



## Perception of University Students towards Hisar City Police

### KEYWORDS

Police, Students, Public, Hisar

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**ABSTRACT** *The Police are an important pillar of the Indian government which is primarily responsible for the prevention of crime in the society. Being a democratic country Police is there to work in the direction of establishment of the welfare state. So the Indian police are committed for the community policing which is based on the philosophy of the healthy relationship between the Police and the public so that police can work more efficiently. Students are also the main component of the society which also a major area of concern for the Police because of many reasons and also their perception means a lot for the Police officials. In the light of this the present paper attempted to know about the perception of University Students towards Hisar City Police in the State of Haryana in India which found the moderate results about the Hisar Police with some valuable suggestions.*

### Introduction:

In a real democracy the public attitude or opinion is very necessary to be considered by the government as well as the other public or private institutions. The police organisation is one of those public institutions which can be strongly influenced by the public attitudes or we can say the criminal justice institutions are guided by the public and by so the public opinion influenced the policy of the criminal justice system which include police, jail as well as the judiciary. Due to the nature of police work the dependency on the public is more and it is important for the police to understand the necessity of police- public interface so that they can successfully achieve their mission.

The police personnel have a vital role in a parliamentary democracy. The society perceives them as custodians of law and order and providing safety and security to all. This essentially involves continuous police-public interface. The ever changing societal situation in terms of demography, increasing rate and complexity of crime particularly of an organized nature and also accompanied by violence, agitations, violent demonstrations, variety of political activities, left wing terrorism, insurgency, militancy, enforcement of economic and social legislations, etc. have further added new dimensions to the responsibilities of police personnel. Of late, there has been growing realization that police personnel have been functioning with a variety of constraints and handicaps, reflecting in their performance, thus becoming a major concern for both central and state governments. In addition, there is a feeling that the police performance has been falling short of public expectations, which is affecting the overall image of the police in the country. With a view to making the police personnel more effective and efficient especially with reference to their professionalism and public interface several initiatives have been launched from time to time.

### Some of the steps suggested by the National Police Commission in this direction are:

- To bring about a change of attitude of police personnel so that they become people friendly.
- To bring about more transparency and openness in police working.
- To improve public image and public participation in police working
- To make the police more efficient and effective.

### The policing of any country should be depending on the following principles:

1. The main objective for police is to prevent crime and disorder as an alternative to repressing crime and disorder by military force and severity of legal punishment.
2. Public approval and public respect is the main principle of policing in the direction of better performance and existence of police actions and behavior. .
3. The police should be in the situation to win the cooperation of public so that they can create the situation of voluntary observance of the law by maintaining public respect.
4. The degree of cooperation that can be secured from the public diminishes, proportionately, with the need to use physical force in achieving police objectives.
5. The police should maintain the equality in the society by offering the service to all members of the society without considering their cast, sex, color and race. The behavior of police should be able to create good humor and friendly environment in the society.
6. The police should exercise the physical force only in the extreme condition only when the all ways to maintain peace are failed.
7. The police should work in the establishment of the welfare state where the voices of public can be heard without any fear of the police and it is possible if police work together with the public after maintaining a good relationship.
8. The police should always work in its limits and never tries to usurp the power of the judiciary.

Often the contact between the police and young people is negative. Because of many social factors like their lifestyle etc. the young people are more attracted to the crime which became a challenge for the police crime preventing agency. So it is very important for the police that they should examine the relationship with the young strata of the society so that they can come to know their opinion about the policing and all.

### Recommendations reflecting the need of Police and student community relationship:

The Gore committee on police training in 1971 proposed a police programme under the national service corps scheme in selected colleges or university to develop a healthy contact between the police and the students.

The National Police Commission (1977) stressed upon the healthy contacts between student community and police and recommended police student interaction, community projects and other extracurricular activities and establishments of boys and girls clubs.

If there will be trust between the police and the public then the police will be in the situation to get the more information from the public which will lead to the better investigation by the police agency.

#### Objective of the study:

The student are the more important part of the community because of their young age and other social factors they are more prone to crime also ,so it is important to know their perception about the police agency so that the police can work more effectively after considering their suggestions and the problems. This paper examines perceptions of the police held by a sample of university students in Hisar city and to give the suggestions suggested by the students to improve the functioning of Hisar police and also examines the more specific views of various areas of police performance including fairness, effectiveness, and honesty etc.

#### Research Methodology:

The total of 50 students have been randomly selected for the study from the two universities of Hisar i.e. Guru Jambhwar university of Science and Technology from the various department and have been asked various structured questions.

#### Practical Implications:

Findings of the study provide Hisar police administrators with useful findings, directions or suggestions which are suggested by student's community that will improve the functioning of Hisar police and will also improve the police- community relationship.

#### Limitation of the Study:

The sample was limited to only fifty students of the university in Hisar city so the study has limited generalizability. In future the research can be undertaken from the large sample size of one or more universities. Personal interaction has the strongest impact on the perception of the students.

#### Review of Literature:

Wright and Peglar (1981) explored senior high school students' attitudes toward the Royal Canadian Mounted Police in a municipality in British Columbia using an experimental design and demonstrated that a systematic effort to create more positive attitudes toward the police was somewhat effective, particularly when the program included in-depth follow-up work and experiential activities. Amorso and Ware (1983) found that the attitude of the students towards their teacher predict the attitude towards the police agency as compare to the influence of parents, the influence of teachers are more in this prediction. and also revealed that the respondents (students) were fairly positive in their attitudes toward the police. Wu and Sun (2010) examined Chinese college students perception of the police in two cities of the china and the researchers found that the satisfaction of the students and their specific evaluations of the police fairness were associated with their crime and criminal experiences and locality. Students' background characteristics only had a weak effect on attitudes toward police. Chow Henry P.H (2012) conducted a study on university students in western Canadian

university and found that students of the university held moderate positive attitude towards the police and factors like personal safety, criminal victimisation, contact with police, police harassment or mistreatment experiences were found to be significantly associated with respondents evaluation of the police.

#### Hisar in brief:

Hisar is the administrative headquarters of Hisar district in the state of Haryana in northwestern India.. It is located 164 kilometers to the west of New Delhi India' capital, and has been identified as a counter-magnet city for the National Capital Region to attract migrants and develop as an alternative centre of growth to Delhi. As of June 2012, Hisar is India's largest galvanized iron manufacturing city. Due to presence of a large steel industry, it is also known as "The City of Steel". The Haryana state has been divided into four ranges of police i.e. Hisar, Karnal, Rohtak and South range. There are five districts in Hisar, four in Karnal, four in Rohtak and four in South range.

**Responses from the University students in percentage:**  
**Table 1.**

Statement	Agree (%)	Disagree (%)	No Opinion (%)
Department doing good job in keeping community safe?	60	26	14
Hisar Police well trained, competent and professional	58	38	4

**Table 2.**

Statement	Satisfied	Unsatisfied	Neutral
satisfaction regarding the Police performance in dealing with the criminal and in prevention of crime	30	32	38
Satisfaction regarding the overall relationship of police with public	32	50	18
	Below 5	Between 5-7	Above 7
Rating of performance	16	54	30

**Table 3.**

Statement	Yes	No
Police verbally and physically	50	50
Personally found Police polite and helpful	66	34
Police biased	66	34
Able to communicate in language other than Hindi	72	28
Hisar Police fully responsive to care and concern of your problems	50	50

**Table 4.**

Statement	More honest than most people	Almost the same as most people	Less honest than most people	No Opinion
Perception regarding the Police honesty	18	30	38	14
	Great respect	Little respect	Mixed feeling	No opinion
Respect for the Police	22	18	58	2

**Discussion and results:** According to 60 percent of students, the Hisar police is doing good job in keeping the community safe and the 26 percent are not agree with the statement while other 14 percent had no opinion.58 percent students think that Hisar police is well trained, competent and professional also while the other 38 percent are not agree with this and the remaining four percent had no opinion regarding the question asked. So the training is one of the important issues for the Hisar police as well

as Indian Police which is needed to resolve as also recommended by various committee and commissions in India. Majority i.e. 58 percent hold the mixed feeling for Hisar police after considering their job and 18 percent had little respect for police but the other 22 percent had still great respect for the police and two percent of them had no opinion. The total of 30 percent students are satisfied regarding the performance of Hisar police in dealing with the criminal and in prevention of crime and the 32 percent are not satisfied while the majority i.e. 38 percent of them were having neutral responses. Which is somewhat contradictory response from the students because most of the responses say that police is doing good job in keeping the community safe. Honesty is the main issue in every department so here also ,38 percent respondents think that Hisar police is less honest than most people and 30 percent students take them as of same honest while the other 18 percent take them as more honest as compared to other 14 percent which do not have any opinion. The fifty percent of students think that police verbally and physically abuse citizen while the other half does not think so.

The personal experience of student regarding the politeness and helpfulness is not good enough because Majority of the respondents i.e. 60 percent had found personally Hisar police as polite and helpful while the other 40 percents did not found it so. Here the Police department needs to improve their behaviour and attitude towards the public. and also 66 percent students hold the opinion that Hisar police is biased and the other 34 percent are against the statement. 72 percent of students are agree that Hisar police can communicate in language other than Hindi while other 28 percent do not think so. Half of the respondents' percentages think that police is fully responsive to care and concern of their problems while the other half were not agrees. 32 percent of the respondents are satisfied with the relationship of police and public and the 50 percent were not satisfied with the statement while the 18 percent were having neutral responses. 54 percent of the students gave the rating between 5 to 7 and the 30 percent of them had been given the rating of above 7 and the remaining 16 percent gave the rating below 5. So after considering the overall responses regarding the performance of Hisar we can say after these findings supports that overall performance is near to the satisfaction which can be achieved the level of satisfaction after having some changes as it was suggested by the student community

also. The Hisar police is doing well in keeping the community safe supported by the responses.

**Suggestions:** The following suggestions were given by the students of the university which are briefly stated as below:

- Improvement in the training especially to the constables.
- Proper investigation to avoid the harassment of the victims.
- Prevent crime before it happens i.e. preventive approach
- Unbiasness in the system
- More dedication by police force towards their work
- Involvement with the social sites
- On the spot challan fee deposition
- Well behavior and responsible towards public
- Participation of public in the policing
- Information technology
- Alert and active policing
- Updated vehicles
- Friendly environment of police station
- Immediate action on complaints
- Improvement in the communication skills
- More transparency in the system
- Specially attention to the marginalized groups

#### Conclusions:

The views of student community is the need of the time which should be considered by the police official so that they can work better for the society and can create the happy environment in our society. There are many issues like on the part of communication ,use of technology, marginalized group attention, human resource management etc , which are the need of the time for Hisar police to work upon and to change the traditional style of policing to the modernize style. Today we are living in the era of technology so it is necessary for the police also to maximize the use of technology as it was also suggested that by involving Hisar police with the social sites, police can also enhance the public contact which will indirectly leads to the crime prevention as well.

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