2009) in their study also reported low level of professionalism of the police.

When respondents were asked about whether police were frequently visible in their areas, a large portion, 62.39% in rural area, somewhat agreed with the statement and around 17% strongly agreed with that. But around 12% respondents denied that police were visible in their areas. Though around 51% of respondents in the urban area somewhat favoured and 5% strongly favoured the statement but around 30% of respondents denied that police were visible, and it was strongly denied by 6.53% of respondents. One of the respondents who disagreed with the statement in the urban area mentioned, *‘Occasionally, police patrol only on main roads, they never come to the ‘goli’ (alleys), so it is useless because most of the time, hijacking and other small crimes take place in local alleys rather than in main roads’* (Interview- 543). Respondents also mentioned that it is not expected that police will patrol every day, but at least they can patrol twice or thrice a week throughout the neighbourhood. One female respondent mentioned, *“One morning, when I was returning after dropping my child at school at 8.15 a.m., I was attacked by one ‘chintaikari’ (hijacker). He suddenly stopped me and snatched away my gold bengals”* (Interview- 220).

Most of the respondents 61.16% in the rural area were neutral when they were asked about whether police visibility reduced public robbery or theft. In contrast, around 60% of respondents in the urban area replied positively to this statement, while around 18% somewhat disagreed and 5.4% strongly disagreed with that.

Similar responses were reported in both rural and urban area in response to the question on police visibility and trust, a total of 54.43% in rural area and 53.98% respondents of the urban area somewhat agreed that the visibility of police increased their trust in police. However, 9.79% of respondents in the rural area somewhat disagreed and only 0.61% strongly disagreed with this statement while it was 23.01% and 5.97% in the case of the urban area.

When the respondents were asked about the honesty and integrity of the police, 51% of respondents in the rural area somewhat agreed and 21.1% strongly agreed with that. In contrast, 34.38% respondents somewhat disagreed and 16.19% strongly disagreed with that, while 25%

were neutral and 22% agreed with that in the urban area. In accordance with their negative opinion, they stated that the police are the most corrupt and dishonest persons in the country, most police personnel enter the force on the wrong track, with the primary goal of making a large sum of money through unrestrained corruption rather than serving the country. A group of respondents who are drivers, opined Police hold CNG-driven auto rickshaw drivers, truck drivers, and rickshaw pullers on the excuse of fake licenses, illegal parking, wrong signal, vehicle unfitness, and other grounds in search of bribes, by using their unaccountable power, they can impose their decisions on innocent people. One driver depicted, *“Because I am a driver and it is their obligation to check us, the police sometimes check me. One morning traffic police checked my pocket, put some drugs (yaba), and alerted the next police check post to check my pocket. Then police at the next check post searched my pocket and discovered this narcotic, charged me with possession of a controlled substance. They let me out of the case after I paid a small sum of money”* (Interview- 36). On the other hand, one of the respondents who thinks that police is honest, commented- *“A police officer once came to my house to investigate a case. I offered him some money to cover the cost of his journey/travel after his inspection, but he declined, claiming that it was part of his appointed task”* (Interview- 49).

Concerning the credibility of police in the investigation of criminal activity, 51.68% of respondents in the urban area agreed with the statement and 19.27% strongly agreed with that. In contrast, around 44% respondents from rural areas rejected the statement claiming that the police were not reliable for any proper inquiry followed by 7.69 % who strongly rejected it. Besides, 14% of urban respondents somewhat disfavoured and 8.26% strongly disfavoured the statement. One of the respondents said, *“Bangladesh Police Bureau of Investigation (PBI) is notorious for modifying and manipulating the investigation report in exchange for money and pressure from political and influential elites”* (Interview- 94) Another respondent added, *“My father was imprisoned for two years based on a bogus/ false investigation report produced by police due to the pressure of a local political leader”* (Interview- 88). Haider et al. (2007) also found out that the majority of respondents in households identified police as distrustful of the criminal investigation. Karzon (2006) also observes that *“Police officers can readily add or remove names from the charge-sheet, give a final report when a charge-sheet should be given, or do the opposite”*. On the other hand, one of the respondents who perceived the police positively, stated, *“If the police were not trustworthy in investigating crimes, none of the cases in Bangladesh would be solved. We can read the success stories of so many criminal cases every year because of their dedication and hard work”* (Interview- 11).

Regarding the statement, “Police is dependable” around 56% of respondents in the rural area somewhat agreed with that while in the urban area, only 16.19% of respondents agreed with that and 44% of them somewhat disagreed with that.

In response to the statement, “Police know how to best respond to crime” 48.15% of rural respondents somewhat agreed and around 5% strongly agreed with that, and it was 44.95% and 26.61% in the case of urban respondents. Based on their positive perceptions, they indicated that the Bangladesh police force is currently receiving the best possible training to combat crime, On the other hand, around 29% respondent from the rural area and 13% of respondents from urban area somewhat disfavoured the statement. One of the negatively viewed responders stated, *"Bangladesh police still uses antiquated tactics and arms, although criminals are considerably modern and better-equipped these days"* (Interview- 555).

Respondents of this study were asked to rate the efficiency and effectiveness of police in preventing and detecting crime. More than half of the urban respondents (around 56%) were of the view that the level of efficiency and effectiveness of the police was moderate, while around 20% considered it as very good. On the other hand, it was 43% and 4.27% respectively in the case of rural respondents. Besides, slightly more than one-quarter of 27.35% of the respondents in the rural area rated the police negatively in preventing and detecting crime while it was 11% in the urban area. Poor pay was also mentioned as a contributing reason to the inefficiency of police. One of the negatively perceived respondents added, *“Rather than combating /tackling crime, the police are instead focusing on corruption and inducement”* (Interview- 88). Another respondent said, *“Lack of sufficient staff will also have an influence on the police's capacity to respond to public demands and, as a result, tarnish their image as an effective and efficient service provider”* (Interview- 233). Mitra and Associates also described in their study that the majority of the respondents reported that the police are moderately effective in preventing crime (Mitra & Associates, 2010).

More than half of the respondents, 53% of urban areas, acknowledged that the police is responsive if they are called for any emergency, and around 23% strongly agreed with that. Conversely, only 21.08 of % of rural respondents somewhat agreed with that, 1.14% strongly agreed with that, 35.33% somewhat disagreed with that, around 10% strongly disagreed with that and 32.48% remained neutral. A good number of urban respondents were more favourable regarding the responsiveness of police in emergencies compared to their rural counterparts. They appreciated the system of ‘999’ where people can easily contact police at anytime, anywhere and the response is prompt. However, those who disagreed with that stated that, if

they are called for any assistance, police did not respond, Sometimes, they don't even receive the call. Another respondent added, *"The way the police respond to a call is determined by who made the call. If he is from the ruling party or a powerful social class, the response is immediate and vigorous; however, if he is from the opposition party or a lower social class, the response is slow or sometimes even there is no response"* (Interview- 105).

Among the urban respondents, around 30% disagreed, around 8% strongly disagreed and 25% were neutral that they would call the police if it was an emergency. While it was 16%, and around 5% and 9.48% respectively for rural respondents. One respondent mentioned, *"In any emergency, I attempt to solve it by myself because calling the police may result in unnecessary harassment and wastage of money"* (Interview- 25). Respondents' views indicate that *they will call the police for assistance since they have no other option*. On the other hand, 45.87% of rural respondents and around 35.2% of urban respondents mentioned that they will take police assistance if there is an emergency. While 23.24% urban respondents and 2.27% of rural respondents strongly agreed with that. One respondent said, *"Even though the police are notorious for their dishonesty and illegal acts, they remain the most visible law enforcement agency in our country at the time of any emergency"* (Interview- 622). Some have also argued that, even though the police force is one of the most corrupt sectors, we can sleep peacefully/quietly at home because of their sleepless night patrols.

With regard to the statement 'Police officers cooperate with citizens to address their concern' 36% respondents in rural area somewhat agreed and 25.69% strongly agreed whereas it was 25.85% and 1.14% in the case of urban respondents. Besides, 35.23% of urban respondents somewhat disagreed and 12.78% strongly disagreed with that while it was 3.06% and 17.13% of the case of rural respondents. The mean value for this item was 3.462 in the rural area and 2.673 in the urban area which indicates that rural respondents have a more favourable evaluation of the police than their urban counterparts on this item.

When the respondents were asked to provide their opinion on the statement, "Police work with citizens together in solving problems" around 20% of the rural respondents and 22.16% of the urban respondents moderately agreed with that. Around 40% of respondents in both areas somewhat disagreed with that. One respondent said, *"Police do not cooperate with citizens in a way that allows them to work together. Most of the time, police officers do not like to share their power with others, therefore they make decisions on their own on local issues"* (Interview- 453). Another respondent added, *"Because the police provide refuge to criminals and collect*

commission from them, they hinder citizens from getting involved in social problem resolution" (Interview- 6).

The urban respondents rated the police more unfavourably than their rural counterparts regarding the intention of the police in providing citizens with adequate public safety information. Among them, around 38% simply disagreed followed by 13% who strongly disagreed, 25% were neutral and 22% simply agreed with that. In contrast, 44.04% rural respondents simply agreed, and around a quarter (25%) strongly agreed with the statement. One respondent said, "During controlling terrorism, police announced through miking and made people aware about by advising citizens to report to the thana (local police station) if any unknown person roams around the area" (Interview- 60). Another respondent added, "*Police also advised about keeping records of information of the tenants through advertisement in television, in newspapers and wall writing at Police Lines*" (Interview- 541).

In response to the fairness of the police, 44.5% of respondents from rural area replied that they somewhat disagreed with the statement that "Police were usually fair", followed by 15.95% who strongly disagreed with that. On the contrary, it was 7.34% and 18.04% in urban areas. Surprisingly, 42.5% of urban respondents somewhat agreed, and 24.51% strongly agreed with this statement. "Service is offered to the persons first who keep a relationship with the police", one respondent replied when asked who gets served first. "*Police do not make entries of poor people's cases even if they go to the police station physically several times*" (Interview- 411). Another respondent noted, "*whereas a phone call from a political figure causes the police personnel to make entry of a diary. Those who are wealthy and powerful are treated with respect, while those who are poor and helpless are treated with rudeness and arrogance*" (Interview- 376). This is in line with the findings of Khondoker et al. (2013) where it was observed that the majority of the respondents had significantly lower levels of trust in the equal treatment of police in Bangladesh. Respondents who held a positive attitude stated that unequal treatment based on social rank, power, and income is a culture and tradition in every sector of our country, not only the police administration. It is nearly impossible to give fair or equitable treatment in Bangladesh, whether in the police force or in any private institution.

Regarding the statement, "Police are approachable and easy to talk to" 23.65% of rural respondents somewhat agreed and around 3% strongly agreed, while it was around 20% and 16% in the case of urban respondents. On the other hand, 36% of urban respondents and 41% of rural respondents expressed their disagreement with that by saying the Bangladesh police is characterized by the worst behaviour and manners towards the people. Another respondent

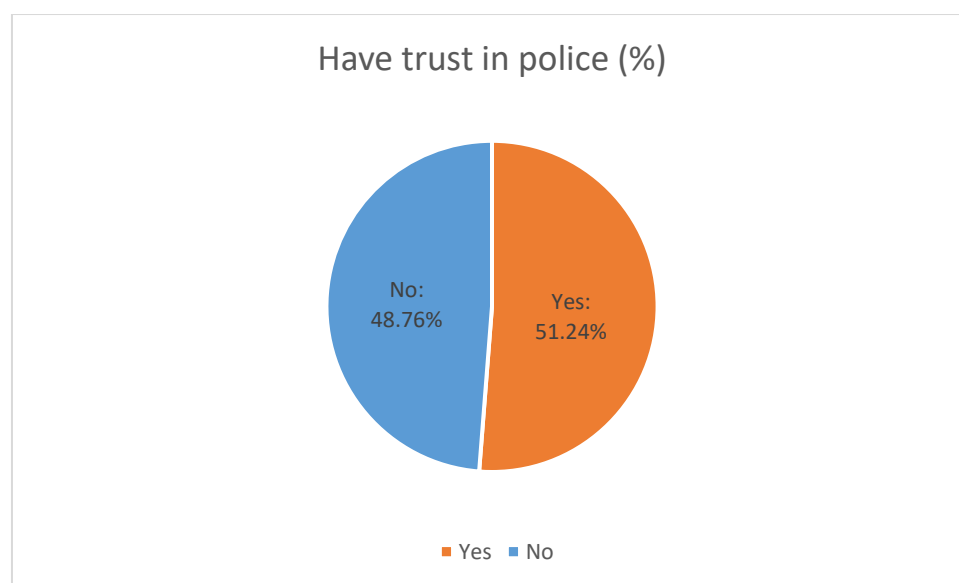
added, “*korkosh baboher tader mojjagoto ovyash*” (rude behaviour is their inherent habit) (Interview- 121). Police officers still consider themselves bosses of the masses because of their colonial heritage. Some respondents also stated that the approachable and kind attitude of the police is a myth. It is only available to those who are wealthy, powerful, and influential.

Slightly more than half of the urban respondents, 51.85% and 42.81% of the rural respondents expressed their disagreement regarding the attitude of the police in treating citizens with dignity and respect. Respondents also claimed that, rather than being respectful, police treat people disrespectfully, and that police harassment of ordinary citizens is a common occurrence. When the opposition political party ‘s activist was arrested without explanation when they did not find the actual suspect/man, they arrested another person from the family, and he stated, “*I was taking my meal while police arrived and arrested me without explanation. When I inquired as to why they arrested me, they responded that I would learn the cause once I had gone to court. My mother requested them to let me finish my meal, but they did not give me the opportunity*” (Interview- 622). This perception can be compared with the study of Islam et al. (2020), where it was found that the majority of the respondents do not consider the police polite, sincere, and trustworthy. Only 11.40% of rural area respondents somewhat agreed, 1.42% strongly agreed, and 20.52% were neutral, while it was 15.29%, 18.04%, and 13.46%, respectively, in the case of urban respondents. This item has the lowest mean value in both rural and urban areas. The mean value is below 3 in both areas, which indicates that respondents have an unfavourable attitude towards police on this item.

Rural respondents provided more negative responses than their urban counterparts to the statement, “Police officers have patience in assisting citizens”. Here 43.3% somewhat disagreed, 14.25% strongly disagreed, 20.51% were neutral, 19.37% somewhat agreed, and 1.42% strongly agreed in their responses. In contrast, 22% of the urban respondents somewhat disagreed, 5.2% strongly disagreed, 13.46% remained neutral, 33.94% somewhat agreed, and 25.38% strongly agreed with the statement. Perhaps one of the biggest problems is that the police have very limited capacity and there are not enough police in the country (Mitra and Associates 2010). There is insufficient manpower in police administration in the proportion of the population (Rahman, 2012). Generally, a police officer has to work for 13-14 hours a day. In this connection, when the respondents were asked, they replied that heavy workload hinders the service delivery of police to increase negligence and indifference among them (Chisty, 2016).

Most of the mean values are above 3 in the rural area (seventeen out of eighteen items), whereas most of the mean values in urban area are below 3 (thirteen out of eighteen items). It can be said that respondents of the rural area have a moderately higher level of trust in police than those of their counterparts in the urban area.

The following figure (5.1) shows the percentage of citizens' trust in the police.



Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to January 2022

Figure 5.1: Percentage of trust in the police

As the dependent variable of this study was trust in the police and was a scaled variable with '1' representing strongly disagree to '5' representing strongly agree as shown in tables 5.3 and 5.4, around 12% (11.804%) of respondents said they had a lot of trust in the police, and 35.67% stated they somewhat trusted the police. Considering these numbers and median values, slightly more than half of the respondents 51.24% of this study expressed favourable attitudes toward police, which is shown in figure 5.1. As mentioned in chapter 4, **Composite score** was calculated, considering the **median value** of composite scores as the **cutoff point** like fractions less than half of median was rounded down and then coded '0', fractions equal to half of median or more was rounded up and coded '1'. For conducting the binary logistic regression models, composite scores were then dummied as 'No Trust' (0) and 'Have Trust' (1). The findings of previous surveys like Mitra and Associates (2010), The Daily Star-Nielsen (2011), UNDP (2014), PPG Trust Survey North South University (2015), and Hossain & Rahman (2017)

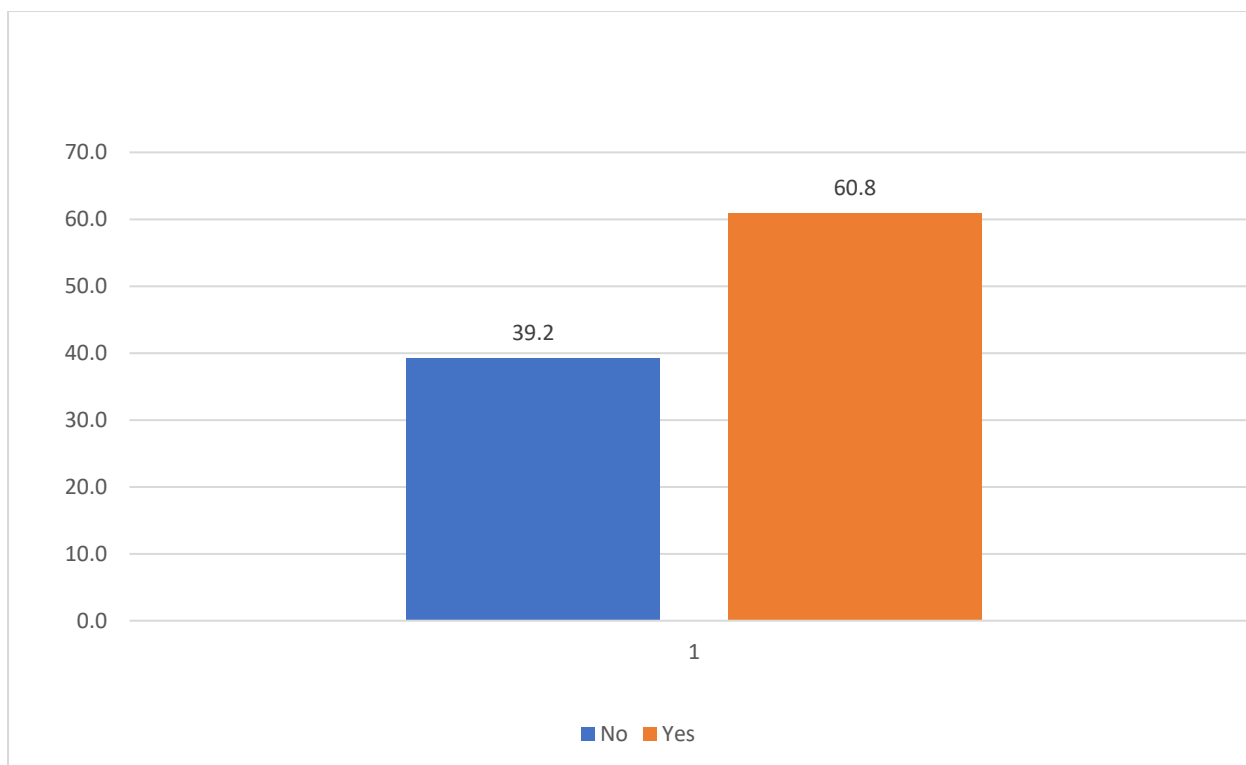
reveal that trust- was 45%, 55%, 37%, 43%, and 45% respectively. Another study indicates that 76% of the users were satisfied with the services by the police stations under the Dhaka Metropolitan Police (Ahmed, 2013).

However, the findings of the present study have not strictly followed the increasing or decreasing trend with the previous studies but there is some level of consistency in the findings with earlier research on trust in the police. It should be noted that, after comparing this study with earlier studies on the Bangladesh Police, all of these studies- including the present one- are based on different samples and indicators and methodologies. As a result, they are unable to draw any conclusions or provide convincing comparisons. However, a general understanding of the degree and trends of the public perception of trust in the Bangladesh Police can be gained by comparing several research.

5.4 Perception of Contact with the Police

5.4.1 Contact with the police

Contact with the police is treated as the basic indicator that influences the satisfaction and attitude of citizens toward the police (Jesilow, Meyer, & Namazzi, 1995). The respondents were asked if they ever had contact with the police.



Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to January 2022

Figure 5.2: Contact with police

The present study found that more than half of the respondents, 60.82%, had contacted the police in the last two years for different reasons, while 39.18% did not contact the police. When asked about the reason for not contacting the police, most of them replied that there had never been any reason to contact the police. Some of them also added that the issue was not serious enough and they thought that contacting the police would rather increase additional troubles.

5.4.2 Reasons for contact

The following table shows reasons for contact of respondents with the police through frequency and percentage.

Table 5.5: Reasons for contact

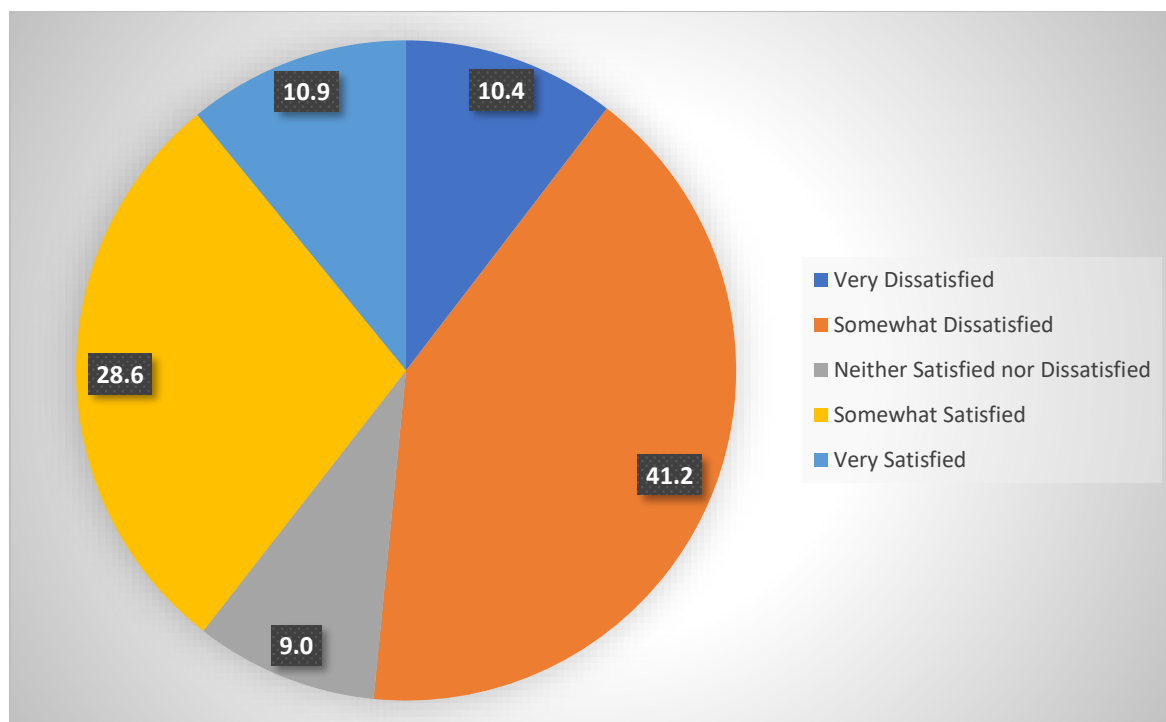
Reasons	Frequency	Percent
To make Passport	92	22.28
Victim of a crime	18	4.36
Lodge GD	72	17.43
Car requisition	26	6.30
Political reasons	28	6.78
FIR	5	1.21
Other	172	41.65
Total	413	100.00

Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

When the respondents were asked to mention their reasons for contact with the police, 22.28% replied that they had contacted to make a passport, 17.43% for lodging General Diary, 6.78% for political reasons, 6.30% for car requisition, 4.36% were victim of a crime, 1.21% for FIR and 41.65% for other reasons.

5.4.3 Satisfaction with last contact

Regarding the respondents' level of satisfaction, they had received on their last contact with the police, 28.57% of respondents stated that they were satisfied with the service from the police followed by 10.90% who were very satisfied. In contrast, slightly more than two-fifth of the respondents, 41.16% were somewhat dissatisfied and 10.41% were strongly dissatisfied with the services provided by the police and 8.96% did not comment on that.



Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

Figure 5.3: Satisfaction with service

Some of the respondents who were dissatisfied expressed their frustration by saying it's impossible to get good treatment from the police since the system is riddled with nepotism, bribery, corruption, political bias, carelessness, and a bundle of other issues. One respondent said, "When the police arrived at my house for the first time for passport verification, I did not pay them any money. As a result, I did not receive my passport until six months later, when I recommunicated with 1000-taka speed money" (Interview- 36). Another respondent (living in the rural area) expressed his grief by saying, "*Eisob tothyo diye kee hobe Apa* (What is the use of giving this information, sister? Will the government take any action against them"?) (Interview- 306). The dissatisfied respondents also indicated that the quality of service varies depending on the socioeconomic class of the recipient. The cases of well-educated and wealthy persons get much more attention and timely services than the cases of illiterate and poor people. Hossienie & Begum (2018) also found that "the Police had significantly better contacts with the rich than the poor". However, it is **important** to remember that the above figure does not represent 100% of the respondents, as 39.18 percent had never had to seek police assistance.

5.4.4 Personal experience with things that happen in life

Table 5.6 presents frequency distribution and percentage of the four items that were related to respondents' experience with things that happened in life where yes means that they have experienced such thing and no means the opposite.

Table 5.6: Personal experience with things that happen in life

Sl.	Items	Yes	No
1	A false accusation by a policeman of a crime	69 (10.16%)	610 (89.84%)
2	Asked for paying a bribe	204 (30.04%)	475 (69.96%)
3	See anyone paying a bribe to a policeman	272 (40.06%)	407 (59.94%)
4	Paying money to a police officer to overlook respondents' unlawful behaviour	181 (26.66%)	498 (73.34%)

Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

Most of the respondents (89.84%) indicated they had never been accused of a crime they did not commit by a police officer. In contrast, 10.16 per cent of respondents said they felt trapped in the case of such crimes since they had no connections (Table 5.6). When asked why police made such false accusations, the majority of those surveyed claimed it was due to political pressures, thirst for more money, and other factors. "I was detained for a case of demolishing and setting fire to vehicles during strikes", one of the responses says, "which was absolutely bogus because I was abroad of the country at the time". However, the police only put my name on the list for political purposes" (Interview- 97). The study also discovered that the habit of abusing power for personal benefit is the leading cause of false accusations.

"My son is religious and has a beard", another person remarked. "During anti-terrorism operations, two police officers came to our house and said that if we did not pay them 20000 taka, they would place my son's name on a terrorist list and submit it to the Dhaka Rapid Action Battalion (RAB) headquarters. We were so afraid that we couldn't think clearly. I begged and pleaded with them not to do so. When they refused to be persuaded, my husband negotiated with them to reduce the amount of money, and they eventually agreed to 10000 taka" (Interview- 60). Ahmed depicted in his study that a small number of respondents paid speed money willingly, while the vast majority paid unwillingly (Ahmed, 2013). Because of bribes,

the responders who made passports were extremely dissatisfied with the police services. These respondents claimed that they pay bribes to have their passports verified by the police, and that the police charge a minimum of 500 taka for this service. "I have given 1000 taka for making passport and I assume if I did not provide money, they would not have provided favorable report in police verification" (Interview- 25), one respondent remarked. This means that police have taken money from all type of people. Unless he is a well-educated individual. Furthermore, it is contingent on the type of service that the service seekers are expected to obtain from the police.

This situation can be compared with the report of Transparency International Bangladesh (TIB) which found that 72% of respondents of passport applicants paid 'bribes' for the purpose of police verification. Law enforcement and passport were among the topmost corrupt sectors in Bangladesh. (TIB, 2022). Ahmed also found that the public perception of the police force is reported to be highly corrupt and maximum households paid bribes for receiving services (Ahmed, 2013). "I went to the police station for a land-related issue, and they demanded a big amount of money as a bribe" (Interview- 370). "A bribe can make the service faster" stated another respondent. Islam also reported in his study that bribe works as speed money (Islam et al., 2020). The highest givers of speed money are those who visit police stations for the purpose of meeting prisoners, followed by follow-up investigation and filing a police case. But around 73% of respondents denied that they have ever given any money to the police for service. Police officers, according to those who have been arrested for political reasons, are impolite and have an oppressive mentality. Sometimes police arrest people for suspicious activities without proper investigation and this improper investigation is also responsible for the dissatisfaction of the respondents.

In response to the query, "Did you see somebody offering a bribe to a police officer?" According to 40.06 percent of interviewees, they have witnessed people bribing police officers, particularly traffic police. "It is fairly common to witness traffic police receiving bribes from individuals whenever you pass any important point of the city, this sort of thing happens all the time" (Interview- 60), one responder remarked. "My husband is a rikshaw puller", said another respondent. He barely makes 600-700 taka each day, from which he must bribe the traffic police with at least 100 taka. If he refuses, he will be subjected to an unwarranted thrashing by them" (Interview- 16). Another respondent who was a CNG driver stated likewise, "Police collect a fixed rate of Chada (extortion) from our garage every single night as a commission of our earnings" (Interview- 25). However, 59.94% percent of respondents (Table- 5.6) said they

had never seen anything like it. It was discovered that those who responded negatively did so because they had never personally witnessed somebody paying a bribe to police but had heard about it through their contacts. Most of them said that, while they have never witnessed it firsthand, they are aware of the fact that police officers cannot go a single day without accepting bribes as evidenced by television, newspapers, and public statements. It's a crucial component of the system.

More than one-fourth of the respondents (26.66%) had paid money to the police to overlook their unlawful behaviour, while around three-fourth (73.34%) had not.

5.4.5 Police contact and Harassment

In this study, a total of 22.09% of respondents blamed police harassment as a serious issue (Table- 5.7).

Table 5.7: Police contact and harassment

Contact	Harassment by police		
	No	Yes	Total
No	250	16	266
	(93.98%)	(6.02%)	(100.00%)
Yes	279	134	413
	(67.55%)	(32.45%)	(100.00%)
Total	529	150	679
	(77.91%)	(22.09%)	(100.00%)

Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

"Police like bothering people", one of the respondents responded when they were asked about the reason. "They unnecessarily prolong a simple task by requiring citizens to travel to the police station 100 times when it could be done the first time if police desired" (Interview- 7). Another respondent said, "If you want to make a case, you must type (compose) it from the computer shop of the market. Then there are so many excuses that this or that is wrong" (Interview- 455). Police is alleged to harass peace-loving and law-abiding citizens (Siddiqua, 2008). However, it was around 33% for those who had contact with the police. "My brother is

a political supporter of the opposition party", another person remarked. "For that reason, police raided our home four times and harassed us without any justification" (Interview-131). The unwillingness to pay a demanded bribe has been discovered as one of the main causes of harassment, with the lower-class helpless individuals being the worst victims. As a result, even in instances where police engagement is needed, people try to keep a safe distance from them to avoid unwanted nuisances.

5.5 Perception on Trust in Neighbours

5.5.1 Trust in neighbours

Trust in neighbours is one of the important components of community culture, which is a system of interpersonal trust among the neighbours in terms of community problems or everyday needs. In this study, trust in neighbours was used to determine whether respondents have reliance on their neighbours in the case of crime or general assistance. On a scale of 1-5, respondents were asked to determine how much they agree or disagree with the following statements where a higher value indicates greater acceptance of the statement.

Table 5.8 Percentage distribution of trust in the neighbours

Sl.	Trust in the neighbours	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)
1	Your neighbors will call the police right away if they if there is a suspicious person roaming around your neighbourhood	10 (1.47%)	75 (11.05%)	140 (16.79%)	401 (59.06%)	79 (11.63%)
2	When you do a favor for a neighbor you can generally trust the neighbour to return the favor	6 (0.88%)	64 (9.43%)	95 (13.99%)	393 (57.88%)	121 (17.82%)

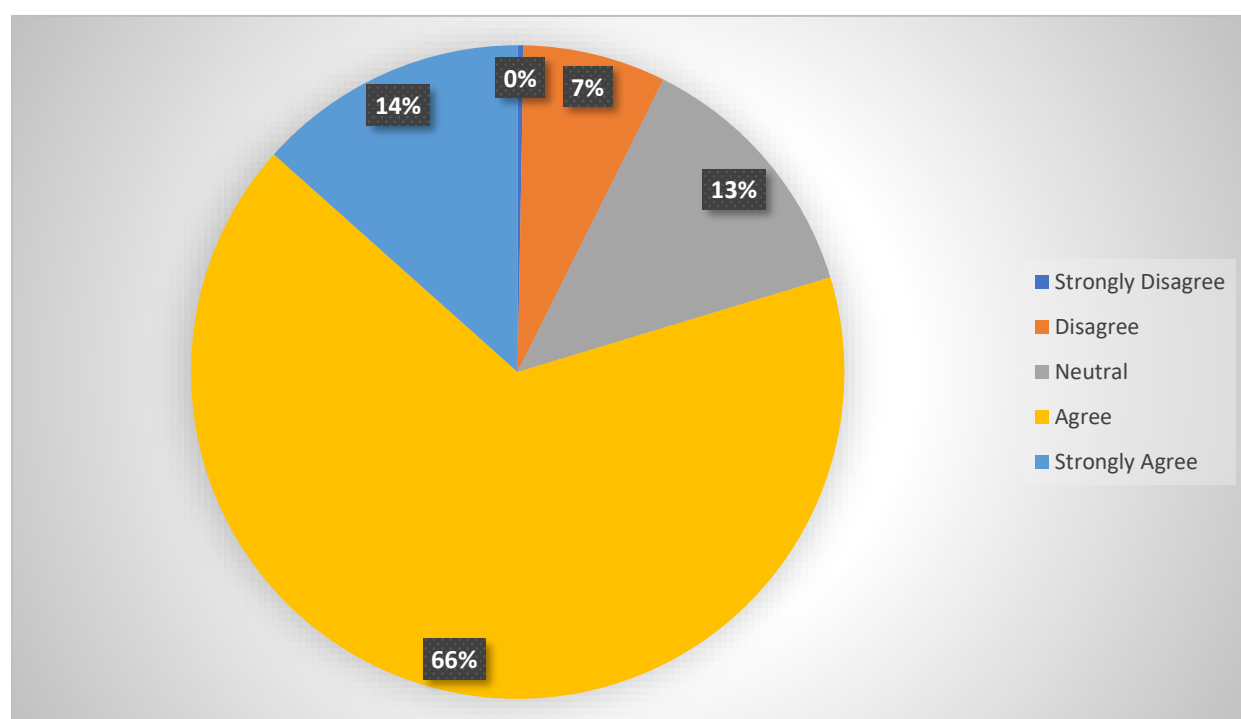
Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

In terms of neighbours' assistance in calling the police right away if they see a suspicious person, around 60% of the respondents had a belief that their neighbours would come forward and

around 12% had a strong belief in that, while 11.05% of respondents replied negatively. On the statement of neighbours will help in need of any general assistance, around 58% of the respondents agreed and around 18% strongly agreed with that and 9.43% rejected the statement. The majority of respondents believe that their neighbors will do everything possible to assist them in an emergency. Residents who live as tenants in the area, on the other hand, had a lower level of belief in this.

5.5.2 Satisfaction of life with neighbourhood

When asked how satisfied they were with their neighbourhood, 66 percent replied that they were satisfied, while 13.40 percent said they were extremely satisfied, 7.07 percent of respondents replied negatively, and around 13% did not comment on that (Figure 5.4).



Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

Figure 5.4: Satisfaction of life with neighbourhood

The respondents' high level of satisfaction with their community and its members is a sign of a high amount of contentment among the respondents about their community and increased neighbourhood social capital.

5.6 Perception on Victimization and Public Safety

5.6.1 Victimization

As the main task of the police is to maintain law and order and ensure public safety, the respondents were asked whether they had been a victim of any crimes in the last two years. The response rate from table 5.9 indicates that the amount of victimization is low among the respondents as the percentage and frequency show only a small proportion of victimization. It should be mentioned that the question was about only victimization in the past two years which is why the rate is low. While answering, many respondents mention that they have been victimized by some of the crimes in their life but not in the last two years.

Table 5.9: Percentage distribution of responses to public safety and victimization

Sl.	Items	No	Yes
1.	Someone broke into your house	665 (97.94%)	14 (2.06%)
2.	Property was stolen from your house or yard	520 (76.58%)	159 (23.42%)
3.	Someone held you up on the street and robbed you	631 (92.93%)	48 (7.07%)
4.	Some other crimes not listed here happened to you	599 (88.22%)	80 (11.78%)

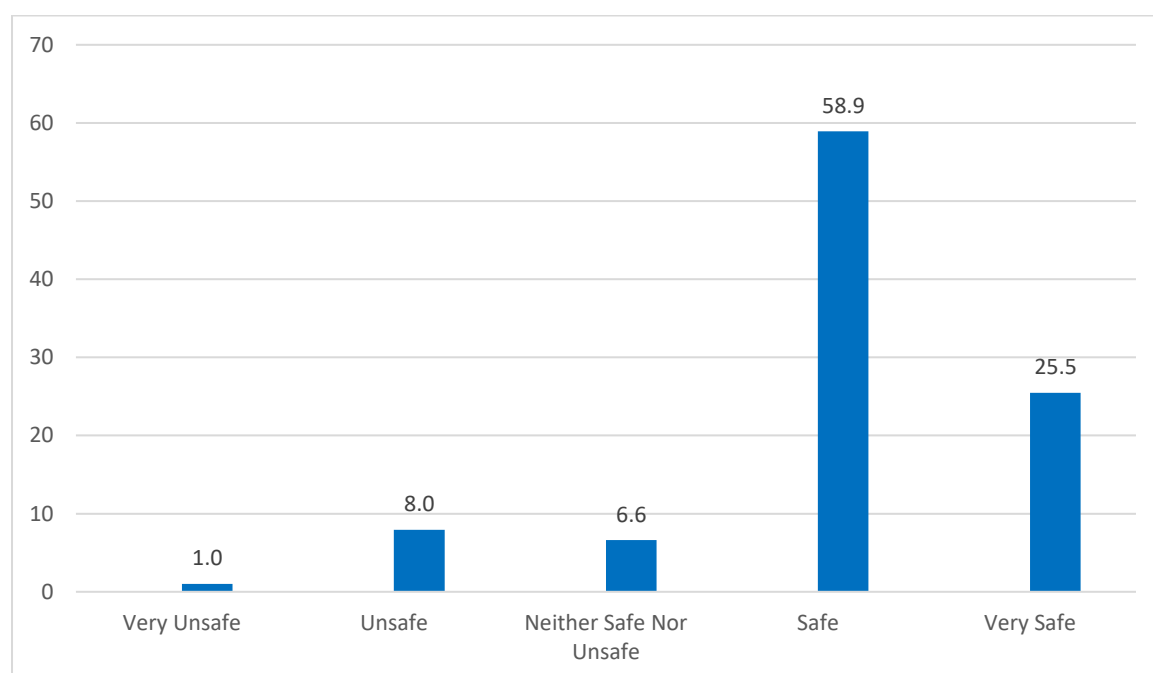
Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

Burglary or stealing things from a person's home or yard is the most common type of victimization reported by respondents. Nearly one-fourth of respondents (23.42%) said they had been robbed of their home property. On the other hand, only 2% of the respondents stated that they had been robbed at their home. Burglary is a widespread crime in the neighbourhood, according to respondents, which is why individuals must always be aware of their home's security and lock. One of the responders noted that one night he had neglected to lock his garage, and the next morning he discovered that his motorcycle had been stolen (Interview- 94). The majority of the urban responders stated that local young boys from neighbouring slums were continually looking for opportunities to steal from houses and that they usually steal clothes. Whereas in the rural area stealing of boats, fish catching nets, poultry or sometimes cattle were reported to be common.

A total of 7% of respondents said they had been robbed on the street and 92.93% claimed that they had not been robbed on the street in the previous two years. Apart from this, around 12% of the 679 respondents in this study stated that they had been victims of other crimes such as extortion, domestic violence, eve teasing, and other similar offenses.

5.6.2 Safety feeling of walking alone after dark

In response to the question, “How safe do you feel from crime when you walk alone in your neighbourhood after dark?”- more than half of the respondents, 58.91% replied that they felt safe and one-fourth of them 25.48% said that they felt very safe. In contrast, 7.97% of them felt unsafe and 1.03% felt very unsafe and they did not walk alone, while 7.95% did not comment (Figure 5.5).



Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

Figure 5.5: Safety feeling of walking alone after dark

When they were asked about the reason for not walking alone after dark, one of the respondents complained that “After the evening, it becomes difficult for females to roam freely. As the night gets darker, the number of bad comments, eve teasing gets higher towards the girls” (Interview- 16). It was revealed that mostly it is not safe for females to move around after

sunset. Even if they are adults, their families get worried until they return home, as a result, they are accompanied by their father, brother, or other male members of their families.

5.7 Perception on Influence of the Media

“The media is an important source from which most people derive their knowledge about the criminal justice system including the police” Sun et al. (2016). Dowler (2002) is of the view that how law enforcement officials are portrayed in the media has a significant impact on how people perceive them. The following table presents frequency and percentage of citizens’ knowledge about negative news on the police.

Table 5.10: Knowing negative news about police

	Frequency	Percent
Never	21	3.09
Rare	36	5.30
Sometimes	334	49.19
Often	249	36.67
Always	39	5.74
Total	679	100.00

Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

In response to the statement “How often they had heard or read news from radios, TVs, newspapers, internet, and social media about police misconduct, brutality or abusive language”, 49.19% of the respondents replied sometimes, while 36.67% said often and around 6% replied always. One respondent stated, “In social media, we have watched how brutally police beat Raihan up to death at the Bondor Police Fari (Sylhet). His family members claimed that the police officer did this only for extortion. This video of torture by police became viral in social media” (Interview- 543). In contrast, 3.09% of respondents stated that they had never heard or read news on police misconduct and 5.30% replied that they had rarely heard or read any such negative news.

The following table presents frequency distribution and percentage of respondents’ views in believing negative news on police misconduct and brutality.

Table 5.11: Believing negative news about police

	Frequency	Percent
Do not believe at all	2	0.29
Very little believe	175	25.77
Neutral	212	31.22
Believe	250	36.82
Strongly believe	40	5.89
Total	679	100.00

Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

Around 37% of the respondents of this study believe negative news on misconduct and brutality of the police reported by the media and around 6% strongly believe that while 31% of them did not comment”. Whenever we open Television or newspaper, we see news of police brutality or misconduct” (Interview- 586). Ahmed (2013) is of the view that the public's image of the sub-continental police is solely based on media reports, which are overwhelmingly unfavorable and stereotypical. On the other hand, around 26% had very little belief and 0.29% had no belief in such negative news.

5.8 Perception on Extent of Freedom of the Police in the Enforcement of Law

In third world nations like Bangladesh, political influence over the law enforcement agencies is pervasive. Police in Bangladesh are unable to act freely since political culture has made it an intrinsic element of their operations (Hossain & Rahman, 2017). Table 5.12 presents citizens' views on the extent of freedom of police in enforcement of law.

Table 5.12: Views on the extent of freedom in enforcement of law

	Frequency	Percent
No freedom	36	5.30
Very low Freedom	108	15.91
Low Freedom	87	12.81
Moderate Freedom	261	38.44
Full Freedom	187	27.54
Total	679	100.00

Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

In response to the question of, “To what extent do Bangladesh Police enjoy freedom in Enforcement of Law”- 38% of the respondents replied to moderate freedom, while around 28% thought that police had enjoyed full freedom. In contrast, around 13% opined, police had low freedom, around 16% replied very low freedom and 5% thought that police had no freedom in enforcement of law. However, except political interference, pressure of superior body, backdated Police Act were mentioned by respondents as the reasons of low freedom or no freedom in enforcement of law.

Political leaders exert great pressure on police officers who remain behind the scenes, making police stations increasingly politicized. When something goes wrong, everyone blames the police. At the same time, the primary role of the police is to assist the government when necessary. Ahmed (2013) noted that because of its politicization, which includes high levels of external interferences and unwarranted pressure from local politicians, Bangladeshi policing practices are fundamentally different from modernized western policing practices. As a result, the public's perception of Bangladeshi police has been shaped, which has in turn influenced public satisfaction with police.

Besides, police have to face other pressures also. One police officer mentioned, “Police officers work under a lot of pressure other than political pressure, which is societal pressure, mass people want instant remedies of every problem, they do not want to understand the reality... there is shortage of manpower in the police department, the amenities are also reduced, like limited and old weapons, insufficient vehicles. Police have to remain busy providing protocol to VIPs, so they are unable to give adequate time for investigation. Besides, there is humiliation from other cadres (Administration) which ultimately lowers our morale”. Another police officer added,” Now a days, we are busy with inquiring about antigovernmental activity in social media and controlling opposition parties, we can avail less time to crime control”.

5.9 Bivariate Correlation among the Variables in Analysis

Possible multicollinearity threats were checked by evaluating the bivariate correlations (Spearman's Rho) between each of the independent variables in table 5.13. The independent variables shouldn't have a high degree of correlation with one another. If they are, then there

will be spuriousness in the outcomes. In this study, the highest correlation between two independent variables is asked for a bribe and harassment, 0.573 ($p < 0.01$). Trust in neighbors in returning favour and feeling safe has the second highest positive correlation which is, 0.460 ($p < 0.01$). If the independent variables... correlation coefficient in the range of 0.8 to 1.0 among themselves, the situation is one of high multicollinearity (Sufian, 2009). As no correlation coefficient is greater than 0.8, so it does not suggest a concern for multicollinearity.

Table 5.13: Spearman's rank correlation coefficients (With star for p-value less than 0.05)

Variables	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)
(1) Gender	1.000												
(2) Age	-0.081*	1.000											
(3) Education	-0.043	-0.442*	1.000										
(4) Income	0.103*	-0.042	0.406*	1.000									
(5) Residence	0.135*	0.234*	-0.412*	-0.273*	1.000								
(6) Harassment	-0.184*	0.001	0.130*	0.037	-0.315*	1.000							
(7) Ask bribe	-0.101*	0.016	0.186*	0.118*	-0.299*	0.573*	1.000						
(8) Feel Safe	-0.157*	0.180*	-0.251*	-0.195*	0.364*	-0.211*	-0.329*	1.000					
(9) Trust neighbour in calling police	0.024	0.009	-0.179*	-0.056	0.294*	-0.205*	-0.284*	0.362*	1.000				
(10) Trust neighbour in returning favour	-0.053	0.173*	-0.270*	-0.191*	0.396*	-0.139*	-0.277*	0.460*	0.387*	1.000			
(11) Robbed	-0.102*	0.002	0.057	0.033	-0.213*	0.144*	0.195*	-0.115*	-0.088*	-0.128*	1.000		
(12) News	-0.099	-0.184*	0.291*	0.201*	-0.533*	0.414*	0.291*	-0.304*	-0.157*	-0.206*	0.125*	1.000	
(13) Trust	-0.002	0.116*	-0.281*	-0.210*	0.420*	-0.425*	-0.466*	0.494*	0.354*	0.368*	-0.191*	-0.399*	1.000

5.10 Variance Inflation Factor and Tolerance

Besides, Variance Inflation Factor (VIF) scores, and tolerance were also checked to ensure that the variables do not violate the multicollinearity assumption.

Table 5.14: Variance inflation factor and tolerance of variables

	VIF	1/VIF
Residence	1.78	.56
Harassment	1.70	.59
Ask bribe	1.69	.59
Feel Safe	1.62	.62
Trust neighbor	1.60	.63
News	1.53	.66
Call police	1.34	.75
Education	1.33	.75
Gender	1.14	.88
Income	1.13	.88
Age	1.10	.91
Robbed	1.08	.93

Variance Inflation Factor (VIF) scores of an independent variable represent how well the variable is explained by other independent variables. “Since an examination of only the simple correlations may fail to take into account the relationship of an independent variable with all other independent variables VIF determines how well the strength of the correlation between the independent variables (Lewis-beck,1980 cited in Sufian, 2009), the researcher may regress each independent variable on all other independent variables” (Sufian, 2009).

After conducting the Variance Inflation Factor (VIF), it was revealed that no score was higher than 1.78 and the lowest tolerance was .56. As a rule of thumb, multicollinearity would cause concern in the analysis of the data only when the VIF score is larger than 5 or tolerance is below 0.25 (Menard 2001).

5.11 Chi-Square Test

To assess the association of dependent variable and independent variables, chi-square test was conducted which is shown through table 5.15.

Table 5.15: Test of association between variables (Chi-Square Test)

Variables	Categories	Trust		Chi-Square (P-Value)
		No (%)	Yes (%)	
Gender	Female	48.67	51.33	0.00 (0.9617)
	Male	48.86	51.14	
Age	<25 Years	67.01	32.99	16.16 (0.0028)
	25-34 Years	46.08	53.92	
	35-44 Years	47.45	52.55	
	45-54 Years	45.10	54.90	
	>54 Years	40.30	59.70	
Education	Up to Primary	26.63	73.37	64.95 (0.0000)
	Secondary	53.61	46.39	
	Higher Secondary	47.83	52.17	
	Above Higher Secondary	65.32	34.68	
Income Group	Lower Income	40.74	59.26	36.24 (0.0000)
	Middle Income	40.64	59.36	
	Higher Income	65.32	34.68	
Type of Residence	Rural	25.38	74.62	137.84 (0.0000)
	Urban	70.45	29.55	
Harassment by police	No	37.43	62.57	122.80 (0.0000)
	Yes	88.67	11.33	
Asked to pay bribe	No	33.47	66.53	147.64 (0.0000)
	Yes	84.31	15.69	
Feel safe walk after dark	Very unsafe	100.00	0.00	167.59 (0.0000)
	Unsafe	88.89	11.11	
	Neither unsafe nor unsafe	93.33	6.67	
	Safe	52.75	47.25	
	Very safe	13.29	86.71	
Neighbors will call the police if there is a suspicious person around neighborhood	Strongly Disagree	90.00	10.00	103.08 (0.0000)
	Disagree	78.67	21.33	
	Neutral	78.07	21.93	
	Agree	36.66	63.34	
	Strongly Agree	34.18	65.82	

Variables	Categories	Trust		Chi-Square (P-Value)
		No (%)	Yes (%)	
When you do a favor for a neighbor you can generally trust the neighbor to return the favor	Strongly Disagree	100.00	0.00	96.37 (0.0000)
	Disagree	82.81	17.19	
	Neutral	75.79	24.21	
	Agree	43.26	56.74	
	Strongly Agree	24.79	75.21	
Someone robbed you	No	46.12	53.88	24.73 (0.0000)
	Yes	83.33	16.67	
To what extent do you believe negative news of the police reported by the media?	Do not believe at all	100.00	0.00	122.86 (0.0000)
	Very little believe	22.86	77.14	
	Neutral	37.74	62.26	
	Believe	72.80	27.20	
	Strongly believe	67.50	32.50	

Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

The above table indicates that there is a significant relationship between age, education, residency, income, trust in neighbours, harassment, being asked to pay a bribe, safety feeling of walking after dark, being robbed by someone, believing negative news on police, and citizens' trust in police. Gender could not explain trust adequately, there is no significant relationship between gender (Chi-square 0.00, P-Value 0.9617) and trust in police.

5.12 Independent Sample t-tests

In this study, a total of three Independent Sample t-tests were conducted to compare two sample means to determine whether there is a statistically significant difference between the two means in two unrelated groups with the dependent variable trust in the police.

Table 5.16: Independent sample t-test (with Trust)

	Group	N	Mean	Std. err.	Std. dev.	diff	t-value	P-value
Someone broke into your house	No	665	3.19	.03	.84	.65	2.91	0.0037
	Yes	14	2.54	.14	.52			
Had property been stolen from your house or yard?	No	520	3.31	.04	.85	.56	7.73	0.0000
	Yes	159	2.75	.05	.62			
You are satisfied with your neighborhood as a place to live	No	138	2.44	.05	.64	-.93	-13.11	0.0000
	Yes	541	3.37	.03	.77			

Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

To determine whether those who had the experience of someone breaking into their house or not have the experience of someone breaking into their house, significantly differed in their level of trust in police, and the results are presented in the above table. The average mean is higher for those who did not have any such experience compared to those who had such experience. The test is statistically significant as shown through p-value 0.0037 which is less than 0.05.

Independent Sample T-test between two categories of respondents of having the experience of property being stolen from their house or yard or not stolen and trust in police shows that the average mean is higher in the case of respondents whose property was not stolen from their yard or house. The test is statistically significant as by shown the p value .0000.

To discover/find out whether there was difference of perception of trust in police, of the two groups of respondents on the basis of satisfaction of life with their neighbourhood, independent Sample T-test was performed. The average mean is lower for those who were not satisfied with their neighbourhood (2.44) compared to those who had satisfaction with their neighbourhood (3.37). The difference is -0.93 and it is logical as the mean of the first category (2.44) is less than the second category (3.37). The test is statistically significant as shown though the p value .0000 which is less than 0.05.

5.13 Binary Logistic Regression Analysis

To explore citizens' perception of trust in the police, the results of binary logistic regression are presented here. A total of three binary logistic regression models were conducted to determine if various demographic, contact, and contextual variables influence citizens' perception of trust in the police (Table- 5.17). The dependent variable in each model was trust in the police, which is a dummy variable coded as 0 or 1. Binary logistic regression is a type of regression analysis where the dependent variable should be dichotomous. Before running the binary logistic regression analysis, Cronbach's alpha test of the reliability of items of the dependent variable, correlation-matrix, and chi-square tests was conducted.

Table 5.17: Adjusted Odds Ratio and Confidence Interval of binary logistic regression models of trust in the police

Variables	(Model 1)	(Model 2)	(Model 3)
Residence (Urban=1)	0.18*** (0.13 - 0.27)	0.28*** (0.19 - 0.43)	0.67 (0.40 - 1.11)
Demographic Variable			
Gender (Male=1)	0.87 (0.60 - 1.26)	0.65** (0.43 - 0.98)	0.87 (0.55 - 1.37)
Age 18-24	1	1	1
25-34 Years	2.10** (1.19 - 3.72)	2.53*** (1.37 - 4.67)	2.05** (1.05 - 4.00)
35-44 Years	1.27 (0.69 - 2.35)	1.90* (0.97 - 3.71)	1.65 (0.80 - 3.40)
45-54 Years	1.48 (0.74 - 2.98)	2.12* (0.98 - 4.57)	1.92 (0.82 - 4.45)
>54 Years	1.59 (0.73 - 3.50)	2.55** (1.06 - 6.11)	1.86 (0.73 - 4.76)
Education Primary and below	1	1	1
Secondary	0.47*** (0.29 - 0.76)	0.63 (0.36 - 1.10)	0.60* (0.33 - 1.08)
Higher Secondary	0.65 (0.35 - 1.19)	1.01 (0.49 - 2.06)	1.02 (0.47 - 2.21)
Above Higher Secondary	0.45*** (0.26 - 0.79)	0.59* (0.32 - 1.10)	0.74 (0.38 - 1.44)
Lower Income	1	1	1
Middle Income	0.91 (0.58 - 1.41)	0.99 (0.60 - 1.63)	1.09 (0.64 - 1.87)
Higher Income	0.70 (0.44 - 1.11)	0.60* (0.36 - 1.01)	0.62* (0.36 - 1.08)
Contact Variable			
Harassment by police		0.20*** (0.11 - 0.38)	0.24*** (0.12 - 0.47)
Asked to pay bribe		0.22*** (0.13 - 0.37)	0.33*** (0.19 - 0.58)
Context Variable			
Feel safe walk after dark			3.03*** (2.07 - 4.42)
Neighbors will call the police if there is a suspicious person around neighborhood			1.62*** (1.23 - 2.14)
When you do a favor for a neighbor you can generally trust the neighbor to return the favor			1.39* (1.00 - 1.93)
Someone robbed you			0.48 (0.19 - 1.20)
Believe negative news of the police reported by the media			0.68*** (0.51 - 0.90)
Constant	3.49*** (1.74 - 7.00)	3.89*** (1.85 - 8.21)	0.01*** (0.00 - 0.12)
Pseudo R2	0.183	0.315	0.396
Log likelihood	-384.2	-322.0	-283.9
chi2	172.4	296.8	373.0

*** p<0.01, ** p<0.05, * p<0.1

Source: Field data, collected from areas under Sylhet City Corporation and Unions under Sulla Upazila, Sunamganj district, October 2021 to February 2022

Model 1 assesses how demographic variables affect trust in the police. The model reveals that the respondents of the urban area (AOR= 0.18, 99% CI: 0.13, 0.27), had less trust in the police than those in the rural area. In the case of age, the Adjusted Odds Ratio (AOR) of the other four categories was higher than that of the first category, and one of them 25-34 years was significant (AOR= 2.10, 95% CI: 1.19, 3.72). In the case of education, the Adjusted Odds Ratio of the other three categories was less than the first category, and two of them secondary (AOR= 0.47, 99% CI: 0.26, 0.79), above higher secondary (AOR= 0.45, 99% CI: 0.26, 0.79) were statistically significant, respondents with increased education are less likely to have trust in the police. So, education is negatively associated with trust in the police. Males had less trust than females, and respondents with higher income had less trust than those of having lower income, though these did not have statistical significance.

In the second model, two contact variables (harassment by police and being asked to pay a bribe) were added with the previously used demographic variables. Effects of residence continue to be significant. Effects of gender, which was not significant in the first model, became significant (AOR= 0.65, 95% CI: 0.43, 0.98) in this model. Effects of age also continue to be significant positively in this model 25-34 years (AOR= 2.53, 99% CI: 1.37-4.67), 35-44 years (AOR= 1.90, 90% CI: 0.97-3.71), 45-54 years (AOR= 2.12, 90% CI: 0.98-4.57), >54 years (AOR= 2.55, 95% CI: 1.06-6.11). Association of higher income category and trust became significant negatively in this model (AOR=0.60, 90% CI: 0.32, 1.10), which means those in the higher income group were less trustful to the police compared to the lower income group. Between the two newly added variables, those who confronted harassment with the police had less trust in the police compared to those who did not confront harassment with the police (AOR= 0.20, 99% CI: 0.11, 0.38). The second contact variable, being asked to pay a bribe also lowered citizens' trust in the police (AOR= 0.22, 99% CI: 0.13-0.37).

In model 3, contextual variables— feel safe at the walk after dark, trust in neighbours, someone robbed you (victimization against the person), and belief in negative news of police were included with the second model. Effects of harassment and being asked to pay a bribe continue to have significant negative effects, and effects of higher income also continue to be significant negatively. Safety feeling of walking alone after dark had a positive effect on trust in the police (AOR= 3.03, 99% CI: 2.07, 4.42). Those who had 'trust in neighbours in calling police after seeing a suspicious person in the neighbourhood' (AOR= 1.62, 99% CI: 1.23-2.14), and 'trust in neighbours in returning favour' (AOR= 1.39, 90% CI: 1.00, 1.93) expressed more trust in the police than those who had not trust in their neighbours in these two variables. Believing negative

news of police misconduct, brutality, or abusive language (AOR= 0.68, 99% CI: 0.51, 0.90) which means, those who believe in negative media news about police were 32 times less likely to have trust in the police than those who do not believe in negative media news about the police. Being robbed by someone lowered citizens' trust in the police, though it did not have statistical significance.

Four out of the five contextual variables, appear to have statistical significance for the explanation of public trust in the police. Model three is the best among the three models. The Pseudo r^2 value (Mc Fadden's R^2) and loglikelihood value demonstrate a good model fit.

5.14 Findings and Discussion

People's opinions of public safety, political support for the government, and attitudes towards authority can all be influenced by how they view the police and the results of law enforcement. From there, these opinions can affect people's compliance with the law (Tyler, 1990). Inadequate law enforcement or crime control efforts are indicated by a lack of public support and trust in the police, which can have more serious political consequences, such as challenges to the legitimacy of domestic governance (Wu, Poteyva, & Sun, 2012). This study attempted to identify the factors that affect citizens trust in the police and found that different types of predictors have varying effects on respondents' level of trust in the police. Key findings of the study are shown in the following table.

Table 5.18: Summary of key findings

	Variables	Findings of the study	Comparison with literature
1.	Residence	Urban people show less favourable attitude toward police than rural people	Similar: Elfversson et al., 2023; Wang & Sun 2020; Huang & Vaughn, 1996; Worrall, 1999 Opposite: Ruddell & O'Connor, 2022; Boateng, 2018; Sun et al., 2013; Zamble & Annesley, 1987; Janeksela et al., 1976
2.	Age	Older persons have greater trust in police than younger persons	Similar: Bolger et al., 2021; Homes et al., 2017; Angelis & Wolf, 2016; McNeeley & Grothoff, 2016; Wu and Sun, 2009; Sun et al., 2016; Sun et al., 2014 Opposite: Chang & Chu, 2006 No impact: Parker et al., 1995; Sun et al., 2012; Wu et al., 2012
3.	Gender	Males have less favourable attitude toward police than females	Similar: Bolger et al., 2021; Wang & Sun, 2020; Sun et al., 2012; Lai & Zhao, 2010; Smith et al., 1991 Opposite: Boateng, 2016; Ratcliffe et al., 2015; Tankebe, 2010 No relationship: Boateng, 2018; Haberman et al., 2016; Sun et al., 2014; Wu & Sun, 2009; Benedict et al., 2000
4.	Education and Income	Higher education and higher income had negative association with trust in the police	Similar: Haberman et al., 2016; Wu, 2014; Sun et al., 2012; Weitzer & Touch, 1999 Opposite: Sun et al., 2013; Wu et al., 2009; Wu et al., 2012 No impact: Bolger et al., 2021; Burgason, 2017; Sun et al., 2016; Lai, 2016; Sun et al., 2014; Wu & Sun, 2009
5.	Harassment and being asked for paying a bribe	Negative association with trust in the police	Similar: Nalla & Nam 2020; Hossain & Rahman, 2017; Damme, 2015; Wu et al., 2011; Hohl et al., 2010
6.	Victimization	Negative association with trust in the police	Similar: Bolger et al., 2021; Wang & Sun, 2020; Lai & Zhao, 2010; Cao et al., 1996; Smith et al., 1991 No effect: Boateng, 2018; Sun et al., 2014; Wu et al., 2012; Chu & Song, 2008
7.	Safety feeling at walk after dark	Positive impact with trust in police	Similar: Sun et al., 2016; Sun et al., 2014; Wu et al., 2012
8.	Trust in neighbour	Positive association with trust in the police	Similar: Wang & Sun, 2020; Wu et al., 2012; Jackson & Bradford, 2010; Jackson & Sunshine, 2007
9.	Effects of negative news in media	Negative association with trust in police	Similar: Wang & Sun, 2020; Sun et al., 2016; Sun et al., 2014

Source: Developed by the researcher based on field data and review of literature

Respondents' location of residence was related to their perception of the performance of the police. The findings of this study reveal that people residing in rural areas are more likely to perceive police more favourably than their urban counterparts. This might be the fact that rural people are less critical. Another reason for having urban people a negative perception of the police might be because urban residents are more likely to be associated with crime compared to rural residents. Findings of the study regarding rural communities having a more positive perception of the police's use of force and ability to reduce crime compared to urban inhabitants, are in line with the findings of Elfversson et al. (2023), Wang & Sun (2020), Worrall (1999), Huang & Vaughn (1996). In contrast, Ruddell & O'Connor, (2022), Boateng (2018), Sun et al. (2013), Zamble & Annesley (1987), Janeksela et al. (1976) reported the opposite, that is, people in rural areas and small towns have a more negative opinion of the police than people living in large cities.

The exploration of this study shows males provide a less favourable attitude toward the police. This might be partially explained by the effect that males have more contact with the police, are more likely to make service requests of the police and have more knowledge about the police compared to females. The effects of gender on perceptions of trust in the police are mixed. Bolger et al. (2021), Wang & Sun (2020), Sun et al. (2012), Lai & Zhao (2010), and Smith et al. (1991) reported that women were more supportive of police than men while Boateng (2016), Ratcliffe et al. (2015), Tankebe (2010), Brown and Coutler (1983) reported the opposite. Moreover, Boateng (2018), Haberman et al., (2016), Sun et al. (2014), Wu & Sun (2009), Benedict et al. (2000), and Parker et al. (1995) indicated that gender had no effect on the perception of trust in the police.

Age was positively associated with trust in the police. The vast majority of research that took age into account found that older people have greater trust in police than younger persons (Bolger et al., 2021; Homes et al., 2017; Angelis & Wolf, 2016; McNeeley & Grothoff, 2016; Wu & Sun, 2009; Sun et al., 2014). Moreover, numerous studies have pointed out that the "ageing out" of the deviance process and a propensity to be more closely associated with convention are two other ways by which age may be associated with satisfaction with the police. Stated differently, as people age, they become less likely to be victims of crime and to engage in delinquency and negative police contact like arrests (Ivković, 2008; Murphy, 2009). However, there are exceptions also. Sun et al. (2012), Wu et al. (2012) and Parker et al. (1995) reported that age had no impact on the perceptions of trust in the police.

Respondents having education of secondary and higher education had less trust in the police than those of education of primary and below level. This is in line with the findings of Haberman et al. (2016), Sun et al. (2012), and Weitzer & Touch (1999) who found better-educated people

perceive police more negatively than those of having lower levels of education. Higher income was also negatively associated with trust in the police (Haberman et al., 2016; Wu, 2014). In contrast, Sun et al. (2013) and Wu et al., (2012) reported the opposite. However, there is no consensus in the literature as to the connection between socioeconomic status and perceptions of the police. Bolger et al. (2021), Burgason (2017), Sun et al. (2016), Lai (2016), Sun et al. (2014), and Wu & Sun (2009) found neither of the variables of social class including education, income and employment was a significant predictor of trust in the police.

Harassment by police and being asked to pay a bribe have received negative association with trust. Findings of previous studies support this. Citizens' interactions and experiences with the police, as well as the circumstances surrounding those interactions, such as their occurrence, the reasons of contact, and performance of the police during the contact, can affect how they perceive the trustworthiness of the police (Nalla & Nam, 2020; Damme, 2015; Hohl et al., 2010 and Wu et al., 2011). In Bangladesh, the grounds behind not reporting to police are that citizens fear harassment by the police and by the criminals, and that they are highly dissatisfied regarding the treatment of the police and lack confidence (Haider et al., 2007). Police is alleged to harass peace loving and law-abiding citizens (Siddiqua, 2008), Hossain & Rahman (2017) also found negative association between harassment and trust in police in Bangladesh.

Victimization and safety feeling are important indicators of police performance. Respondents who were robbed by others believe that police are not doing their job properly and decreased their level of trust in police effectiveness/performance. The findings of the present study on the effects of victimization on trust in police are in line with the findings of Bolger et al. (2021), Wang & Sun (2020), Lai & Zhao (2010), Cao et al. (1996), Smith et al. (1991).

who also reported a link between victimization and negative attitudes toward the police. On the other hand, some other researchers (Boateng, 2018; Chu & Song, 2008; Wu et al., 2012 and Sun et al., 2014) found no effect of victimization on trust in police. Respondents' sense of safety felt at walking after dark had a positive impact. Those who felt safer on walks after dark were more trustful of police than those who felt otherwise. This finding is in line with the studies of Wu et al. (2012), Sun et al. (2012) and Sun et al. (2014) who found sense of safety exerting a positive effect on trust in police.

In this study, trust in neighbours was found to play an important role in predicting citizens' trust in the police. This is in line with the findings of Wang & Sun (2020), Wu et al. (2012), who found that stronger interpersonal trust led to greater trust in the police in Taiwan. Moreover, Jackson &

Bradford (2010) and Jackson & Sunshine (2007) also reported that public trust in the police was influenced more by concerns about neighborhood stability and social cohesion.

This study found those who believed negative news about police misconduct were less trustful to the police than those who had not believed such negative news. There are several instances of police misconduct and torture that have left people wounded or even dead in police custody in Bangladesh. Police abuse has been harshly reported in print and electronic media, and numerous articles about it have been published. Besides, some Human Rights organizations severely criticized police for their brutality. According to 'Ain O Salish Kendro', 75 people died in custody in 2020, and eight died in January 2021 alone (the Daily Star, March 24, 2021). The findings of this study regarding negative media news on police brutality and negative association with trust in police are in line with the findings of Wang & Sun (2020), Sun et al. (2016) and Sun et al. (2014), who also found negative media reports lowering citizens trust in the police.

Chapter 6: Conclusion

Given the complexity of multifaceted issues and the effects of urbanization and industrialization, the functions of the police are crucial. Furthermore, there has been a paradigm shift in the field of policing, with the idea of "police force" being replaced by "police service," and stable order being seen as a prerequisite for any nation's progress. In other words, people expect law enforcement organizations to be brave commanding officers who uphold social stability and order in a democratic country. This chapter provides in brief, viewpoints of the respondents to uplift trustworthiness of the Bangladesh police, overall summary of methodology, findings, limitations of the study and implications for future study.

6.1 Way Forward

The researcher got some insights from the in-depth interview of respondents, which might help the policy makers:

- a) Citizens' opinions and concerns in addressing a problem or crime should be valued by police. Police should work along with citizens with professionalism.
- b) Police patrol or visibility should be increased in residential areas, this can help reduce crime in the neighbourhood. Manpower of police should be increased, and measures should be adopted for improving performance of Community Policing.
- c) As friendly attitude of police is significant for citizens' positive evaluation of police, police should give up intimidating and threatening attitude. For this, the government can arrange training on police-citizen relationship, etiquette etc. to change their colonial mindset.
- d) Salary and other facilities, reward and appreciation for better performance should be increased. and exemplary punishment for harassment, torture under custody should be imposed.
- e) Political interference is a tremendous problem in policing in our country. Ruling and opposition parties should reach a consensus of not interfering in policing activities.

In addition to the suggestions made by the respondents, the researcher after evaluating the current framework, literature and difficulties facing the Bangladesh Police thinks that the following actions could help police in improving their performances:

Similar to the Police Act 1861, the CrPC and the Police Regulations of Bengal 1943 are older and quite out-of-date statutory documents. In reality, it has been noted that numerous clauses of the Regulations are in conflict with the spirit of the current Constitution of Bangladesh, for instance, Section 54 specifies the conditions under which a police officer may make an arrest without a warrant or an order. So, these laws need to be reformed to ensure accountability of the police in Bangladesh. The government can create a police commission that would: (a) lay out detailed guidelines for the police's preventive and service-oriented responsibilities; (b) evaluate the officers' performance on an annual basis; and (c) serve as a unit for resolving public grievances by taking complaints from the public and bringing them to the attention of the appropriate authorities.

6.2 Concluding Remarks

As crime and deviant behaviour are parts of the social fabric of most countries, the need for policing will never disappear. The main law enforcement organization in our nation responsible for maintaining peace and order is the Bangladesh Police. Its goal is to protect the rule of law, provide citizen safety and security, detect, and prevent crime and maintain peace and order. Trust in police and public legitimacy is a recent paradigm for policing in Bangladesh. However, most previous reports or studies as mentioned earlier, had a general focus on corruption, or the image of the Bangladesh police, which did not focus on citizens' trust in the police with significant clarity. Trust is role-dependent, and role-specific. Jackson et al. (2011) mentioned that public views of police trustworthiness suggest that the police would have good intentions toward citizens and are capable of performing a variety of tasks anticipated by the public. As a result, these perceptions influence our expectations for subsequent interactions with the police.

The public-police connection is thus based on trust. It is vital to ensure cooperation and compliance based on the perception of police power as legitimate and deserving of respect. Police must have the public's trust in order to effectively and lawfully enforce the law, as well as the public must trust the police to receive the benefits of having police protection.

The study examined the level and extent of public trust in the police. The study also evaluated the differences in public perceptions of trust in police between the rural and urban areas in Sylhet region and suggested policy measures to uplift the trustworthiness of Bangladesh Police.

A combination of both descriptive and explanatory research along with survey method was used because this study is an attempt to describe the present condition of trust in policing in Bangladesh. It has mainly focused on understanding and explaining the effects of various independent variables (socio-demographic, contextual, and contact) on trust in police on crime reduction from the perception of common people in this regard. In this study, methodological triangulation, (mixed research approach) has been used to gain a better understanding of the research problem by using both quantitative and qualitative data. The main purpose of using such an approach is to remove the limitations which could arise by using only one form of data. This study was conducted using the multistage sampling method under the probability sampling technique and six hundred and seventy-eight respondents were interviewed (face-to-face) with a structured interview schedule (open ended as well as close ended).

The face-to-face interview has been used because it enables the researcher to collect precise information by direct interpersonal contact with respondents within a very reasonable time. An in-depth interview has also been used because it facilitates flushing out respondents' descriptive views through open-ended questions. Questions were selected based on a literature review of prior community surveys in Bangladesh, Canada, the USA, Taiwan, and the United Kingdom. For this study, literature, books, and documents related to the research problem were reviewed for a better understanding of the research problem and as a source of secondary information. Responses of some of the qualitative data gathered from open-ended questions and in-depth interviews are presented along with quantitative data, also supported by the secondary sources of data.

A model of institutional trustworthiness by Kim (2005) was used in this study. There are five main dimensions of institutional trustworthiness, credible commitments, benevolence, honesty, competency and fairness. Though independent ideas with diverse antecedents, these five components are correlated with one another and with overall summary assessments of trust in the [police](#). The survey items were carefully designed by the researcher to capture various aspects of trust to be reflected, through the multiple items of the study. Dependent Variable trust was thus operationalized as eighteen– items, measured originally on a five-point Likert scale, ranging from 'strongly disagree to strongly agree'. The categories of response were re coded numerically: from Strongly Disagree (1), to Strongly Agree (5). **Composite score** was calculated, considering the **median value** of composite scores as the **cutoff point** like fractions less than half of median was

rounded down and then coded '0', fractions equal to half of median or more was rounded up and coded '1'. For conducting the binary logistic regression models, composite scores were then dummied as 'No Trust (0)' and 'Have Trust (1)'. The independent variables of this study were divided into a set of individual-level variables or demographic variables, contact variables, and a set of contextual variables.

In this research, descriptive statistics (frequency distribution, tables, figures, charts) were used to describe the characteristics of the sample and to get idea about citizens' perception of trust in police based on different demographic issues like gender, age, education, social class, and geographical area. The study found that 51.24% of the respondents had trust in the police, which is quite a high percentage given Bangladesh's ranking for worldwide corruption (Bangladesh ranked 147th out of 180 countries in 2021, TIB 2022).

Binary logistic regression models were conducted to determine if various demographic, contact, and contextual variables influence citizens' perception of trust in the police or in other words to test the hypotheses of the study. Besides, three independent sample T-tests were also conducted to support this. This study found that, females had more favourable attitude toward the police than male and rural people also had more favourable attitude than their urban counterpart toward the police. Age was positively associated with trust in the police. Respondents with higher income had less trust than those of lower income. Education was also negatively associated with trust in the police. Harassment by police and being asked to pay a bribe were the most common grievances against the police. On the other hand, those who felt safe at walk after dark and those who had trust in their neighbours were more trustful to police than those who felt otherwise. The study also discovered that believing negative news about police misconduct had a negative influence on trust in the police.

Strengthening community policing, arranging training on friendly attitude, increasing police patrol, reducing political interference were suggested by the respondents for increasing trustworthiness of the police in Bangladesh. Reforming the Police Act 1861 and other statutory documents and establishing a police commission for setting up detailed guidelines for the police's preventive and service-oriented responsibilities were suggested by the researcher. More value free academic research on the Bangladesh Police can aid in the development of policy agendas for improving police administration and establish a more professional policing service in Bangladesh. Further research is needed in order to address the issue of generalization to a broader population, and to determine whether the findings of the study can be replicated. Future research can focus on personal political orientation and trust in police, compare level of

trust in police and other public institutions and can include cultural factors such as orientation toward authority and avoidance of conflict in measuring citizens' trust in police.

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Appendices

Appendix A: Interview Schedule

Public Trust in Governing Institutions: A Study on the Bangladesh Police

(The collected information will only be used for research purpose and considered as confidential)

.....

Sl. No.

Date:

A. DEMOGRAPHIC QUESTIONS

A1. Name (optional):

A2. Gender (record without asking): 1. Male 2. Female

A3. Age (actual years):

A4. Marital Status:

- | | |
|-------------------|-------------------------|
| 1. Married | 4. Divorced/ Separated |
| 2. Unmarried | 5. Other (specify.....) |
| 3. Widow/ widower | 6. Refused |

A5. Religion: 1. Muslim 2. Hindu 3. Christian 4. Buddhism 5. Other (specify.....)

A6. Education (exact year of schooling):

A7. Profession:

- | | | |
|----------------|---------------------|------------------------|
| 1. Businessman | 7. Service Holder | 13. Sex Worker |
| 2. Teacher | 8. Doctor | 14. Household Worker |
| 3. Student | 9. Freelancer | 15. Political Activist |
| 4. Housewife | 10. Engineer | 16. Journalist |
| 5. Expatriate | 11. Driver | 17. Other (specify) |
| 6. Unemployed | 12. Rickshaw Puller | |

A8. Please indicate if you belong to any of the following groups:

- | | |
|----------------------------|--------------------|
| 1. Sports group | 8. Political party |
| 2. Youth group | 9. Cooperatives |
| 3. Religious association | 10. Refused |
| 4. Singing/ music group | |
| 5. Informal Trader's group | |
| 6. School committee | |
| 7. Development committee | |

A9. Monthly Income (of Head of the family):

1. Less than Tk. 10 thousand
2. Between Tk. 10 thousand and Tk. 30 thousand
3. Between Tk. 30 thousand and Tk. 50 thousand
4. Over Tk. 50 thousand

A10. Do you rent or own your current residence?

1. Rent
2. Own
3. Prefer not to say

A11. Length of living in the community:

1. Born here
2. From childhood
3. For years

B. CONTACT WITH POLICE**B1. Have you had contact with the Police in the last 2 years?**

1. Yes
2. No

B2. Frequency of contact (Mention in number):**B3. Reasons of Contact:**

1. To make passport
2. For driving license
3. Victim of a crime
4. Loge GD
5. Car requisition
6. Arrested reasons
7. Political reasons
8. Other (please specify)

B4. Please indicate your level of satisfaction with the service you received on your last contact with the police.

1. Very Dissatisfied
2. Somewhat Dissatisfied
3. Neither Satisfied nor Dissatisfied
4. Somewhat Satisfied
5. Very Satisfied

B5. Now we want to talk about your personal experience with things that happen in life.

Sl.	Personal Experience	Yes	No
1.	Have you been accused by a policeman of a crime that you did not commit?		
2.	Did any police official ask you to pay a bribe?		
3.	Did you see anyone paying bribe to a policeman?		

Sl.	Personal Experience	Yes	No
4.	Have you ever paid money to a police officer to overlook your unlawful behavior?		
5.	Had you confronted harassment by police on any issue?		

C. NEIGHBOURHOOD

C1. How safe do you feel from crime when you walk alone in your neighborhood after dark?

1. Very unsafe
2. Somewhat unsafe
3. Reasonably safe
4. Very safe
5. Don't know

C2. Trust in Neighbours

To what extent do you agree or disagree with the following statements?

(Where 1= Strongly Disagree; 2= Disagree; 3= Neutral; 4= Agree; 5= Strongly Agree)

Sl.	Trust in Neighbour	1	2	3	4	5
1.	Your neighbors will call the police if there is a suspicious person hanging around on your neighborhood					
2.	When you do a favor for a neighbor you can generally trust the neighbor to return the favor					

C3. Victimization and Public Safety

Have you been a victim of any crimes in the last two years?

(Where 0= No victimization; 1= Victimization)

Sl.	Victimization and Public Safety	0	1
1.	Someone broke into your house		
2.	Had property been stolen from your house or yard?		
3.	Someone held you up on the street and robbed you		
4.	Some other crime not listed here happened to you		

D. DIMENSIONS OF TRUST

D1. Commitment

To what extent do you agree or disagree with this statement?

(Where 1= Strongly disagree; 2= Disagree; 3= Neither agree nor disagree; 4= Agree; 5= Strongly agree)

Sl.	Items	1	2	3	4	5
1.	Police demonstrates professionalism in its work					
2.	Police personnel are frequently visible in your community					
3.	Police visibility reduces public robbery or theft					
4.	Visibility of police in your neighbourhood increases your trust in the police					

D2. Honesty

To what extent do you agree or disagree with the following statements?

(Where 1= Strongly disagree; 2= Somewhat disagree; 3= Neither agree nor disagree; 4= Somewhat agree; 5= Strongly agree)

Sl.	Items	1	2	3	4	5
1.	Bangladesh Police is an organization with integrity and honesty					
2.	Provides citizen with adequate public safety information					
3.	Police has the credibility in investigation of the criminal activity					
4.	Police is dependable					

D3. Competency, Prevention and Detection of Crime

To what extent do you agree or disagree with the following statement?

(Where 1= Strongly disagree; 2= Disagree; 3= Neutral; 4= Agree; 5= Strongly agree)

Sl.	Items	1	2	3	4	5
1.	Police has the efficiency in prevention and detection of crime					
2.	Police promptly respond to service and emergency calls					
3.	Police know how to best respond to crime					
4.	I have trust in police calling in emergency					

D4. Fairness

To what extent do you agree or disagree with the following statements?

(Where 1= Strongly disagree; 2= Disagree; 3= Neutral; 4= Agree; 5= Strongly agree)

Sl.	Items	1	2	3	4	5
1.	Police officers treat citizen with dignity and respect					
2.	Are approachable and easy to talk to					
3.	Police treat all people fairly					

D5. Benevolence

To what extent do you agree or disagree with the following statements?

(Where 1= Strongly disagree; 2= Disagree; 3= Neutral; 4= Agree; 5= Strongly agree)

Sl.	Items	1	2	3	4	5
1.	Police officers have patience in assisting citizens					
2.	Police work with citizens together in solving problems					
3.	Police officers cooperate with citizens with to address their concern					

E. MEDIA

E1. How often have you heard or read news (from TV, radio, newspaper, internet and social media) about police misconduct, brutality or abusive language?

Where 1= Never; 2= Rare; 3= Sometimes; 4= Often; 5= Prefer not to say)

E2. To what extent do you believe negative news of the police reported by the media?

(Where 1= Do not believe at all; 2= Very little believe; 3= Neutral; 4= Believe; 5= Strongly believe)

F. FREEDOM IN ENFORCEMENT OF LAW

F1. To what extent do Bangladesh Police enjoy freedom in Enforcement of Law?

1. No freedom
2. Very low Freedom
3. Low Freedom
4. Moderate Freedom
5. Good Freedom

F2. If the answer is 1, 2 or 3, then why?

1. Pressure of superior body
2. Political Interference
3. Backdated Police Act
4. Don't know

F3. Please provide three (3) areas where you think the Police Service could improve service delivery.

Appendix B: Interview Checklist

1. Contact and Harassment
2. Bribery
3. Victimization and Safety
4. Media

Appendix C: Profession of the Respondents

Profession	Freq.	Percent
Farmer	71	10.46
Fisherman	22	3.24
Businessman	69	10.16
Teacher	52	7.66
Student	87	12.81
Doctor	4	0.59
Engineer	4	0.59
Journalist	3	0.44
Work in NGO	29	4.27
Rickshaw Puller	14	2.06
Motor Car Driver	16	2.36
Freelancer	8	1.18
Expatriate	10	1.47
Housewife	164	24.15
Political Activist	7	1.03
Household Worker	5	0.74
Unemployed	26	3.83
Other	87	12.96
Total	678	100.00