

POLICE-PUBLIC RELATIONS: CONFIDENCE BUILDING FOR LAW ENFORCEMENT IN BANGLADESH

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INTRODUCTION

Police is the main law enforcement agency in all the countries in modern day world including Bangladesh. Though police is primarily concerned with the maintenance of law and order and security of persons and property of individuals, it also plays a vital role in the criminal justice system. Due to colonial legacy Bangladesh Police is considered to be a reactive force with a philosophy of public control rather than community service. The public image of the police in Bangladesh is not satisfactory and a widely held perception exists that police are inefficient and corrupt. (PRP Report, 2007).

The relationship between the members of the public and Police in Bangladesh must be mutually beneficial. The absence of a communication strategy and the establishment of agreed mechanism for more effective two way engagement between police and the community is a constrain for progress. Police must maintain an accessible relation with the members of the public for a safe and secured society. Police must earn the confidence of the people on the other hand, people have the same responsibility to assist and cooperate with police for a common safe and secured society.

BANGLADESH POLICE: AN INSTITUTIONAL OVERVIEW

Present state of Bangladesh Police is a result of evolutionary process through the ages. Being the part of an ancient civilization, maintenance of peace and stability of the state had always been a concern for the rulers. Bangladesh Police as an organized entity with legal and administrative framework started some hundred and fifty years ago which is stated below.

Growth and Evolution of Bangladesh Police

In the ancient time during the rule of emperor Ashoka the concept of policing was confined within the collection of intelligence to safe guard the king only. In the medieval age Mughals had a policing system to maintain social order at important localities. During the British period formal policing started in the year 1861 few years after the great *Sipoy Mutiny* in 1857, the main objective of raising such policing in this sub-continent was to protect the British rulers from

any activity which might go against them. Pakistan also maintained the same legacy. After the independence it was hoped that, Bangladesh police would get a pro-people shape but no significant change took place especially in terms of legal and administrative framework.

Structure and Institutional Framework

Bangladesh Police is the only government agency to do all policing activities in the country. It is headed by the Inspector General of Police (IGP). Under the control of Police Headquarters, Bangladesh Police is divided into different branches; such as - Range and District Police, Metropolitan Police, Special Branch (SB), Criminal Investigation Department (CID), Railway Police (GRP), Highway Police, Industrial Police, Special Security and Protection Battalion (SSPB), Armed Police Battalion (APBn), Rapid Action Battalion (RAB), Police Academy and Training Institutions. In addition there are other specialized units working attached to Metropolitan Police and District, those are – Detective Branch (DB), Tourist Police, District Special Branch (DSB), Traffic Police and Immigration Police.

REVIEW OF LEGAL FRAMEWORK OF BANGLADESH POLICE

Bangladesh Police is constituted under the law called Police Act of 1861. Bangladesh Constitution is the fundamental legal base for all government services. Some other laws and regulations also govern police, related parts of which are narrated below.

Bangladesh Constitution

As per article- 21(2) every person in the service of the Republic has a duty to strive at all times to serve the people. Because of the nature of services provided by police it is implied that, police should maintain good relation with all classes of the people.

Police Act of 1861

It is considered to be the legal base of Bangladesh Police which was enacted by the British rulers in 1861. If we analyze the contents of the act we find it as colonial and unmatched for an independent country. It is a long pending demand from the civil society and also from police to have an updated police act which would be able to meet the demand of the age.

PRB (Police Regulations of Bengal 1943)

It is the fundamental document which describes and gives guidance about police operations. It is divided into 3 volumes; Volume- 1 is the main part containing all regulations, Volume-2 shows all the forms and registers used in Police Department and Volume-3 is the index of the regulation. Police Regulations of Bangladesh though passed during the British rule in India contains significant rules and regulations on operational aspects of police.

POLICE-PUBLIC RELATIONSHIP – CONCEPT AND PRACTICE

Robert Peel’s often quoted words ‘the Police are the Public and the Public are the Police’ has been widely accepted all over the world. Most of the developed countries have incorporated public participation to their policing system.

Review of Best Practices

Building an effective relation with the public all major police departments all over the world adopted different strategies. Some of them are discussed below.

Police-Public Relations in the Netherlands

The Dutch Police have a dualistic approach towards policing - social policing and law enforcement policing. “Community Policing” is practiced on an informal basis where contact between the police and the public is made by neighborhood teams of police officers, or by community liaison officers who work in the neighborhood. Dutch Police does not have any structured system to maintain relation with public. But the democratic atmosphere of the country ultimately creates a relation with the public (Dutch Police 2012).

Police- Public Relations in Los Angeles Police

The Community Relations Division (CRD) of Los Angeles Police is based upon recognition of the need for mutual understanding and constant interchange of communications between the Department and the public. The mission of the Community Relations Division is to develop, recommend, and strengthen policy and programs that enhance police-community relations, increase cooperation and reduce the fear of crime. (www.lapdonline.org).

Police-Public Relations in Japan Police

Japan Police is considered to be one of best police in the world in terms of service delivery and pro people attitude. The most popular branch of police in Japan is known as 'Koban' which is a model for other countries to follow. Despite legal limits on police jurisdiction, many citizens retain their views of the police as authority figures to whom they can turn for aid.

Analyzing three police departments from three continents we find that, Dutch Police does not have any structured department to handle such matters where as Los Angeles Police Department maintains a separate department only for this particular matter. Japan police also maintains 'Koban' police which is assigned to handle all community related matters, the 'Koban' system is considered to be a very much successful system in the area of police- public relations. Bangladesh has its own culture, history and different perspective so it cannot adopt any particular model but with required modification Bangladesh police can also have an organized police- public relations mechanism for a safer society.

POLICE- PUBLIC RELATIONS: BANGLADESH PERSPECTIVE

Bangladesh Police does not have a well organized police- public relationship mechanism. Legal and organizational framework still needs proper review and changes. Following discussion focuses on the present context of the issue.

Legal framework of Police-Public Relations in the Context of Bangladesh

In Bangladesh legal bindings regarding police- public relations are not adequate and distinct, Police Act- 1861 does not say anything about such relations. Police Regulations Bengal- 1943 gives some guideline to police regarding police-public relations. Criminal Procedure Code of Bangladesh keeps some provision for the public to assist police and magistrate. Related clauses of the two legal provisions including Community Policing Manual and draft Police Ordinance 2007 are stated below.

PRB (Police Regulations of Bangladesh): Regulation-33 of PRB determines the legal binding for police about maintaining relation with public. According to the regulation (regulation # 33) police is bound to show courtesy to all classes of people. Rudeness is strictly forbidden. Promotions will be affected who disregards the above. Senior officers are instructed to show courtesy to local people. Newly recruited police officers are to be trained to respect local people.

CrPC (Criminal Procedure Code): Section 42 of Criminal Procedure Code (CrPC) gives binding on the members of the public to assist magistrate and police to prevent the escape of a wanted person, suppression of breach of peace and to protect public property. Section-44 of the same law also puts binding on public to give information of certain offences to magistrate or police such as subversive activities against the state, unlawful assembly, murder, robbery, mischief by explosives, unauthorized entry in a house for causing any offence which is punishable by death or life term imprisonment, unauthorized entry in a house during the night.

Community Policing Manual: Community policing strategies vary depending on the needs and responses of the communities involved. Community Policing Manual of Bangladesh did not indicate any specific strategy of building relation between police and the public. It is still a guideline, not yet adopted as a legal document

Police Ordinance-2007 (Draft): According to clause-56 members of the public will participate to police affairs through formation of ‘Police- Public Committees’ where both members of police and members of public will be in the committee. The committee will identify, plan and solve related issues jointly and will keep the community informed about it. Clause 66 says about tackling social security issues and human rights issues jointly by police, community and the civil society members.

Practice and Perceptions on Existing Relations

The vision of Bangladesh Police is ‘to provide service to all citizens and make Bangladesh a better and safer place to live and work.’ The mission of Bangladesh Police are ‘upholding rule of law, ensuring safety and security of the citizens, preventing and detecting crime, bringing offenders to justice and to maintain peace and public order.’ (Bangladesh Police 2012). The depth of relation with public mainly depends on the successful implementation of the above missions by police.

Attitude of the government is an important factor for such relations. Last almost two decades Bangladesh is being run by democratically elected governments but expected democratic atmosphere did not prevail all the time. As a result as part of the government police attitude towards the public was not democratic always. Public attitude towards police was never very positive because of its failure to be pro- people, so it is very difficult to change the attitude, even in some cases good initiatives of police are not being accepted by the people.

The Daily Star and Nielsen (2011) conducted a survey which revealed interesting findings. Respondents were asked to rate the performance of the police. Only 27% were aggregately satisfied or very satisfied in metro areas and rural respondents were substantially more satisfied and very satisfied with aggregate figures of 47%. In terms of citizens' dissatisfaction it was 50%.

Due to the absence of an official framework of the relation between police and public a gap always exists between the two. Most of the people do not know how many hours a police works in a day, what is his living condition, what are the logistical and manpower support a police station has, what are the impediments police have for which they cannot render the desired service, what is the status of humane relation within the organization. A small example may clarify the situation. When police requisitions a vehicle, the vehicle owner definitely gets annoyed but they never want to understand that, police does this unpleasant job for doing patrols because of the shortage of police vehicles.

However, with the initiative of the Police Headquarters some police units are conducting 'Open House Day' where members of the community are coming to the police unit on monthly basis to express their opinion freely in the presence of senior police officers. Some units even maintaining a Public Relations (PR) section at their units but again it is not in a formal shape.

Effective and cordial relation between police and public is needed for the mutual benefit of both the sides. Improved relations allow people to have more trust and less fear of police, have a safer community, have less tension and conflict, gain greater cooperation from police, gain increased safety for children and seniors and gain quicker resolution to crime.

Survey Findings: Citizens Perspective and Expert Observations

The survey was conducted in Dhaka, Chittagong, Rangamati, Noakhali, Comilla and Kushtia districts. It aimed at finding the status of police- public relations, police service delivery, legal framework of police- public relations, trend of the relations and strategies to improve the relations. Three sets of questionnaires were used to make the survey on general people, police personals and elite people respectively.

Perception of General People

Total number of respondents were 58, a number of respondents were from the tribal population. Information about the respondents and the synopsis of the survey result is given in Table 1.

Table:1 (Profile of the respondents- General People)								
Age group	Profession	Gender		Education	Residence			
		M	F		Div. hq	Dist hq	UZ hq	Vill
20 to 30=4	Doctor=6	51	7	Class VIII=2	33	18	1	6
31 to 40=9	House wife =2 Expatriate=1 Farmer=1			SSC=1				
41 to 50=24	Engineer=1			HSC=2				
51 to 60=16	Teacher=7			Bachelor=12				
61 to 70=4	Business=7			B.Sc Engi.=2				
71 to 80=1	Private job=7 Govt. Service=20 Journalist=5 Artist=1			MBBS=6 Masters=33				

Source: Author

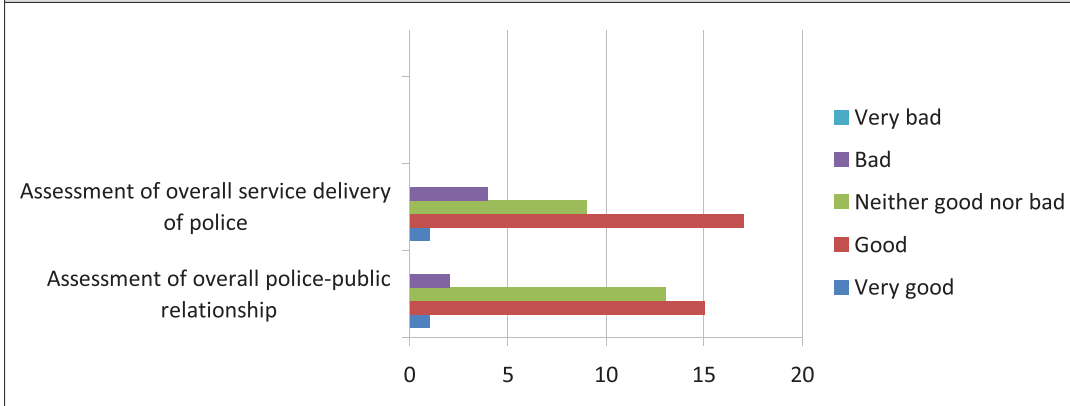
Forty Five respondents have ages ranging 41 to 80 which can be considered to be very much matured. All of them are professionals and 53 respondents have educational qualification of bachelor degree and above, 52 of them are living in the urban areas. Fifty one males and seven females, percentage wise it is 88% male and 12% female.

Table: 2 (Assessment of police- public relations and police service delivery)				
Ques. #	Question	Answer	No. of responds	Percentage %
1	How do you assess the overall Police- Public relation in Bangladesh?	Very good	1	1.72
		Good	19	32.76
		Neither good nor bad	21	36.21
		Bad	14	24.14
		Very bad	3	5.17
2	How would you assess the overall service delivery of Police?	Very satisfactory	1	1.72
		Satisfactory	9	15.52
		Neither satisfactory nor unsatisfactory	29	50
		Unsatisfactory	16	27.59
		Most unsatisfactory	3	5.17

Source: Author

Table: 3 (Factors for police- public relations, measures to improve relations/ suggestions)			
Ser #	Question	Answer	No. of responses
1	Questionnaire No. What are the factors that contribute to the nature of Police-Public relationship?	Professionalism of police	40
		Police attitude	32
		Outside interference	28
		Service delivery of police	18
		Reciprocal sincere relationship	16
		Police corruption	12
		Police ethics	6
		Police image	3
2	Questionnaire No. What is needed most to improve the relation?	Logistics and salary to increase	30
		Updated training	23
		Police to build relation with public	23
		No outside interference	19
		Accountability of Police	18
		More interaction with public	16
		Police to build confidence	15
		Pro-people policing	11
		Police reform	11
		Corruption to be addressed	10
		Reward and punishment	10
		Fair recruitment and promotion	10
		Community policing	9
		Police quick response	8
		Involvement in public affairs	8
		Zero tolerance to corruption	7
Positive role of media	4		
Follow best practices	3		
Gender sensitiveness for police	2		
Source: Author			

Figure: 1 (Assessment by general people about police service delivery and police-public relations)



Source: Author

Analysis of the Survey on General People: The survey shows that, the respondents assessed the overall Police- Public relation as follows. Very good 1.72%, good 32.76%, neither good nor bad 36.21%, bad 24.14% and very bad 5.17%. They assessed the overall service delivery of Police as very satisfactory 1.72%, satisfactory 15.52%, neither satisfactory nor unsatisfactory 50%, unsatisfactory 27.59% and most unsatisfactory 5.17%. The above outcome reveals that most of the respondents found police-public relations as not very good, on the other hand overall service delivery of police found to be neither satisfactory nor unsatisfactory.

Question number 3, 4 and 5 was non-structured and the respondents answered according to their own choices. The responses were counted according to occasions. Third question was regarding the factors that contribute to the nature of Police- Public relationship; the respondents responded the highest in favor of police professionalism which was on 40 occasions, followed by the second highest in favor of police attitude which was on 32 occasions. Third highest was outside interference on police which was on 28 occasions.

The 4th question was regarding immediate actions to be taken to improve the relation. On 23 occasions they opined that, Police should build relation with public; on 19 occasions they responded that, outside interference on police to be stopped. On 18 occasions they emphasized on establishment of police accountability.

The 5th question was regarding improvement of police- public relations in Bangladesh. On 30 occasions they suggested to improve the logistics and salary of police personnel, on 23 occasions suggestion was to update the training curriculum of police, on 16 occasions they suggested to have more interactions

between police and public, on 11 occasions each suggestions were made to have pro-people policing, positive media role and police reform. Other major suggestions were fair recruitment and promotion, reward and punishment for police, community policing activities, quick response of police and police involvement in public affairs etc.

Perception of Police Officers

The total numbers of respondents were 29. Information about the respondents and the survey result is given below.

Table-4 (Respondents profile- Police officers)								
Age group	Rank	Gender		Education	Residence			
20 to 30= 1	S.I = 3	M	F	SSC=0	Div. hq	Dist hq	UZ hq	Vill
31 to 40=17	Inspector= 5	26	3	HSC=1	10	18	1	0
41 to 50=9	A.S.P = 12			Bachelor=8				
51 to 60= 2	Additional S.P=4 S.P = 5			Masters= 20				
Source: Author								

Out of 29 respondents 26 are of above the rank of Inspector which may be considered as experienced and senior group and 28 of them are having educational qualification of Bachelor Degree and above, 3 were female police officers.

Table: 5 (Assessment by police officers about police- public relations, service delivery and legal framework)

Ser #	Questionnaire	Answer	No. of responses	Percentage (%)
1	How do you assess the overall Police-Public relation in Bangladesh?	Very good	2	6.90
		Good	17	58.62
		Neither good nor bad	7	24.14
		Bad	3	10.34
		Very bad	-	-
2	How would you assess the overall service delivery of Police?	Very satisfactory	2	6.90
		Satisfactory	18	62.06
		Neither satisfactory nor unsatisfactory	6	20.69
		Unsatisfactory	3	10.34
		Most unsatisfactory	-	-
3	Is the present legal framework adequate to improve Police-Public relationship?	Adequate	10	34.48
		Not adequate	16	55.17
		Not at all	2	6.90
		No idea	-	-
		No legal framework needed	1	3.44

Source: Author

Table: 6 (Nature of police-public relationship and suggestions to improve the relation)

Ser #	Questionnaire	Answer	No. of responds
1	What are the factors that contribute to the nature of Police-Public relationship?	Police attitude	31
		Outside interference	20
		Police professionalism	18
		Police response	11
		Media role	9
		Police ethics	4
		Proper law enforcement	4
		Rule of law	6
		Public Confidence on police	5
		Transparency	4
		Police job dissatisfaction	2
		Increase logistics and salary	22
		Police involvement in social activities	14
		Community policing	14
2	What is needed most to improve the relation?	Change police attitude	13
		Update police training	11
		Police reform	9
		Quick response of police	8
		Fair recruitment/ promotion	8
		Reduce police- public ratio	6
		Establish rule of law	6
		Public to cooperate police	4
		Stop corruption	3
		No involvement in politics	3
		Social status of police to be enhanced	3
Police harassment to stop	2		
Police to be included in school text book	2		
Police higher mgt. to be efficient	1		
Law reform	1		

Source: Author

Analysis of the survey on Police Officers: Question number 1, 2, and 3 were structured questions and question number 4 and 5 were non-structured. The 1st question was regarding their assessment on over all police- public relations in Bangladesh. Seventeen respondents felt it as good, 7 as neither good nor bad, 3 as bad and 2 as very good. The 2nd question was regarding their assessment on overall service delivery of police, 18 felt it satisfactory, 6 termed it as neither satisfactory nor unsatisfactory, 3 found it unsatisfactory and 2 as very satisfactory. The 3rd question was regarding the legal framework of police- public relations, 16 found it not adequate, 10 as adequate, 2 not at all adequate and 1 opined as no legal framework needed.

On the 4th question which was about the factors that contribute to the nature of police- public relationship; on 31 occasions they found it police attitude, on 20 occasions it was outside interference, on 18 occasions it was police professionalism, rests were police response, media role, rule of law, public confidence on police, police ethics, proper law enforcement, transparency and police job dissatisfaction.

The 5th question was about what is needed most to improve the relation. On 22 occasions they emphasized on increase of police logistics and salary. On 14 occasions they opined for community policing and police involvement in social activities. On 13 occasions suggested to changing police attitude. Other suggestions were updating police training curriculum, police reform, fair recruitment/ promotion, quick response of police, rationalization of police-public ratio, establish rule of law , public cooperation to police, uplifting status of police, stopping police involvement in politics, police corruption to stop, stopping police harassment, including police matters in the school text books and reformation of law.

Perception of Elite People

Eight persons were included in the survey; they were from the elite class of the society with different professional background. Result is shown below.

Table: 7 (Assessment by elite people about police-public relations and police service delivery)

Ser #	Questionnaire	Answer	No. of responds	Percentage (%)
1	How do you assess the overall Police-Public relation in Bangladesh?	Very good	-	-
		Good	1	12.5
		Neither good nor bad	4	50
		Bad	3	37.5
		Very bad	-	-
2	How would you assess the overall service delivery of Police?	Very satisfactory	-	-
		Satisfactory	1	12.5
		Neither satisfactory nor unsatisfactory	4	50
		Unsatisfactory	3	37.5
		Most unsatisfactory	-	-
Source: Author				

In this study 13% of elite peoples' perception is good about police public relation where 38% is bad and 49% neither good nor bad. In services delivery of police according to elite people showed the same result, as their satisfaction, unsatisfaction and neither satisfaction nor unsatisfaction.

Table: 8 (Nature of police-public relations, trend and suggested strategies for improvement)

Ser #	Questionnaire	Answer	No. of responses
1	What are the factors that contribute to the nature of Police- Public relationship?	Police attitude	6
		Media coverage	2
		Public awareness	2
		Confidence on police	2
		Professional capacity of police	2
		Atmosphere at police station	1
		Police-public ratio	1
		Police logistical support	1
		Law & order, political situation	1
2	Do you see any trend in Police- Public relationship in Bangladesh?	No positive trend of change	6
		Positive trend of change	2
		Less confidence on police	1
		Com. Policing, victim support, NGO & media relation is better now	1
3	What is your suggestion to develop credible strategy for better Police- Public relationship in Bangladesh?	More pol.-pub. Interaction	6
		Fair recruitment/promotion	4
		No political interference	3
		Stop corruption	3
		Updated training for police	3
		More meetings between senior pol. Officers & public	3
		Police attitude to change	3
		Build relation with media	2
		Conducive atmosphere at police stations	2
		Police to maintain neutrality	2
		Salary & status of police to enhance	1
		Better police performance	1
Promote best practice	1		
Ethical training for police	1		
Effective supervision	1		

Source: Author

Analysis of survey on the elite people: There were 2 structured and 3 non-structured questions for them. The 1st question was related to their assessment about the overall police- public relations in Bangladesh. 4 of them found it neither good nor bad, 3 termed it as bad.

The 2nd question was about their assessment regarding overall service delivery of police. Four respondents opined it as neither satisfactory nor unsatisfactory, 3 of them found it unsatisfactory and 1 satisfactory. Besides these structured questions 3 more non-structured questions were there. The 3rd question was about their opinion regarding the factors that contribute to the nature of police- public relationship. On 6 occasions they found it police attitude, on 2 occasions it was public awareness, professional capacity of police, media coverage and confidence on police. Rests were police- public ratio, police logistical support, atmosphere at police stations, law & order and political situation. The 4th question was whether they see any trend in police- public relationship. On 6 occasions they found negative trend of change, on 2 occasions they found positive trend of change and on 1 occasion the trend was termed as losing confidence on police and on the other hand in the areas of community policing, victim support, NGO and media relation it is improving.

The 5th question was about their suggestion regarding development of credible strategy for better police- public relationship. On 6 occasions they emphasized on more police- public interactions, on 4 occasions it was fair recruitment/ promotion policy, on 3 occasions the suggestion was to change police attitude, more interactions with senior police officers and public, updating of police training curriculum, stopping police corruption and political interference. Other suggestions were neutrality of police, conducive atmosphere at police stations, building relations with media, ethical training for police, enhancement of salary and logistics, better police performance, promoting best practices and effective supervision at all levels.

OBSERVATIONS AND FINDINGS

The study was made on three categories of people- the general people, police officers and the elite people. Each group had diverse age, education and professional persons. The questions were designed according to the need of the study. In this chapter all groups of respondents and similar type of responses will be combined to make a holistic finding. The following table will show the comparison of the perceptions of different groups of respondents on different issues.

Table: 9 (Perception comparison of the respondent groups)			
Questions	General Public	Police Officers	Elite People
Police-Public Relations	Mostly neither good nor bad	Good	Neither good nor bad/bad
Police Service Delivery	Neither satisfactory nor unsatisfactory	Satisfactory	Neither satisfactory nor unsatisfactory
Legal Framework (For Police Officers only)	---	Not adequate	---
Factors contributing nature of Police-Public Relations	Police professionalism, Police attitude, Outside interference	Police attitude, Outside interference, Police professionalism	Police attitude, public awareness, police professionalism
How to improve relations	Police to build relation with public, Increase police logistics, Updated training for police	Increase police logistics, Social involvement of police, Change police attitude	---
Trend of the relations (For Elite people only)	---	---	No positive trend of change
Strategy for better police-public relations (For Elite people only)	---	---	More police- public interaction, Police attitude to change, Senior officers' interaction with public
Source: Author			

After analysis the following findings clearly emerged:

1. The study portrays that, the overall police-public relations in Bangladesh remains between neither good nor bad and bad with the exception of police respondents' they found it between good and neither good nor bad.
2. Overall service delivery of police also found to be between neither satisfactory nor unsatisfactory and unsatisfactory also with the exception of police respondents, they opined it as satisfactory and neither satisfactory nor unsatisfactory.
3. The factors that contribute to the nature of police- public relations are many. The most significant factors that came out were police attitude, professionalism of police, reciprocal sincere relationship between police and public, outside interference on police, police response to the public and media role.

4. Measures to improve police- public relations are- police to build relations with public and build confidence, address police corruptions, ensure police accountability, increase police logistics and remuneration, police involvement in social activities, community policing, police reform, change of police attitude, updating police training, fair recruitment of police, quick police response to public call, no outside interference on police and reducing police- public ratio.
5. The trend of police- public relations found to be mostly negative though in some areas positive changes were observed, they are community policing, victim support and media/ NGO relations.
6. Suggested strategic directions to develop a credible relations between police and public are- more interaction between police and public specially with the senior police officers, creating conducive atmosphere at police stations, neutrality of police in their actions, reformation of police training, fair and transparent recruitment and promotion policy, addressing police corruption, build relation with media, no political interference and replication of the best practices.
7. Existing legal framework for improving police- public relations was not found adequate according to maximum number of respondents.

Analyzing the study, reviewing the existing literatures and studying the growth and evolution of Bangladesh Police it was found that, the factors contributing police- public relations in Bangladesh may be categorized into the followings.

Social Factors

Relationship inherited through history. Image created through the course of time, outside interference, public awareness, media role, public confidence on police, law and order, political situation etc.

Organizational Factors

Police professionalism, police service delivery, proper law enforcement, police response to public calls, police job (dis)satisfaction, transparency, police-public ratio, police logistical support, atmosphere at police stations and police accountability, supervision by superior officers.

Human and Psychological Factors

Police attitude, ethics of police, general perception about police etc.

RECOMMENDATIONS

On the basis of the study the following recommendations are given to improve the existing relation between police and public:

- a. **Organizational behavior and set up:** Police professionalism shall have to be given the highest priority. For a better performance police is to act strictly according to law. Better performance will lead to better police-public relations. Public relations should be included in the organizational structure of police to give it an institutional shape.
- b. **More interactions:** Due to historical reason mass people do not accept police as their guardian even though police at times gives extraordinary service to the people. People will have to change their notion and try to understand its limitations; this change may take place gradually through interactions between the two.
- c. **Strategic efforts:** At the highest political level there should be a consensus about making a pro-people police in the country which will be capable to fulfill the needs of an independent democratic country. Draft Police Ordinance needs to be approved.
- d. **Policing through consent:** In a democratic society starting from state level down to the local level things shall have to be done with the general consent of the people. Policing should also be done following democratic norms for overall sustainability.
- e. **Inclusion of police- public relation in the legal framework:** Existing legal framework should be updated. Legal binding for both police and citizen should be made more clear and distinct.
- f. **Integration of people in the enforcement ethos:** Police managers always complain that police is misunderstood in its process of law enforcement. In this context there should be some form of mechanism to integrate the people in the enforcement ethos of police with a focus to explore the genesis of crime and the role played by the other agencies of the criminal justice system.

CONCLUSION

It is today an accepted axiom that, police anywhere in the world cannot perform their functions effectively to the perceived satisfaction of the people without their willing cooperation. If there is no spontaneous reciprocity between the law enforcers and the members of the society, then it sounds that the law enforcers are staging the drama of 'Hamlet without the Prince of Denmark'. During the study it was found that the existing gap between police and public is still wide which is detrimental for a safe and secure society. Much change did not take place through evolutionary process though two major political developments occurred during last sixty years in the geo-political arena of Bangladesh. Though the study result shows that the police- public relation remains between good and neither good nor bad but general perception does not tally with this result. If we accept the hypothesis that police- public relation is not that congenial as it is expected then we have enough scope to improve it.

As a last word on the subject of police- public relations, all of us have a vision for Bangladesh police as a highly professional police service which earns the full confidence and cooperation of the people by its own behavior and performance. On the face of it, the whole thing may appear to be utopian against the existing situation. But if other countries can achieve it by and large there is no reason why Bangladesh cannot aspire to be a secured society by dint of extraordinary professionalism, dedication, neutrality, integrity and gallantry feat of police.

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