
Perception of police by local in Manipur

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Abstract: Police are regarded as the most important job as it helps in guiding us from all the wrong doers. They act as a mirror of the society . They help in reducing the crime rate of the place and also help in bringing justice to the system. They play a major role in reforming the negative vibes to positive vibes for the people and their satisfaction. Manipur , a state in North east of India face end number of issues every day which ultimately lead to solving with police. In this case police need to make a good image and should understanding with people so that they are connected with them.

This paper focus on how police perform their duty to give 100% to the society. Questionnaire were prepared to have direct interaction with the respondents. Tabulation and pie chart were made to analyse the questions in detail.

Keywords: police, Manipur

INTRODUCTION:

Public support is vital for police as it will help in reducing crime in the society which is increasing in daily basis. (**Crime and Policing: Mark H Moore, Robert C, Trojanowicz, and George L.Kelling**)With the support of people , society can improve towards better growth as a whole. Building of good attitude toward police is necessary for maintaining good relationship and improving quality of life of people.

Routine public-police interaction will help in creating a society which is free of confusion and which will lead to reduce any type of conflict that may arise. (**Importance of Police Community Relationships and Resources for further reading: Community Relations services Toolkit for Policing**). Public motivation can be gain if there is proper internal investigation of police regarding misconduct, so that quality is maintain and reassurance can be given to the public regarding the process of policing is conducted fair and negatives thoughts can be reduce. Both Police and public working together will help in reaching a common goal for a safer and better place to live. (**Police views , public views: Rich Morin, Kim Parker, Renee Stepler, Andrew Mercer**)

OBJECTIVE:

The study was conducted to know the how police was performing their duty and the reaction of the people from the state on the perception of policing in the area. Police plays a major role in the society in moving for better performance. Good policing result in good governance. As crime rate and violence that frequently breaks out in the state , there is a need for public opinion in generating feedback from the general public .

RESEARCH METHODOLOGY:

Primary data is collected from sample of 1800 from the cities and towns across the state of Manipur. Table and charts were created to have detail study . convenient sampling was taken as it was feasible for the study. The study was descriptive in nature.

LIMITATION:

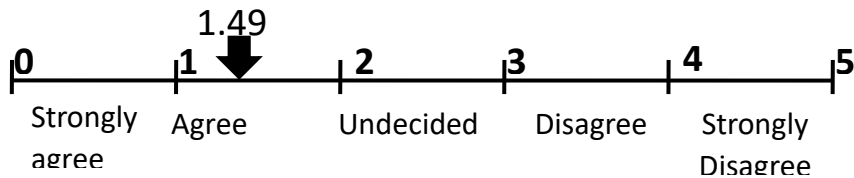
Study was conducted during COVID 19 pandemic. It was difficult to conduct one to one interview and above that network was not good to connect widely and most of the people were not technology friendly.

ANALYSIS:

Manipur being a small state a sample of 1800 were generated across the state. Different range of questions were asked . Respondents are asked to rate their view in the scale of 1-5 ranging from 1= Strongly agree to 5= Strongly disagree.

Table 1.1 : Police always participate in any function relating with community rituals and practices

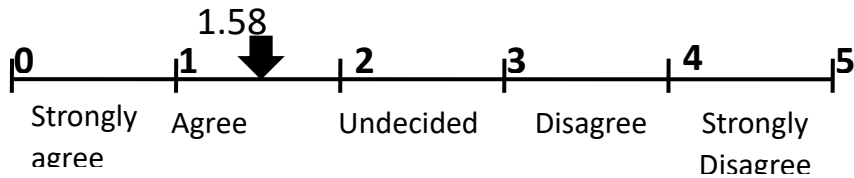
Particulars	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Total	Value
No. of Respondents	998	750	26	18	8	1800	1.49
Score	998	1500	78	72	40	2688	



Police happily participate in any function of the locality relating with any rituals or practices. They even donate money for the welfare of the people.

Table 1.2 Police are active in responding to any situation

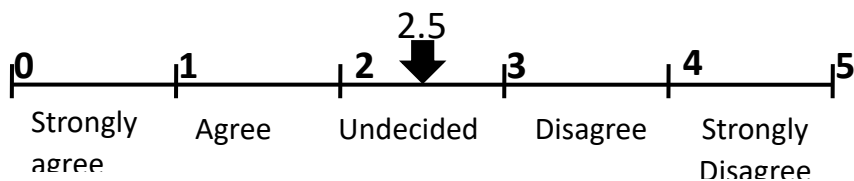
Particulars	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Total	Value
No. of Respondents	899	789	80	30	2	1800	1.58
Score	899	1578	240	120	10	2847	



Police are very profligate in responding to any problems or crisis that effect the locality and they are always interested in developing the people of the place where they are posted.

Table 1.3 Police is having good gesture at the time of interacting with the people in relating with their case.

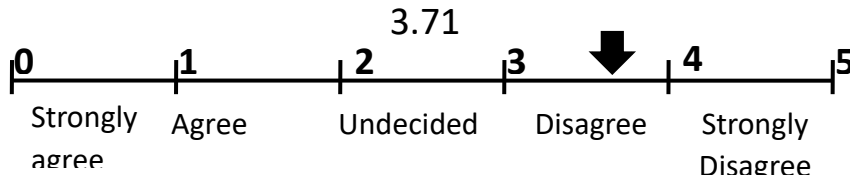
Particulars	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Total	Value
No. of Respondents	98	766	776	160		1800	2.55
Score	98	1532	2328	640		4598	



Most of the respondents feel that they are not sure about the gesture of police when they come up with their problems. Some of them are very calm and listen properly and some of them are always angry and hardly listen and come to conclusion.

Table 1.4 Police show biases in dealing with the victims

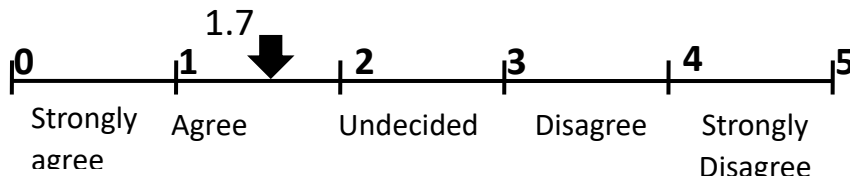
Particulars	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Total	Value
No. of Respondents	33	340	321	487	619	1800	3.71
Score	33	680	963	1948	3095	6689	



Most of the respondents think that there is no sign of biases shown by the police as they deal every case equally.

Table 1.5 Police always take the responsibility positively in fulfilling social obligations.

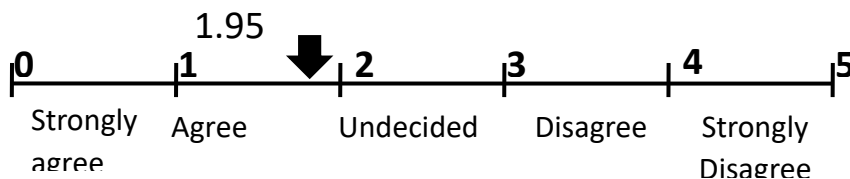
Particulars	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Total	Value
No. of Respondents	728	936	85	30	21	1800	1.7
Score	728	1872	255	120	105	3080	



Police are always ready in taking the social responsibility which will help the people to co-operate in positive way.

Table 1.6 Police always focus on timely solving of issues.

Particulars	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Total	Value
No. of Respondents	560	870	278	72	20	1800	1.95
Score	560	1740	834	288	100	3522	



People agreed that police are result oriented and try to complete their task on time. They are focused on solving the issues with enthusiasm and in non-bias way.

Table 1.7 Showing the respondents' view in either 'Yes' or 'No' for the following statements:

Particulars	Yes	No
i.New tactics are used by Police for solving cases.	1590	210
ii. Police always help the locality irrespective of situation.	1650	150
iii.Police are very particular about solving case on time.	1654	146
iv.Police are very welcoming in nature.	1789	11
v.Police always aim in developing the people in the locality.	1678	122
vi.Police regularly conduct programmes for the development.	1470	330
vii. Police always try to bring justice to an issue.	1561	239
viii. Police always respect the culture of the place.	1674	126
ix. Police always spread love and affection to the people.	1688	112
x. Police also considered about environment issues.	1655	145

Ranking of the qualities of police officers from 1 to 10 where conducted in which 1 is the most important quality needed by the people which make good officer. The following table 1.8 explain total number of the point score by each quality needed where the least score is the most important quality needed by police officer.

Table 1.8 Qualities of police officers (Each qualities is asked to rank from 1-10 where 1 is the most preferred quality)

Particulars	total
i.Communication skills	3999
ii.Compassion	6953
iii.Assertiveness	7789
iv.Maturity	8009
v.Open Mindedness	8069
vi.Good Interpersonal skills	8183
vii.Eagerness to learn	8754
viii.Team spirit	8085
ix.Calmness in challenging or dangerous situation	8316
x.Problem solving skills	7579

According to the table given above the most important quality of a police officer is communication skills . if communication skill is missing it become difficult to handle any case and the matter become complex. In order to avoid all this situation there should be good communication skills between the police officer and the citizen.

FINDINGS:

1. It was found that in case of any situation police are very active in solving the situation that may have created out of different reasons. When in case of emergency also they are always there to support the people.
2. Police are found to be more interested in organizing function and improving and establishing good relationship with the people.
3. Police are very active in providing social responsibilities as they keep on organizing cleaning of the localities, supplying of basic facilities to the people, spreading of awareness of various issues etc.
4. Delivery of result is always on time from police side as they focus on each case with seriousness
5. Co-operation between police and localities is high and with this they try to solve any issues.
6. Police always use new methods new techniques in solving issues which will help in bringing positive result.

7. Communication skill is considered as a vital quality for the Police officers, as it helps in developing good personal relations with the public, which enables in better understanding of the cases and for solving them in the right direction.

SUGGESTIONS/ RECOMMENDATIONS:

1. There should be specially one department for building relation with the people . this will help in solving many issues and organizing workshop and awareness programme and increasing co-operation with the localities.
2. In order to increase the level of trust among the people of the locality there should be transparency in the process or movement of the case so that they are able to know any updates about the case.
3. Organizing monthly basis programme relating with environment and any other social cause for developing the localities.
4. Spending expenses on community policing is taken as an investment not an expenses as it will help in creating good relationship.
5. Training should be given to the police personnel on the way of dealing with localities.

CONCLUSION

Most of the respondents who are residing in cities and town of Manipur are happy and satisfied with the service provided by the police. They are satisfied with the communication skills of police as they try to understand and resolve any issues relating with the case

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