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**SCHOOL OF GRADUATE STUDIES AND RESEARCH**

**GHANAIAN PERCEPTION OF POLICE MISCONDUCTS AND CIVIL- RELATIONS:  
EXAMINING OSU PUBLICS**

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## DECLARATION

I hereby declare that this submission is my own work towards the Master of Arts Degree in Public Relations and to the best of my knowledge, it contains neither material previously published by another person nor material which has been accepted for the award of any degree of the University, except where due acknowledgement has been made in the text.



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## **DEDICATION**

This project work is dedicated to the Almighty God for His guidance throughout my study at the Ghana Institute of Journalism, School of Graduate Studies and Research and to my lovely husband, Jonas K. Tenge for his endless support towards this work.

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## **LIST OF ABBREVIATIONS**

<b>GPS</b>	-	<b>Ghana Police Service</b>
<b>IEA</b>	-	<b>Institute of Economic Affairs</b>
<b>PIPS</b>	-	<b>Police Intelligence and Professional Standards Bureau</b>
<b>CSO</b>	-	<b>Civil Society Organisation</b>
<b>SAPS</b>	-	<b>South African Police Service</b>

## ABSTRACT

All over the world, communities rely on the police to “protect and serve” and the police, in turn, rely on community support and cooperation, but the relationship is not always harmonious. In recent times, there has been a rampant increase in police misconduct. One major challenge to poor police-civil relations and effective law enforcement. This article examines perceptions of police misconduct in Ghana with Osu Township in focus, and the factors that influence these perceptions. The study examines how citizens’ views general police misconducts including personal and vicarious experiences with police officers, exposure to mass media coverage of police behavior, and neighborhood conditions. Results show that majority of citizens perceive all levels of misconducts among police officers but the key factor remains that there are no other alternatives and have had to cope with the system. The impact from the study include but not limited to loss of confidence; unwarranted attacks on the police; the settlement of issues out of police jurisdictions; low citizens support; and the lack of respect and trust for Police officers. Although the public recognizes some notable efforts by the Ghana police in recent times to redeem its image and restore public confidence, it is highly anticipated that more workable measures are adopted to improve service delivery and foster strong bonds among community groups. In achieving the needed positive impact the study suggest more community involvement in policing procedures and programs; the adoption of monitoring systems and checks on personnel to hold the police accountable for their actions; transparency in police operations and lines of communication; professional development in human relational skills; reinforcing public confidence through the implementation of community policing programmes; and the re-orientation of the average Police officer in the service.

# CHAPTER ONE

## GENERAL INTRODUCTION

### 1.0 Background to the Study

Law and order is key to the development of any society, as such the role of the Police cannot be over-emphasized. This is why a body of men and women is formed and empowered by the state to enforce laws, protect life and above all maintain social order (Wright 1998).

Given the critical role played by the Police, one would expect that Police officers, who are the visible law enforcers, would perform their duties with professionalism and comply with the tenets of the law devoid of blemishes. On the contrary, however, there have been instances in which officers of all ranks have been complicit in several kinds of malfeasance and unprofessional behaviours (Tankebe 2009), resulting in derailed trust and confidence in law enforcement establishments (Jackson et al. 2014).

Criminalities among Police officers have been a factor in the development of Police institutions worldwide. In one case in the United States for example, 15 Baltimore Police officers were sentenced in the US District Court to 8 to 42 months imprisonment for their involvement in an illegal kickback scandal (Bishop 2012). In Africa, Police misconduct is not rare. In July, 2014 the South African Police Service (SAPS) revealed that a "protracted" and "thorough" audit of Police ranks in January 2010 found that 1,448 serving Police officers were convicted criminals (Wilkinson 2013:4). This, according to the internal audit report, constituted close to one percent of South Africa's 157,470 Police population having been involved in crime.

Similarly, the Ghana Police Service (GPS) is not spared from reports of Police wrongdoing. Between January 2011 and June 2013, the Police Intelligence and Professional Standards Bureau

(PIPS) dismissed a total of 108 personnel from the Service for various acts of misconduct (Aning 2006, pp.43). Also in the first quarter of 2014, some 21 Police personnel were dismissed from the Service for various acts of misconduct (Adjei 2014:16).

The phenomenon is gradually nurturing growing public perception that the GPS is infiltrated by miscreants, underpinned by several cited instances of stealing, narcotics, defilement, extortion, armed robbery, police brutality, among others reported against officers (Aning 2006:6). Aside this, these perceptions are reinforced by research work undertaken by Civil Society Organizations (CSOs) in Ghana which found evidence of corruption in the Police Service. For example, the GPS was for the third year running, ranked the most corrupt state institution in Ghana in the 2014 Socio-Economic and Governance Survey, conducted by the Institute of Economic Affairs (IEA) (Institute of Economic Affairs Report, 2015).

The GPS, whose motto is “Service with Integrity”, was established by the Police Service Act, Act 350 (1970) to maintain law and order. Aside this core duty, the Police is further mandated by the parent statute, the Police Service Act, (Act 350) to protect life and property; prevent and detect crime; apprehend and prosecute offenders; and enforce all laws that they are directly charged with (Police Service Act, 1970 (ACT 350)).

It is clear that the police cannot be successful in achieving their mission without the support and involvement of the people they serve. Crime is not solely a police problem, and it should not be considered as such. Rather, crime must be responded to as a community problem. Thus, it is important for the police service to involve the community in its operations. This sharing of responsibility involves providing a mechanism for the community to collaborate with the police both in the identification of community problems and determining the most appropriate strategies for resolving them. It is counterproductive for the police to isolate themselves from the community and not allow citizens the opportunity to work with them.

As such, the relationships that exist between the Police and its major stakeholder, the public's represent a central concern for effective policing. In that, communities rely on police departments to "protect and serve" and the police, in turn, rely on community support and cooperation, but the relationship is not always harmonious. For the Police to secure the willing cooperation of the public (Hon et al 1999:67) asserts that trust, mutual control, commitment and satisfaction are the cardinal indicators in measuring quality and long-term behavioural relationships between an organisation and its strategic publics. More critically, organizational-public relationships are dynamic which requires that organisations pay continual attention to relationship cues in order to adapt to the relationship and to sustain the relationship over the long term.

However, unbridled public vilification of the service has created an "image crisis" for the institution. The Service is, therefore, saddled with an "image salvaging or cleansing war" to restore its professional image (Brammah and Mbowura 2014:45), build and maintain relationships that promotes collective cooperation between the two entities. Nevertheless, not much empirical research has been conducted especially in Ghana to explore police criminalities and its tendencies on police civil-relations. Hence, the study seeks to examine whether perceived misconducts among police officers can predict favorable or unfavorable relations between the public and the police, by surveying views of publics in Osu, a cosmopolitan Suburb of Ghana's capital, Accra.

## **1.1 Statement of the Problem**

In democratic policing it is important that all segments of society see the police as legitimate, professional, objective and above all performing duties within acceptable standards of moral principles.

Police officers all over the World are held in high standards because they are personifications of the law and their conduct, both on and off duty, must be beyond reproach. There must not be any perception in the minds of the public that polices' ethics are open to question.

In recent times, numerous scandals involving officers of the GPS have raised concerns about integrity and ethical standards within the service. Many Police personnel have been arrested, dismissed and convicted for various criminal offences and corrupt activities such as Police recruitment fraud, robbery, extortion, assault and rape among others. The scale of criminality within the service encompasses both senior, middle-level and junior officers, some of whom are perceived to be abusing their position, power and trust for monetary gains. There is a growing perception of the police institution being discreditable which is also reinforced by successive corruption Perception Index surveys which have rated the GPS high over the years.

At the same time, public support and positive public collaboration is essential to police legitimacy and to a larger extent effective policing. Moreover, the willingness and active support of the public in crime fighting will be determinant on perceived opinions held by the public. Professional policing practices will yield active public support as unprofessional and corrupt behaviours promote negative relations.

Police misconducts do not only have adverse effects on the victims of abuse but also on public perceptions of the police departments implicated in the incidents. The menace has been a worry to both previous and current Governments in Ghana, the Police hierarchy and the general public

as a whole. Yet the magnitude of such effects on police-civil relations has rarely been investigated.

Recognizing that society is undergoing massive changes, police agencies are confronted with a great challenge. The essence of that challenge is to be able to respond to problems created by social change, while at the same time providing the stability that holds a society together during a period of uncertainty.

The study thus explores those uncertainties by examining public perception of police misconduct in Osu, Accra, and how these opinions influence police civil-relationships. The study will also delve into the implications on policy formulation and implementation.

## **1.2 General Objective**

The general objective of the study is to provide empirical evidence to how public perception of police misconducts in Ghana affects police-civil relations in Osu, Accra and propose measures that will build and promote favorable police-civil relationships.

### **1.2.1 Research Objectives**

The specific objectives are to:

- Identify formed public perceptions as a result of police misconducts in Osu;
- Analyze how formed perceptions affect police-civil relationship among Osu publics;
- Examine how perceived misconducts affect public confidence and trust in the police in Osu;
- Identify factors that will build and promote positive public perception towards the police.

### **1.3. Specific Research Questions**

The following questions are considered for the purposes of the study:

- What public perceptions are formed out of police misconduct?
- How does public perception influence police-public relations?
- What challenges does police in Osu face as a result of perceived misconducts?
- How can the Ghana police service build positive public perception?

### **1.4 Significance of the Study**

The study is significant in the following ways;

- This study makes a contribution to the emerging academic discipline of Police science. It provides insights into how the public perceive police misconducts and how these perceptions affect attitudes towards the police.
- The findings of the study have the tendency to better equip the police management bodies particularly, the Ghana Police Service, to adopt functional strategies that will create positive public relationships in the midst of a given perceived hostile environment.
- The study also filled gaps in the literature on public perceptions and policing which serves as a source of information for police institutions to consult when dealing with Police legitimacy. It further serves as a source of literature for researchers, security agencies, and other stakeholders to consult in further studies and for other purposes deemed fit.

## **1.5 Scope and Limitations of the Study**

Research of this nature cannot be completed without incurring huge financial commitments. First of all, there were limited financial resources to invest and speed up the research work considering its timeline. Second, some respondents were unwilling to contribute to the study for personal reasons, time factor and perhaps for no personal benefits. Extra effort was required in identifying and interviewing each respondent looking at the time available for this research to be completed. Finally, due to the research approach to be adopted, the data collected was difficult to code and analyze especially in the absence of a computer.

## **1.6 Ethical Consideration**

Pera and Van Tonder (1996) define ethics as “a code of behavior considered correct”. The study therefore had to be conducted with fairness and respect for procedure. First, consent was rightly sought from respondents to administer questionnaires and conduct face-to-face interview accordingly. Secondly, participants were duly informed that the purpose of the study was solely for academic reasons as confidentiality and anonymity were strictly assured. Thirdly, ideas taken from various authors and findings were duly acknowledged where respective sources were referenced.

## **1.6 Organization of the Study**

The research is organized into five chapters. Chapter One covers the introductory aspect to the study and these include the background to the study, statement of the problem, objectives of the study, research questions, significance and scope of the study, limitations and organization of the

study. This would enable interested readers to briefly ascertain what the research is all about and the scientific processes undertaken to arrive at the conclusions.

Chapter Two is the literature review. It reviews works done by others and critique of arguments and debates among others in scholarly works, journals and periodicals which addressed key research variables. It further contextualises theories which added depth to explore the study's foundation addresses the theoretical framework in exploring the foundations and relevance of the chosen topic.

Chapter Three focuses on methods necessary to systematically collect, organize and elucidate data. Methodology embraces the study area, research design, study population, sampling procedures, sampling size and justification, method of data collection, data analysis and presentation. Description of procedures therefore helps the author to understand the process of the research, thus giving it scientific merit. The ethical considerations observed in undertaking the study are also elaborated in this section.

Chapter Four discusses the results from the field with related literature. The findings have been interpreted with graphs and tables to give a pictorial view to aid understanding of results.

Chapter Five presents a summary of findings, conclusions, recommendations and areas for future studies.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

This chapter reviews related literature on public perception of police misconducts and its consequences on organization-public relationship. This part of the study presents the theoretical background, whose purpose is to critique the concepts and models which relates and contextualizes police misconducts and relationship management theories. By presenting some relevant researches from this field we are trying to correlate the key concepts mentioned above and to introduce them in a larger frame constituted by the relationship management theory.

#### **2.1 Theoretical and Conceptual Framework**

Every research work is guided by theories and concepts that aid the explanation of issues to be discussed. Two theories were found appropriate to guide the study. Social Judgment Theory which enables people to judge the messages they receive on a certain scale in their minds; and The Relationship Management Theory, which analyses and manages relationships between an organization and its internal and external publics. These two theories are appropriate in explaining perceived police misconducts and behaviours.

##### **2.1.1 The Social Judgement Theory**

The Social Judgement theory was propounded by a Turkish academic, Muzafer Sherif in 1961. The theory postulates that when people receive messages (verbal or nonverbal) they immediately judge where the message should be placed on a scale in their mind after comparing the message

with currently held views. The theory assumes that attitudes are learned as a result of previous experience with the environment since a person depends on outside cues to tell him or her how to feel internally. Social judgement theory according to (Sherif, 1961:142) posits that persuasion is a two-step process. The first step involves individuals hearing or reading a message and immediately evaluating where the message falls within their own position. The second step involves individuals adjusting their particular attitude either toward or away from the message they heard, thus promoting attitude change. Individuals have three zones in which they accept or reject specific messages or attitudes as per Sherif.

The latitude of acceptance zone is where individuals place attitudes they consider acceptable. Opinions, beliefs and stands are acceptable because they are perceived to be similar to the person's own beliefs or opinions on the matter. The latitude of rejection zone is where individuals place attitudes they consider unacceptable or objectionable because they are furthest from the person's stand on a subject. The latitude of non-commitment is where people place attitudes they find neither acceptable nor rejectable.

(O'Keefe et al., 1990) propose two assumptions of the theory. The first assumption is that, it is "only the understanding of a person's various judgement alternative positions, either the person's latitudes of acceptance, rejection, or non-commitment that will permit one to understand the individual's reactions to persuasive messages on an issue". The second major assumption is that ego-involvement provides an important anchor for a person's attitude on an issue. Ego-involvement refers to an individual's involvement with an issue. Thus, when the person's stand is central to her 'sense of self', the person is strongly committed to the position. On the other hand, a stand that is not central to ones 'sense of self' does not merit a strongly held position.

Since the social judgement theory deals with communication and possible attitudes formation in social circumstances, it can arguably be applied to analyze public knowledge and information about perceived police misconducts and behaviours. In other words, a respondent's underlining belief of policing and misconducts either favourable or otherwise predisposes him or her to informed relational choices. However, in as much as the social judgement theory may be applied to explain entrenched positions of police publics it displays certain weaknesses (Ibid). First, the theory fails to include message content and message variables such as evidence or even argument quality. For example, it is possible that a message might fall into the latitude of rejection but not be rejected if it has a strong argument. Second, the social judgement theory also omits and ignores source credibility, a factor that can greatly influence attitude change. According to the theory, before any kind of persuasive messages are designed, one has to have a cognitive map. The fallacy is if the person is dishonest; one could have an incorrect attitude structure, resulting in incorrect cognitive map thus your attempts to receive persuasive messages would most probably fail. What this means is that human nature cannot be controlled, which to some degree restricts the effectiveness of the theory.

Accounts of the social meaning of policing and of the relationship between police and citizen converge on the idea that police behaviour carries important identity-relevant information. Opinions of and ideas about the police are implicated in the formation of social identities that relate to the social groups it represents, that is the state and community (Jackson 2007). Social judgement theory suggests that judgements about the fairness of the police will be the most important factor in processes of police-public relationships. Fairness promotes a sense of inclusion and value, while unfairness communicates denigration and exclusion (Bradford 2012). Furthermore, positive social identities in relation to the police should on this account promote cooperation with it. Perceptions of police fairness are indeed associated with social identity, and

in turn social identity can be linked to cooperation. Similarly awareness or perceptions of police misconduct are a strong predictor of attitudes toward the police.

Accounts of social representation of policing and of the relationship between police and citizen converge on the idea that police behaviour carries important identity-relevant meaning. Opinions of and ideas about the police are implicated in the formation of social identities that relate to the social groups it represents, the nation, state or community (Bradford 2012). Positive social identities in relation to the police should on this account promote cooperation with it.

### **2.1.2 Relationship Management Theory**

The term relationship management refers to the process of managing the relationships between an organization and its internal and external publics. However, in the context of this study, much emphasis is laid on the external rather than the internal publics. According to (Ledingham 2003:190) the theory of relationship management postulates that “effective management of organization-public relationships around common interests and shared goals, over time, results in mutual understanding and benefit for interacting with organizations and publics”. Relationship management theory puts forth a relational framework of public relations, suggesting that the public relations’ function is one of maintaining relationships, drawing in research and knowledge from environmental scans to help organizations continue maintaining these relationships with their key publics.

Relationship management scholars have immersed themselves into the study “of public relations as the management of relationships between an organization and its key publics” Ledingham & Bruning (2000:56). (Ledingham, 2001:286) identifies “four pivotal developments, which incited emergence of the relational perspective as a framework for public relations study, teaching and

practice". The first development he states is the recognition of the central role of relationships in public relations. Second, Ledingham offers the re-conceptualizing of public relations as a management function. The idea of managing organization-public relationships introduced the management process into public relations practice. Third, scholars present the identification of components and types of organization-public relationships, their linkage to public attitudes, perceptions, knowledge, and behaviour, and relationship measurement strategies. The fourth development established organization-public relationships models, which included antecedents, properties, consequences, and maintenance as well as monitoring strategies.

These vital developments contributed to the fundamentals of the relational perspective, which is encapsulated in (Center and Jackson, 1995:2) observation that "an organization with effective public relations will attain positive public relationships". Organization-public relationship is about organizational effectiveness that identifies strategic publics and uses symmetrical communication to "develop and maintain quality long-term relationships" Grunig & Dozier (2002:548). Hon and Grunig, (1999) asserts that public relations contributes to organizational effectiveness when communication programs identify key publics and works to establish and maintain relationships over a long period of time. Effectiveness is the extent to which organizations can meet their goals. Organizations are more effective when they build quality relationships that allow for more independence, which result in the realization of the organizations mission. (Grunig, & Ehling, 1992:20) defined the major purpose of public relations as "building relationships with publics that constrain or enhance the ability of the organization to meet its mission".

What then is organization-public relationship? Ledingham and Bruning (1998:68) define organization-public relationships as "the state that exists between an organization and its key publics that provides economic, social, political and cultural benefits to all parties involved, and

is characterized by mutual positive regard". For Grunig (1999:45), an organization-public relationship occurs when there are organizational behaviours that have consequences on publics or when publics' behaviours have consequences on an organization. Their definition links relationships with impact. Broom, Casey, and Ritchey (2000:18), view organization-public relationships as a transactional process. They posit that organization-public relationships "are represented by the pattern of interaction, transaction, exchange, and linkage between organization and its publics". Explaining his position, Hung (2005:123), states that organization-public relationships appear when organizations and their publics become reliant on each other, which moves the organization to action.

According to Grunig (1999:93), in measuring quality of organization-public relationships four key indicators can be identified. Control mutuality, trust, commitment, and satisfaction. Control mutuality is the degree to which parties agree on who has rightful power to influence one another. "Although some degree of power imbalance is natural in organization-public relationships, the most stable, positive relationships exist when organizations and publics have some degree of control over the other" Grunig, & Dozier (2002:71). Trust is one party's level of confidence in and willingness to open oneself to the other party (Ibid). The authors argue that trust is a complicated concept with several underlying dimensions. The dimensions include integrity that is the belief that an organization is fair and just; dependability- the belief that an organization will do what it says it will do; and competence- the belief that an organization has the ability to do what it says it will do. The third indicator which is commitment is the extent to which one party believes that the relationship is worth spending energy to maintain and promote. This relationship could either be continuance commitment, which refers to a certain line of action, or affective commitment, which is an emotional orientation (Hon & Grunig, 1999: 20). The final variable, satisfaction, is the extent to which one party feels favorably sustained toward

the other because positive expectations about the relationship are reinforced. “A satisfying relationship is one in which the benefits outweigh the costs. Satisfaction also can occur when one party believes the other party is engaging in positive steps to maintain the relationship” (Grunig, & Dozier, 2002:46).

## **2.2 Police Misconducts, Ethics and Police Discretion**

Police officers are entrusted with the role of protecting citizens and enforcing justice. Their daily duties are often guided by personal decision-making which requires sound judgment. Moreover, many of those decisions are made outside the presence of supervisor oversight. This creates an opportunity for a blend of discretionary powers, ethical and unethical decisions likely to breed misconducts in the performance of duties. Unethical behaviours are frequently noticed by the public and therein affect citizen attitudes toward the police. However, ethically discretionary decision displayed in the course of a duty may even go unnoticed. Wolfe and Piquero (2011:3) define police misconduct as “actions that result in the filing of a formal complaint, an internal affairs investigation, or departmental disciplinary charges against the officer”. Similarly, Terrill (2012:67) defines police misconduct as the improper actions taken by police officers in relation with their official duties which often results in miscarriage of justice and discrimination. Common Police misconducts include deliberately obtaining false confessions; false arrest; creation and use of falsified evidence, including false testimony; false imprisonment; intimidation; police brutality; police corruption; political repression; racial profiling; sexual abuse; and surveillance abuse. On the other hand, Conti and Nolan (2005:168-169), define ethics as “making a moral choice between right and wrong behaviour; ethics is the theory of right conduct and the good life and morals is the practice of these things”.

Generally, Police institutions are able to exhibit professional policing standards when mandates are carried out in a more ethical atmosphere (Roberg and Bonn, 2004). Due to the fast pace of police work and an officer's array of discretion, many are given opportunities to bend rules and commit unethical behaviour. As community policing generally creates more interaction with the public, ethical officers who present a professional code of conduct are an essential component to ensuring public satisfaction with the police. Police work has traditionally been regarded as an occupation relying heavily on personal decision-making abilities, moral integrity, and doing what is right based on individual values.

Although laws and policies direct officers in their duties and further place restrictions on their authority, Heffernan (1982), suggests that personal decision making is the only true guide for the exercise of such authority when faced with ethical dilemmas on the street. Wolfe and Piquero (2011:332), suggest that "Police officers presumed as gatekeepers of formal social control are not only responsible for enforcing laws and protecting the public but also are entrusted to represent order and justice in society". Moreover, previous research has pursued this ethical dilemma in order to further professionalize the field. Pointing clearly to the importance of such criminalities research, Wright (2010:161), argues that corruption and misconduct are two primary concepts that limit police effectiveness, and which may well be the sole determinants of community satisfaction and confidence in law enforcement. (Westmarland 2005), urges that ethics is a multi-dimensional concept intertwined with notions of morals and integrity. Stout (2011:77), further notes that police administrators and academicians urge there are two core dimensions of police ethics honesty and integrity and that these components are the essential building blocks of a professional foundation. Indeed, police officers exercise a vast amount of decision-making throughout daily routines. As a result, much decision making is deduced to a

matter of what is right and wrong. Reiner (2000:901), points out that discretion is a common yet unavoidable facet of police work due to varied interpretations of the law.

However, a substantial portion of officer discretion appears to be fundamentally controlled by the implementation of sound administrative policy (Rowe, 2007:52). Much police misconduct can be regulated through policy enforcement; but one common misconception is that this moral dilemma only begins after completion of the police academy. Many contend that attitudes toward right and wrong behaviour begin as early as the first day in the police academy (Conti & Nolan, 2005:71). Here, recruits are indoctrinated into a fraternal community where one looks out for another. Most police academies operate for a number of months in settings where recruits spend much time with each other. As such, solidarity and the common blue code of silence are introduced Westmarland (2005), essentially suggesting that each officer protect others regardless of the behaviour. As a result, many officers either choose to display this behaviour or simply turn their heads upon discovery of a fellow officer's misconduct. Examples of these behaviours include but not limited to intimidation, false arrest and imprisonment, falsification of evidence, police brutality, police corruption, bribery, etc.

However, Goldsmith (2008), argue that police officers do report incidents of misconduct, suggesting that the blue code of silence may not be as prevalent a factor as some suggest. Nevertheless, an officer's likelihood of reporting unethical conduct is often a result of the blue code of silence and solidarity (regardless of rank).

Kingshott, Bailey, and Wolfe (2004), suggest that a police officer's mindset is readjusted and institutionalized during training. An organizational culture is therefore established whereby similar mindsets are created to operate in one accord. As a result, loyalty to one another develops, which in turn creates solidarity against whistleblowing. The authors argue that this solidarity inhibits the effective use of loyalty to the law and policy in an organization. Conti and

Nolan (2005:183) found that new recruits are initially made aware of a different lifestyle looming ahead. More specifically, it is argued that instructors instill a police officer's way of life as part of their training. Instructors demonstrate that a police officer's life is held to a higher standard by society. As such, police recruits are made aware at the onset of training that they will forever be in the community's spotlight. They further add that police officers must live a public life that displays ethical decision making and one that provides the greatest benefit to the community and officers". However, a collective value resides within the police community that resists compromising close-knit relationships among officers regardless of behaviour.

Although these cultural dilemmas arise during training, some suggest this can be offset by the increased use of exhaustive ethics training during academic instruction. Wyatt-Nichol and Franks (2009:16), contend that police administrators favor ethics training during the academy as a means of inhibiting the misconducts and corrupt cultures. Further, this training provides support to the professional mission of a department and its policies. In a perception-based study of police administrators and their perceived value of ethics training, only 7% of all surveyed departments required officers who exhibited unethical conduct to undergo ethics training. However, departments that did require formal ethics training were only exposed to the course for one day or less. Regarding the value of this training, though, police administrators held favorable views of the training as a means of supporting departmental policies. These findings suggest that although law enforcement academies introduce recruits to ethics training and support its necessity, it is not extensive. As a result, police officers are not exposed to ethics training sufficiently when compared to other components of training such as physical fitness. Therefore, there appears to be a lack of concern toward ethical conduct among new police officers.

### **2.3 Public Perceptions of Police Institutions**

In striving towards police professionalism and present public image of integrity and loyalty, the police often aim to improve citizens' perspectives of their work (McMains, 2009). However, literature suggests that several factors contribute to the divergent views of citizens toward the police and specifically the prevalence of crimes (Lintonen, Laitinen & Pollock, 2008 ). Demographic influences and prior contact with the police shape variety of citizen perceptions toward the police and the factors that leads to crimes committed. Many contend that a number of societal factors promote an unethical environment in policing. Due to the nature of the job, community satisfaction lies at the cornerstone of measuring police effectiveness (Wright, 2010). Avdija (2010), argues that police conduct is the most significant predictor of a citizen's attitude toward the police and their level of satisfaction. While this echoes findings of other research, other factors also appear to contribute to such citizen attitudes, including but not limited to demographics, contact with police, and media consumption (Callanan & Rosenberger, 2011). A variety of ethnic backgrounds, ages, and social classes come in contact with police officers on a daily basis; and this frequent interaction contributes to a community's perceptions of law enforcement and their effectiveness, satisfaction with police services, and the effect of an officer's general behaviour in shaping their views. Callanan and Rosenberger (2011) suggest that citizens who lack confidence in the police will often refuse to cooperate with officers, which in turn creates consequences for departments who implement community policing efforts. Previous studies have produced various results on the differences of community perceptions of the police across gender and racial lines. Avdija (2010), suggests that males generally hold more positive perceptions of the police than their female counterparts. However, Hinds (2009), found that females who feel safe in the community actually tend to hold more positive views of the police. These findings suggest that perceptions of males and females toward the police are largely dependent on other mediating factors (including race). For example, some research has

found that although the general community holds a relatively favorable perception of the police, there are significant attitudinal differences according to its racial composition. Even though races may not be applicable in Ghana, in some parts of the world for example, White citizens specifically have been found to hold more favorable views of the police than African Americans and Hispanics. Of the three racial groups, however, African Americans seem to hold the most negative attitudes toward the police and this finding holds true for both general and neighborhood-level perceptions (Chermak, McGarrell, & Gruenewald, 2006). Avdija (2010), suggests this is largely due to increased police contact with African Americans which is generally initiated by the police, signaling a negative view at the onset of the interaction.

Callanan and Rosenberger (2011), assert that African Americans hold less favorable views of the police as a result of inequality in racial fairness. African Americans feel that officers use excessive force toward their race more frequently. Schuck and Rosenbaum (2005), however, contend that these variations across race and gender can be a result of a community's delineation between general perceptions of the police and those shaped by acknowledgment of the police in their respective communities. Existing literature indicates significant differences among community perceptions of the police according to gender and race; however, much of these differences appear to be related to prior experience with law enforcement (Miller & Davis 2008). Dowler and Sparks (2008) argue that citizens who experienced police contact regardless of who initiated the contact were generally less satisfied. However, this lack of satisfaction often is related to the activity level of crime in the respective neighborhoods. More specifically, citizens who live in neighborhoods with high crime are more exposed to the police; yet interestingly, these individuals hold more favorable attitudes toward officers. In essence, citizens in high-crime communities take notice of consistent police patrol and presence, more response to crime, and increased cooperation with the community. Hinds (2009) propose that these individuals feel the

police are effective, exhibit fairness, are professional in their authority and procedure when interacting with citizens, and feel safer in their neighborhoods. However, others contend that citizens who experience contact with the police as a result of victimization tend to be more dissatisfied (Chermak et al., 2006; Dowler & Sparks, 2008).

Callanan and Rosenberger (2011), suggest that those who have been criminally victimized or experienced prior household arrest tend to hold more favorable attitudes toward the police. Thus, it appears that while police and citizen-initiated contact produce differing results in public perception, other factors such as neighborhood conditions, fear of crime, and police presence tend to modify these attitudes. Related literature on police-public relationships discussed above by the researchers elicited community perception of the police based on general rating of police effectiveness, fairness and performance. Although public perception of the police revealed common outcomes, the research does not factor public opinions based on police misconducts. As such, this current study seeks to delve into this area to extend the knowledge of police science.

Another area that has become worthy of discussion is the role media play in shaping peoples' perception. It is general knowledge that much of society's information is filtered through the media. In recent decades, this has become a dynamic factor through which exposure to news sources and the amount of daily news consumption appears to influence one's perceptions about the police. Crime and fear of victimization is a sensational topic that captures audience attention; but the phenomenon of crime is further endorsed by the popularization of television crime dramas. It nonetheless remains true, though, that literature examining the effect of such media has remained limited. Callanan and Rosenberger (2011), argue that the two most significant media factors which drive public attitude toward the police are crime realities and television news coverage of crime. They suggest that as public consumption of media increases, the more sharply these factors enhance a favorable attitude toward police. Moreover, consistent news coverage of the police also seems to shift public perception in a favorable manner; as a result,

more individuals may perceive the police as fair. Dowler's (2002:21) examination of the perceptions of police effectiveness according to the amount and type of media consumption associated with crime echo these previous findings. While consumption of crime dramas significantly affects one's perception of police effectiveness, those who regularly watch crime dramas tend to hold more negative views of the police. In a similar study conducted by Miller and Davis (2008:91), media consumption negatively affected public perception of police. Here, it is suggested that news media which paints police in a negative light creates a similar attitude among viewers. Moreover, news media of police misconduct intensifies this negative perception. Those who are exposed to such news stories create a preconceived notion of negativity toward the police. Therefore, literatures suggest that news coverage of crime and policing efforts is influential in shaping public attitudes toward police effectiveness. In addition to media influence on public perceptions of the police, research has also indicated that exposure to crime dramas and news coverage is significantly correlated with a negative perception among viewers who have previous contact with law enforcement. Dowler (2002:29), states that individuals with no previous contact with police tend to hold favorable attitudes regardless of media consumption although these views are somewhat contingent upon age, college education, and experience with neighborhood crime problems. Conversely, though, those with prior contact with police regardless of type who regularly watch crime dramas tend to hold more negative perceptions of police effectiveness. Thus, it appears prior contact with police, blended with media consumption, largely shapes negative perceptions of police.

While much literature indicates that media consumption is a significant predictor of shaping public attitudes, Chermak et al (2006:17), claim that media consumption was insignificant in influencing public perception of police regardless of the amount of news coverage. Thus, more research is needed to examine the effect of media coverage of the police and its effect on shaping public attitudes toward police and misconduct. While much news coverage on policing efforts

centers on achievements, misconduct and unethical behaviour are equally brought to light. Therefore, it seems reasonably settled that the media definitely influences to vary degrees an individual's attitude toward law enforcement, ethical behavior, and police effectiveness. To be able to understand predictors of public perception from varied fields, it will be prudent for the current study to collate views of how the media shapes the perceptions of Osu publics on police misconducts and civil relationships. At the same time, drawing the line between personally held views and perceptions formed based on reports in the media.

#### **2.4 Police Misconduct and Community Relations**

Pino (2011), in a survey to explore the nature and consequences of police deviance, from community leaders perspective focused his work on attitudes toward the police and recent police reform efforts in Trinidad and Tobago. His main objective was aimed at strengthening police-community relations. Pino (2011) found four general complaints concerning police deviance. First, the police do not do enough to prevent crime and protect citizens from victimization. Avoidance of duties, unprofessionalism, and lack of skills and training are among the obstacles in providing adequate services. Second, citizens reporting crimes and suspects get mistreated by police. Reporting citizens, who may be victims, are treated insensitively and fear getting accused of crimes themselves. Further, the police are known to have committed acts of brutality. The result is that citizens are reluctant to report crimes and cooperate with police, despite their desire to have more police protection. Third, police tend to be inconsistent in their treatment of criminals and often respond to less serious crimes harshly and more serious crimes leniently. Fourth, police engage in corruption and collude with criminals, a reputation that also severely reduces the public's trust and faith in the police and in the government in general.

These results are similar to the findings of Paes-Machado and Noronha (2002), who found that residents of an urban neighborhood in Brazil perceived their police as being ineffective at

controlling serious crime, abusive to lawful and unlawful citizens, in collusion with criminals, untrustworthy, and to be feared. Discussing the pervasiveness of police misconducts in Trinidad and Tobago's Police Service, Pino identified bribe extortion, corroboration of citizens' complaints to some extent, police corruption and collusion. The studies showed police acknowledgment of the existence of misconduct that needed to be addressed. However, the revelation did not portray the problem as a systemic one in need of structural reforms but more as one resulting from the behaviour of bad individual that could be solved by a "cleanup campaign" and replaced with more competent and ethical people. In related studies, Kashem (2005), used multiple data sources to examine police corruption in Bangladesh. He sampled views on misconducts among police officers by interviewing 21 station commanders and senior officers at a metropolitan police department in 2005. The studies revealed a system in which the police extract monetary payoffs ("tolls") from criminals and businesses, which includes collusion with gang leaders and politicians. According to Kashem, police corruption often involves cooperation between police and citizens. In that, citizens who break or wish to circumvent the law for financial reasons, connive with law enforcers to such purposes (Kashem, 2005). As such, police misconduct in Bangladesh was systemic and small programs that do not respond to larger structural issues will not solve the problem.

Relating citizens' perceptions of police misconducts and relational tendencies, a household survey data conducted in Accra, Ghana, Tankebe (2010), found that various experiences with police corruption either as witnesses or knowing of instances, decreased citizens satisfaction with police. Tankebe (2010), claims that nonconsensual personal experiences with police corruption, specifically, are more likely to decrease citizen confidence in police. Pino (2011), also indicated a serious problem of police-community relations and police deviance in Trinidad and Tobago. Changes to the style of policing seem to be an inseparable part of major policing reform

programs in Trinidad and Tobago (Pino, 2009: 115). For Pino (2009), better applicant screening and officer training, for example, are important and may improve the quality of officers, but they do not improve the local, national, and international conditions that directly and indirectly act upon officers, citizens political and economic leaders. In mentioning just a few prerequisites, Deosaran (2002) , argues that the successful implementation of community policing programs will not occur without human resource development of the police force and the democratization of the command structure away from the old colonial and paramilitary style.

In a democracy it is necessary that government is open and transparent, including the police. Thus, while professionalization and community policing are useful reform goals and strategies, a nationwide service-oriented style of policing must be sustained through democratizing law enforcement and the entire criminal justice system. However, Parks and Mastrofski (2008), point out that more comprehensive reforms were implemented in the Caribbean in tackling police-community relationships, where officers engaged in more foot and car patrols, police visibility and increased citizens' involvement. Communities believed that their areas were safer, and citizens who reported crimes were satisfied with services they received. Yet, some citizens were less likely to believe that police would solve their problems and thought that they had less respect for citizens, leading to a lack of improvement in overall satisfaction after the implementation of the program (Parks and Mastrofski, 2008). In short, while attempts at policing reform in the Caribbean have employed models intended to increase professionalism in police services and citizen involvement, they do not respond to the larger economic, political, and cultural forces that affect police agencies and their constituents.

Solutions offered by Pino (2011), reveals that Trinidad and Tobago lacks resources needed to develop stronger institutions that can deliver the amount and type of social controls and supports that maintain ethical police officer behaviour and strong police-community relations. Pino (Ibid)

avers that there was the need for the police to work collaboratively with community groups and learn more human relational skills as the police deal with people too aggressively. In terms of restoring public trust, confidence and respect for the police, Pino advocates for the sustenance of outreach programs such as sports activities for the youth, he further argued for community input in the formulation of security policies.

Pino identifies respondents' willingness to work collaboratively and cooperatively with the police in building strong social capital between the two stakes. According to Pino, through this kind of dialogic process, citizens, civil society groups, and the police might be able to come to a consensus on the nature of problems regarding the police and police-community relations, as well as potential solutions to these collectively defined problems. Otherwise, citizens and police leaders will likely continue to differ on the causes of police corruption and therefore potential remedies. He (2009), offers further insights into police misconduct and community relations based on the perception of a small non-representative sample in which limits findings to a few individuals. The current study for that matter extends the research to an entire community with the police- civilian relations in perspective and increasing the empirical study of policing problems can contribute to the development of police deviance and community relations.

## **CHAPTER THREE**

### **METHODOLOGY**

#### **3.0 Introduction**

This chapter deals with the methodology necessary to unravel Ghanaian perception of police misconducts and civil-relation. It explains the choice of methods that was used in the investigation, collection, collation and the explication of data gathered. The methodology section of this study include research design, research population, sampling technique, types and sources of data, data collection instruments, data collection procedures, treatment, presentation and analysis of data. These procedures helped the researcher to follow the research process and provided empirical results which can merit reliability and validity claims.

#### **3.1 Research Design**

The research design asks questions of how the study subjects were brought into scope of the research. The research design refers to the overall strategy that you choose to integrate the different components of the study in a coherent and logical way, thereby, ensuring that the research problem is effectively addressed; it constitutes the blueprint for the collection, measurement, and analysis of data (De Vans 2001). Often, the research problem determines the type of design to be used. In order to ensure a systematic approach in gathering perceptions and its effects on police civil-relations, the study employed a mixed method in data collection. The application of both qualitative and quantitative methods is necessary to complement each other's limitations. With the quantitative research method for example, sufficient data was collected within the time fame allotted for this study at a lesser cost. Again, the field survey has the potential to include diverse perceptions on police misconducts among Osu publics since the

cross-sectional study helped to draw relationships between perceptions and civil-relations. For the qualitative method, it helped in selecting the right sample that was not necessarily used in generalizing findings but to offer deeper understanding and insight into police misconducts and public collaboration in crime fighting.

### **3.2 Research Population**

This is the total of all individuals who have certain characteristics and are of interest to a researcher. A research population is normally a huge pool of individuals or objects that is the main focus of a scientific query. Polit & Hungler (1999) refer to the population as an aggregate or totality of all the objects, subjects or members that conform to a set of specifications. It is for the benefit of the population that researches are done. However, due to the large sizes of populations, researchers often cannot test every individual in the population because it is too expensive and time-consuming. It is for this reason that researchers rely on sampling techniques (Explorable, 2016). The populations for this study include the publics of Osu.

The study's interest in Osu is because of its cosmopolitan nature, representing all the strata one can find in a given society. It comprises of those in the upper, middle and lower societal class. Apart from this, the research area accommodates wide publics including those in the banking, corporate, educational, entertainment, religious, small-scale businesses, retail and service providing enterprises. Osu Township also serves as both residential and a busy business district for its publics. Due to its heterogeneous characteristics the researcher is confident of getting the right information from respondents who will participate in the study. The research further made use of views from security experts, criminologists, social commentators, senior journalists and the judiciary.

### 3.3 Sampling Technique

A sample is a manageable section of a population but elements of which have common characteristics. Also, it refers to any portion of a population selected for the study and on whom information needed for the study is obtained (Adedokun, 2003). It is the element making up the sample that is actually studied and generalization or inference about the population drawn. In order to evaluate public perception of police misconducts, the study developed and implemented a field survey which gathered opinions using both the probability and non-probability sampling techniques. Sampling is important here because not all the elements in the population can be surveyed. This generalization of result is based on the sample of the population and a major concern in any scientific investigation (Japheth, 2014).

For the probability sampling, the study adopted the stratified sampling by dividing the population into five (5) homogeneous mutually exclusive groups. In all, a sample size of Two Hundred (200) respondents was targeted for their response. In Osu Township, 200 respondents were randomly stratified out of an average population of 10,000 per the 2010 Housing and Population census. This allowed for a more accurate estimation of a characteristic that varies greatly from one unit to the other. The stratification is considered most efficient considering the cosmopolitan nature of Osu Township.

Looking at the average study population, a sample of Two Hundred (200) was appropriate in gleaning a desired result to explain public perception of police misconducts and its influence on police civil-relations. The purposive sampling technique was used for the non-probability sampling technique. Ten (10) respondents whose knowledge and expertise are germane to the research topic were contacted for a deeper understanding and for them to provide insights and varied dimensions to the research topic. The purposive sampling was very useful since sampling for proportionality was not the primary concern for this aspect of the study.

### **3.4 Types and Sources of Data**

Primary and secondary sources were used for the collection of data. Primary sources of data were collected from respondents who took part in the study. Other primary sources of data included privately owned materials that were relevant to the topic. Secondary data used include articles, journals, newspapers, books, reports and other related works relevant to the study. The materials mentioned above were obtained from Ghana Institute of Journalism library, the Ghana Police Academy Library and electronic online sources, with all information used duly acknowledged.

### **3.5 Data Collection Instrument**

The study was completed using both primary and secondary methods of data collection. The primary method of data collection was used in gathering actual information from the field, with this, questionnaires and interviews were the tools used. The set of questionnaire was carefully structured using close and open-ended questions supported by optional answers in which respondents could select from in order to have an impartial representation of respondents and issues for analysis and presentation. The interviews were also necessary because they assisted in gathering other supplementary information that was not captured by the questionnaire and provided deeper insights which were beyond statistical measurements.

Questionnaires are quite economical in usage as compared to interviews hence it was administered to Two Hundred and Fifty (250) respondents in Osu. In the qualitative studies, data was collected in a face- to- face interview using an interviews guide. Ten research respondents who qualify for the qualitative research approach were interviewed. The interview seemed appropriate and effective in exploring the views, experiences, beliefs and motivations of individual participants in a short period. To ensure consistency, accuracy and careful framing of

questioning, the interview guide guarantees this and clears all doubts through follow-up questions.

Secondary sources of gathering and collecting information such as already researched materials on related themes, relevant publications, credible internet sources, books, journals were also referred to for reliable information. The above sources offered the necessary material and information used in the literature review section and all data gathered were cross-checked to ensure their quality, relevance to the research.

### **3.6 Data Collection Procedure**

An introductory letter was taken from the Ghana Institute of Journalism to introduce the researcher as a student undertaking the project for solely academic reasons. In order to gain the full cooperation of participants, respondents were duly informed and assured of strict confidentiality and anonymity. Respondents who expressed interest in the survey were directly interviewed to collect data.

Two Hundred and Fifty sets of questionnaire were distributed to respondents even though the sample size was Two Hundred. This was to make room unforeseen contingencies such as unreturned and incomplete questionnaires. Most items in the questionnaire contain close-ended questions making it easier for respondents to understand and answer. Also, it simplified the analysis of data. The designed interview format was to guide the information gathering process hence ensuring that there is consistency. Respondents were assured that data collected was exclusively for academic purposes and not to be used for any other purpose.

### **3.7 Treatment, Presentation and Analysis of Data**

Distribution and collection of completed questionnaires from respondents in Osu Township took a maximum of two weeks. Averagely Fifty (50) questionnaires were distributed among five stratum in a week, filled and completed in another week. Each respondent was given up to three days to fill and complete questionnaire. Completed questionnaires were collected after the two week period and processed for analysis. Out of the Two Hundred and Fifty questionnaires distributed, Two Hundred and Thirteen (213) questionnaires were returned. Three reasons could be mentioned; firstly, respondents were absent at the time of the data collection and all efforts to reach them proved futile. Secondly, some respondents were unable to account for their questionnaires and postponed dates for collection but still could not return them. Thirdly, some of the questionnaires returned were incomplete and provided scanty information which posed challenge to data analysis. As such, incomplete questionnaires were replaced with satisfactory responses. Stage-by-stage data analysis was carried out through editing, coding and entry. With the aid of SPSS, percentages and figures were generated and presented on bars and charts. The data entry stage was coupled with interpretation and summary of information gathered by quantitative and qualitative data. Errors spotted after the data and collection analysis of questionnaires, interviews, and others were corrected through editing, similar variables were coded using the tally method and entry responses gathered from the field were converted into workable statistical data.

With the interviews, a period of one month was used for the exercise. First of all, participants to be interviewed were identified and given prior notice in a form of letter writing with a copy of an interview guide attached. This informed respondents of likely questions to expect and afford them ample time to prepare ahead of the interview. Convenient dates and times were scheduled for the interview to be conducted. In addition to note taking, the interviewer sought permission

from the interviewees to record the conversation after which the audio recording was transcribed. Information gathered from the field were analyzed and categorized into thematic areas in line with the objectives of the research. This made it possible and easy for common responses to be grouped and analyzed accordingly as well as providing insights which were not generalizable but complement the quantitative description with philosophical underpinnings. The two methods helped in summarizing and presenting complex findings in a simple pictorial context. Percentages were used to describe figures followed by a clear description of data.

### **3.8 Research Limitation**

The sample size for the study used may not be representative of the whole stratum of society on police misconduct however, it represents a rich body of knowledge.

Another limitation has been the unwillingness of the respondents to give out information. Respondents coiled once they notice the study was to gather information about the police, others give excuses to avoid participating in the exercise. In many instances, it took a lot of effort to convincing respondents that it was for academic purpose and not otherwise. This was also evident in the incomplete questionnaires returned.

Like any other study, some level of bias was encountered. In the field survey, these emanated from the non-disclosure of credible information, especially to close-ended questions. During the analysis it was notices that some respondents failed to disclose some vital information for fear of being exposed especially when the study was on policing. During the interviews, some respondents recounted several bitter experiences they have encountered in the past with police and become quite emotional about the topic, thereby prolonging the time allocated for the interview. This was also possible for bias arguments to be present in responses.

Given the characteristics of Osu itself, data gathering was a daunting task. Most of the people who fall within the sample were either too busy with their work or have little time to spare for the questionnaire. With this, the time given them to complete the questionnaire did not actually favour the researcher.

In view of the limitations anticipated, the researcher ensured that the study had some form of validity and reliability measures from the interview and questions administered.

**CHAPTER FOUR**  
**ANALYSIS AND FINDINGS**

**4.0 Introduction**

This chapter of the study discusses data presentation and analysis. It has been divided into two sections (Sections A and B). The first section, “A” comprises of the data collected from the field using the questionnaire with a careful examination and analysis of responses gathered. Section “B” discusses responses collected from respondents in a face-to-face interview measured alongside with the objectives and the research questions of the study. Data collected has been presented in a statistical format. Tables, graphs and pie charts were used to present the information gathered.

**SECTION A: Quantitative Analysis of Finding**

**4.1 Demographic Information of Respondents**

The section presents the background information of the study respondents. The researcher self-administered questionnaires and had all the 200 respondents to respond to the questions. As a result, the sex and residential status distributions of respondents in the study area (Osu) have been presented in this section. Each distribution is statistically presented in a table form.

**4.1.1 Sex Distribution of Respondents**

**Table 4.1.1 Sex Distribution of Respondents**

<b>Variable</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Male	138	69
Female	62	31
<b>Total</b>	<b>200</b>	<b>100</b>

**Source: Fieldwork (2017)**

**Table 4.1.1** above shows respondents' distribution in terms of sex. Majority of the respondents were males. 138 males and 62 females, representing 69% and 31% respectively. The researcher tried as much as possible to get equal representation of both sexes to avoid issues of gender bias but was unable to, due to circumstances beyond her control.

#### **4.1.2 Residential Distribution of Respondents**

**Table 4.1.2 Distribution of Respondents by their Status in Osu**

<b>Variable</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Residents	7	3.5
Workers	180	90
Both	13	6.5
<b>Total</b>	<b>200</b>	<b>100</b>

**Source: Fieldwork (2017)**

**Table 4.1.2** above shows the distribution of respondents based on their status in the study area (Osu). Majority of the respondents used turned out to be workers in the study area. Only a few were residents and both residents and workers. Out of the 200 respondents, 180 representing 90% were workers in Osu while only 7 respondents representing 3.5% were residents of Osu. 13 respondents were both residents and workers in Osu, representing 6.5%.

## **4.2 PUBLIC GENERAL PERCEPTION OF POLICE MISCONDUCT**

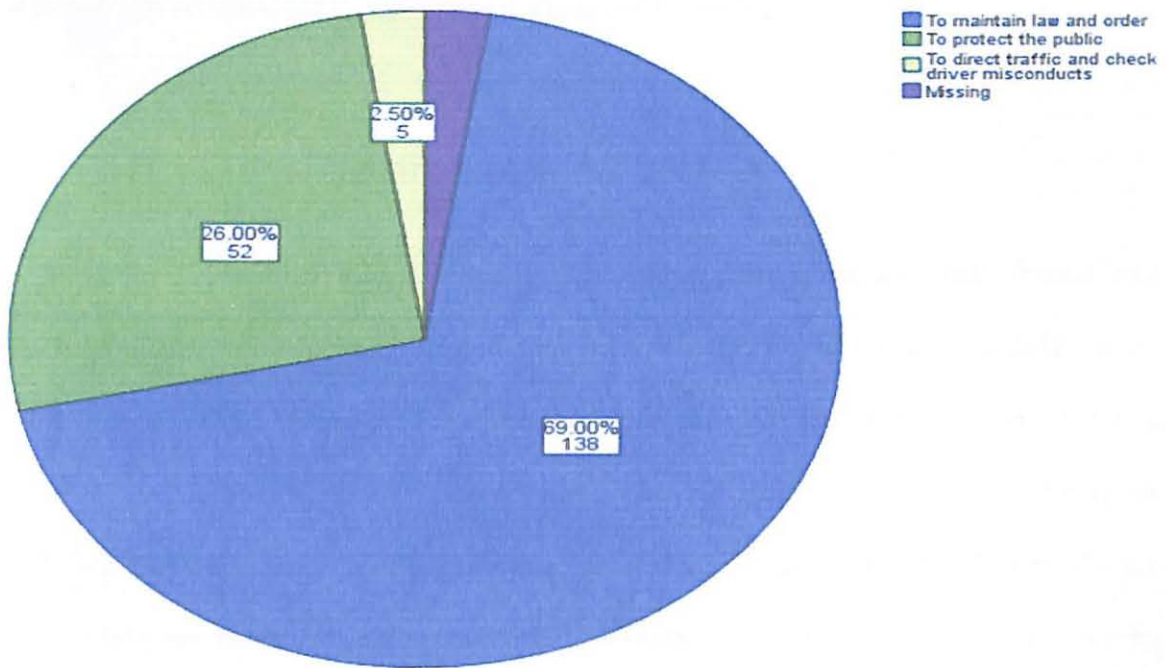
### **4.2.1 Respondents' Knowledge of Polices' Core Functions**

The study sought to find out various perceptions formed about the police by first assessing the publics' general knowledge of what best describes policing core functions. This has the tendency

to influence expectations of the public either positively and negatively, as (Freiberg 2001)'s findings confirm that attitudes toward policing are shaped more by assessments of social order and control with corresponding mandates.

To maintain law and order, to protect the public, and to direct traffic and check driver misconducts were what the public consider the main functions of the Ghana Police.

**Figure 4.2 Core Functions of the Ghana Police**



**Source: Fieldwork (2017)**

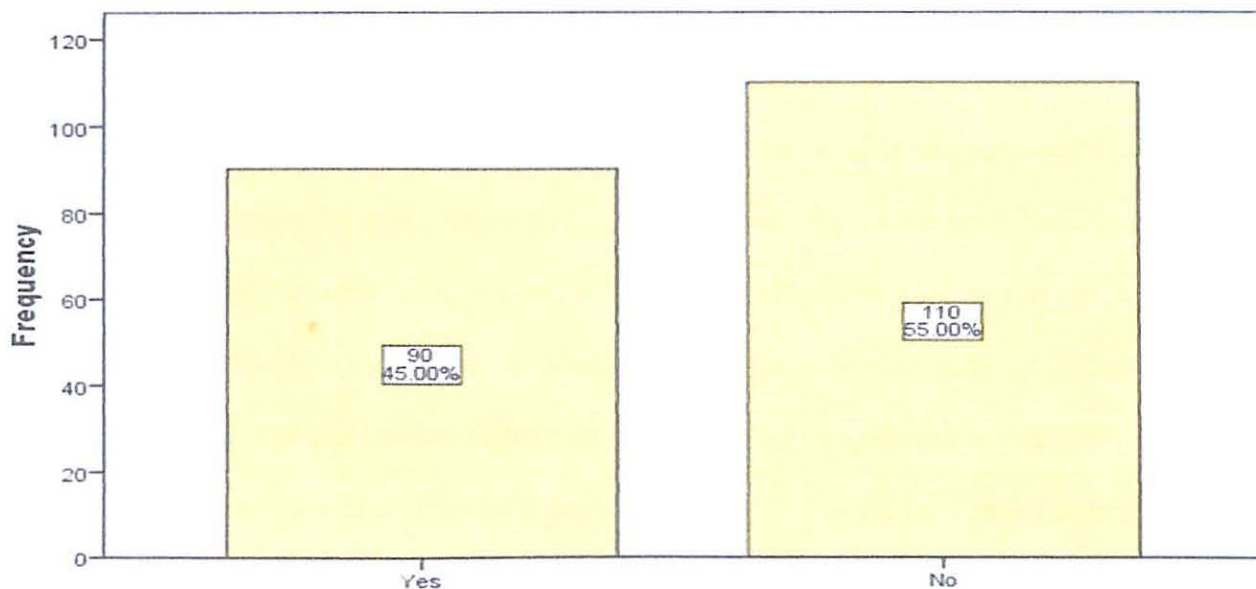
Showing in **Figure 4.2** above is data giving further details on what respondents consider best explain the main function of Ghana Police. Out of the total 200 respondents interviewed, 138 representing 69% says to maintain law and order. 52, representing 26% of the total respondents mentioned to protect the public while 5 respondents making 2.5% says to direct traffic and check driver misconducts. The remaining 2.5% which is 5 respondents did not respond to this question.

Majority of respondents had basic knowledge of police functions and are likely to evaluate police core functions with their expectation. (Reisig & Parks 2000) found that citizens' knowledge of basic policing functions influences their overall satisfaction or otherwise of the police. In particular, citizens who tend to hold the police solely accountable for insecurity issues in their neighborhoods perceive incivilities (e.g., social disorder and physical decay). On the other hand, citizens who share a view of police-public collaborative responsibility in crime prevention hold the police less accountable to the non-performance of their functions.

#### **4.2.2 Police Living up to their Mandates as Law Enforcers**

Assessing the public on the knowledge of core policing functions, the study further enquired from respondents whether the Police has been able to live up to their mandates as law enforcers. The margin recorded between respondents who responded in the affirmative and the negative was 10 percent. Less respondents were convinced that the police has been able to live up to their duties and expressed reasons such as police continuous efforts to apprehend criminals, create a safer society necessary for socio-economic activities, and mere police presence having the tendency to scars criminal activities. Respondents who held contrary view to the question of police living up to its mandates cited reasons of corruption and irresponsible behaviours on the part of some police service. This was found by (Wright 2010), who argues that corruption and misconduct are two primary concepts that limit police effectiveness, and which may well be the sole determinants of community satisfaction and confidence in law enforcement. Figure 4.3.1 below shows a pictorial representation of the views of respondents.

**Figure 4.3.1 Has the Police Lived Up to Their Mandates as Law Enforcers**



Source: Fieldwork (2017)

As shown in **figure 4.3** above, 110 respondents say the Police has not live up to their mandates and duties as law enforcers. This represents 55% of the total respondents. The remaining 90, representing 45% indicated that, the Police have lived up to their mandates as law enforcers. Even though majority does not see the Police living up to their mandates there is still quite a significant number of respondents who still hold positive views that, the Police live up to their mandates as law enforcers. The study however aims at finding how and means that, the Police can fully regain and restore hope and trust in the public.

#### **4.3 PUBLIC PERCEPTION OF POLICE MISCONDUCTS IN GHANA**

Further, the study sought to find out what perceptions were held by the public on misconducts among Police officers in Ghana. Respondents were however asked whether in general, they perceive misconducts among Police Officers in Ghana and also, how pervasive or otherwise they perceive misconduct among Police Officers to be. In understanding misconducts among police

officers, it was important also to find out from respondents the underlining factors that inform their thoughts and the frequency of it.

From the questionnaire administered, it was found that, a great number of respondents perceive police officers as aggressive and sometimes intimidating who put their money making interest first which eventually compel them to become criminals themselves. This was synonymous to the findings of Pino (2011) when he sampled complaint on police deviance in Trinidad and Tobago and found that the public perceive police to engage in corruption and collude with criminals, a reputation that also severely reduces the public’s trust and faith in the police and in the government in general.

**Table 4.4 Perceived Misconducts among Police Officers in Ghana**

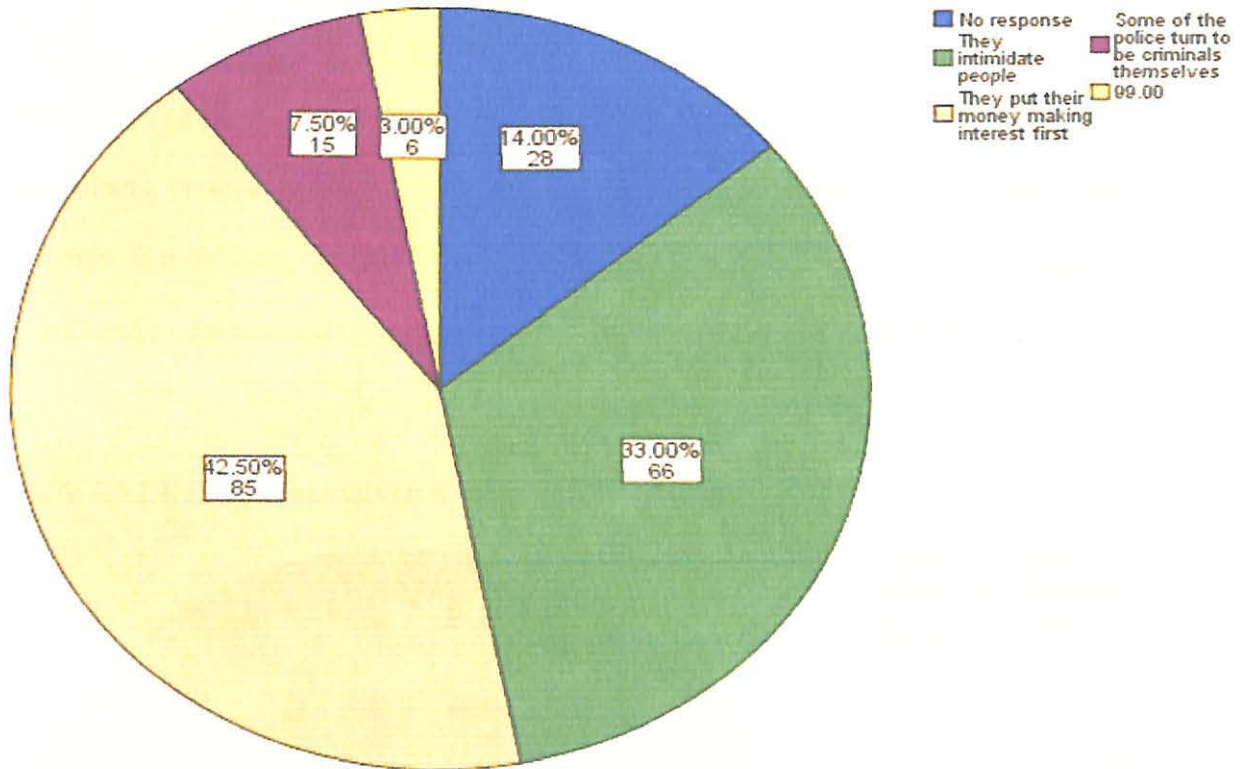
<b>Variables</b>	<b>Frequency</b>	<b>Percentage (&amp;)</b>
Yes	181	90.5
No	13	6.5
No Response	6	3
<b>Total</b>	<b>200</b>	<b>100</b>

**Source: Fieldwork (2017)**

Data presented in table 4.4 above shows that, 181 out of 200 respondents representing 90.5% perceive that misconducts is pervasive among police officers in Ghana. Only 13 respondents representing 6.5% disagreed that there were misconducts among Ghana Police Officers. 6 respondents representing 3% decided to overlook this question. The largely perceived misconducts either real or false pose the question of mistrust on the part of the public which has tendencies to affect police–civil relationship needed to build public safety between law

enforcement and local communities. The some behaviours that the public considered misconducts among Police Officers are also further presented in figure 4.4 below.

**Figure 4.4 Perceived Misconducts among Police Officers in Ghana**



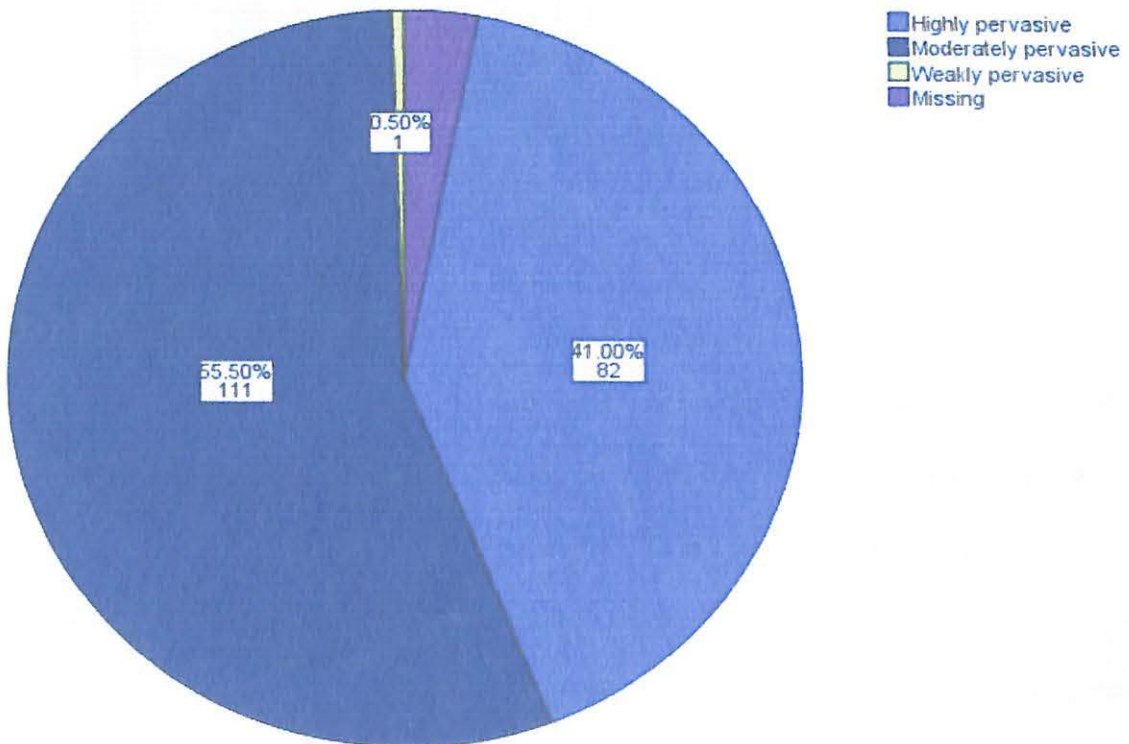
**Source: Fieldwork (2017)**

As shown in figure 4.4 above, majority 85 respondents perceive Ghana Police Officers as putting their money making interest first before their mandate as law enforcers whereas 66 of them says Police Officers intimidate people. This represent 42.5% and 33% respectively. 28 respondents representing 14% mentioned that, some of the Police Officers are the criminals themselves. 28 decided not to respond to the question while the remaining 6 came as missing values. The types of misconducts noticed by respondents are quite different, while some sees their actions as intimidating; others simply see some police officers as criminals.

#### 4.4 PERVASIVENESS OF MISCONDUCTS AMONG POLICE OFFICERS

The study again tried to know or measure level of the perceived misconducts by the public among Police Officers. Respondents were asked how pervasive they perceived misconducts within the profession to be and what factors influenced them. Majority of the respondents mentioned moderate level of pervasiveness. Asking how they get knowledge of police misconducts, they stated bitter narrations from friends and relatives regarding police misconducts; personal experience with unprofessional Police Officers; reported stories of Police criminalities were some factors informing the levels of pervasiveness in the police. Data from the questionnaire administered is further presented in figures 4.5.1 and 4.5.2 below.

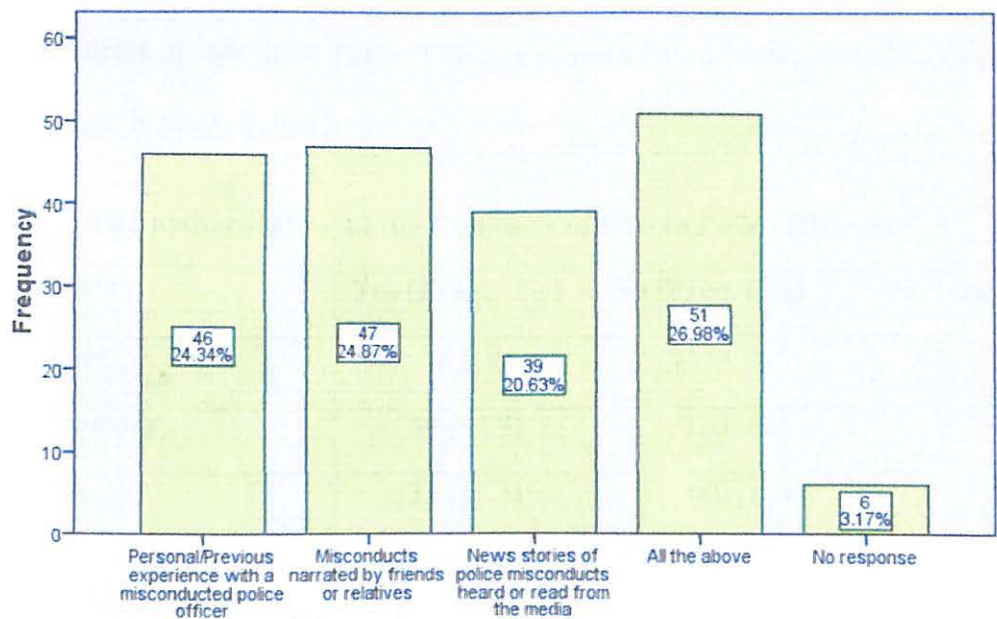
Figure 4.5.1 Rating Misconducts among Police Officers



Source: Fieldwork (2017)

From figure 4.5.1 above, majority 111 respondents believes misconducts are moderately pervasive in the service while 82 respondents felt it was high, representing 55.5% and 41% respectively. Only 1 respondent representing 0.5% believes the level of pervasiveness was weak. The remaining 6 representing 3% came as missing values. Reasons informing these levels of pervasiveness are also presented below in figure 4.5.2.

**Figure 4.5.2 Rating Misconducts among Police Officers**



**Source: Fieldwork (2017)**

As shown in figure 4.5.2 above, 47 respondents representing 23.5% says the reasons informing their level of pervasiveness was misconducts narrated to them by friends and relatives. 46 representing 23% says it was personal experience with a misconducted Police Officer while 39 respondents mentioned misconducts of Police Officers heard and read from news stories in the media, representing 19.5%. However, 51 respondents representing 25.5% reported that, what informed their levels of pervasiveness included all the 3 reasons mentioned above. Again, 6 of the respondents did not respond to the question and also, 11 came as missing values representing 3% and 5.5% respectively.

#### 4.5 POLICE PERFORMANCE AND EFFECTIVENESS

To further assess what the public think about the conducts and misconducts of Police Officers in Ghana, respondents were asked to further rate Police Officers on some specific grounds. Competent, satisfactory work, and police effectiveness were some of the grounds used by the researcher for the respondents to rate Police Officers on. Respondents were asked whether or not Police Office possess or deliver their duties with the above characteristics. Majority of the respondents do not think Police Officers possess any of these qualities. Data on this is further presented in tables below.

**Table 4.6 Further Rating of the Conducts of Ghana Police Officers**

Variable	Yes (Freq. / % )	No (Freq. / %)	No Response (Freq./ %)
Integrity	38 (19)	151 (75.5)	11 (5.5)
Competence	69 (34.5)	120 (60)	11 (5.5)
Satisfactory	33 (16.5)	160 (80)	7 (3.5)
Effectiveness	36 (18)	136 (68)	28 (14)

Source: Fieldwork (2017)

Showing in table 4.6 above are respondents thoughts on whether Police Officers perform their duties with the qualities mentioned in the table. On integrity, 151 respondents, representing 75.5% says Police Officers do not possess and deliver their mandates with integrity. 38 respondents representing 19% said Police officer work with good integrity while 11 respondents making 5.5% did not give any response to that. Secondly, 120 out of total 200 respondents, representing 60% says Police Officers do not deliver their duties with competence while 69 representing 34.5% believes they work with competence. Again, 11 respondents did not attend to this question. According to them most citizens will rather want to solve whatever issue at hand

than reporting to the police; the confidence they had no longer exist. This is corroborated by the works of Callanan and Rosenberger (2011). They argued that citizens who lack confidence in the police will often refuse to cooperate with officers, which in turn creates consequences for departments who implement community policing efforts.

Further on satisfactory service delivery, 160 respondents representing 80 % responded in the negative with 33 (16.5%) respondents indicating satisfactory work of the police. Asking about performance 136 respondents believed that the police was not effective while 33 of them saw the police to be effective. A significant number of respondents, 28 did not respond to this question.

Respondents cited dissatisfaction of police work in the area of unprofessional conduct when on duty. Some respondents identified extortion which is often carried out by police officers with impunity as examples of misconducts which erode trust. As opined by Avdija (2010) that police conduct is the most significant predictor of a citizen's attitude toward the police and the level of satisfaction. In view of the above mentioned most citizens do not accord the police respect and corporation when needed.

#### **4.6 PERCEIVED MISCONDUCTS AND POLICE - CIVIL RELATIONSHIP**

The importance of police and civilian relationship cannot be over emphasized in the area of crime fighting. This is because Police officials rely on the cooperation of community members to provide information about crime in their neighborhoods, and to work with the police to devise solutions to crime and disorder problems. Similarly community members' willingness to trust the police depends on whether they believe that police actions reflect community values and incorporate the principles of procedural justice and legitimacy Walker & Archbold (2014).

In various ways, the relationship between the police and the civilians has been damaged by the misconducts of the former. As part of the objectives of the study, is to find and recommend how the Police can restore their confidence and trust in the public. With this, the two parties can work hand in hand to ensure peace and order within the communities.

Respondents were therefore asked how the perceived misconducts by Police Officers have affected their relationship with general policing in Ghana. Almost all respondents indicated that, their relationship with Police Officers have been affected negatively through loss of confidence, lack of respect and trust for Police Officers. Data on this is further presented in the table 4.7 and figure 4.7 below.

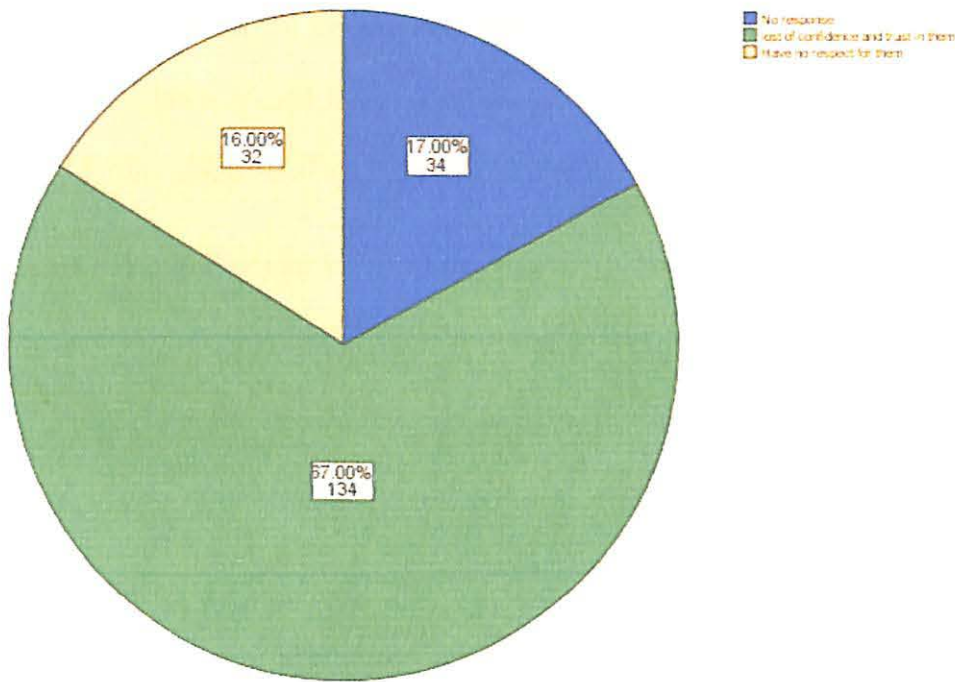
**Table 4.7 How Perceived Misconducts Affected Police-Public's Relationship**

<b>Variable</b>	<b>Frequency</b>	<b>Percentage</b>
Negatively Affected	194	97
Missing Values	6	3
<b>Total</b>	<b>200</b>	<b>100</b>

**Source: Fieldwork (2017)**

From table 4.7 above, 194 respondents out of the total 200 say their relationships with Police Officers in Ghana have been affected negatively. This represents 97% of the total respondents. 6 representing 3% came as missing figures.

**Figure 4.7 How Perceived Misconducts Affects Police-Public's Relationship**



**Source: Fieldwork (2017).**

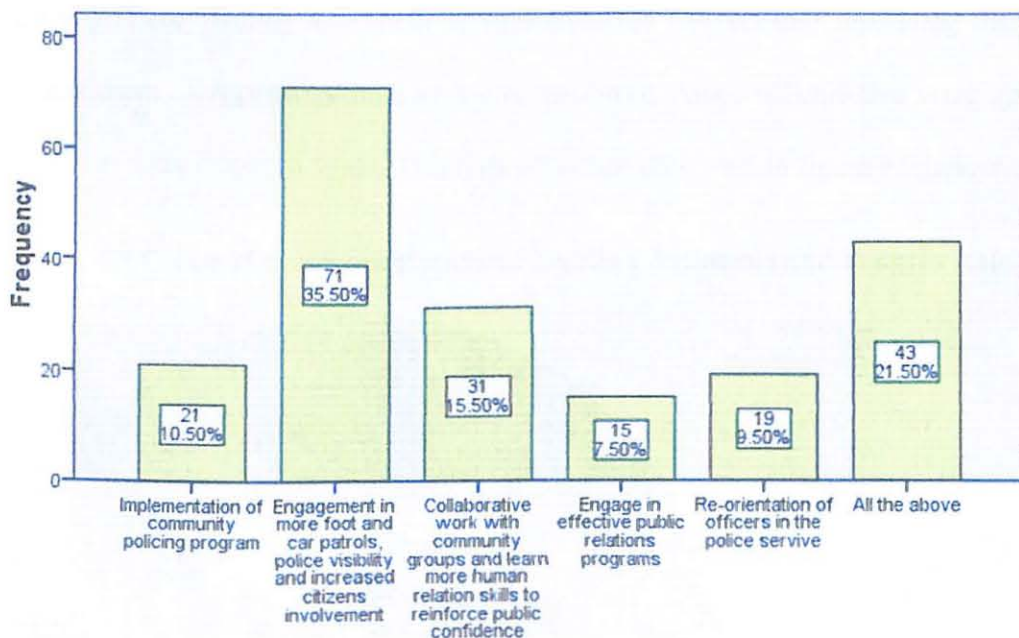
As shown in **figure 4.7** above, 134 of the respondents say the negative relationship with Police Officers have affected their confidence and trust levels, whereas 32 say the negative relationship have made them loose respect for them. This represents 67% and 16% respectively. 34 respondents gave no response to this question, representing 17%.

#### **4.7 BUILDING AND MAINTAINING POSITIVE POLICE IMAGE**

Again, as part of the focus of the study, the researcher tried to find out from responders what they think can be done to rebuild and maintain positive image among Police Officers in Ghana. A number of suggestions were given by respondents including engagement in more foot and car patrols; police visibility and increased citizens' involvement; implementation of Programs and

initiatives that will foster stronger bonds among community groups; professional development in human relational skills; to reinforce public confidence and also implementation of community policing programme; and the re-orientation of the average Police Officer in the service. Data on this is further categorized and presented in **figure 4.8** below.

**Figure 4.8 Building and Maintaining Positive Police Image**

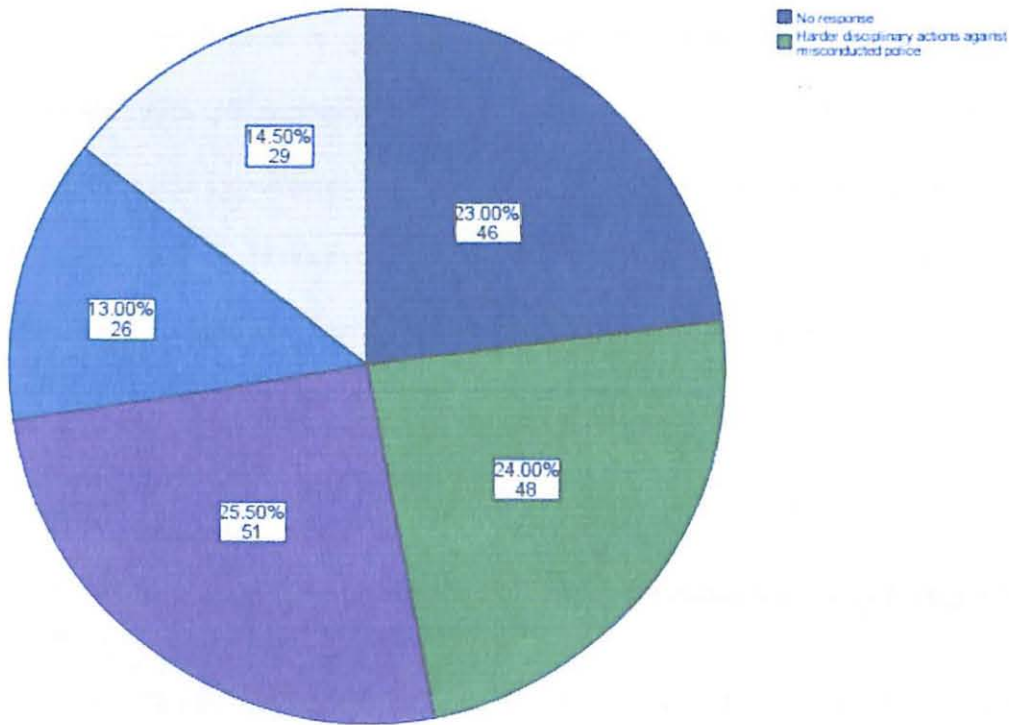


From **figure 4.8** above, 71 respondents representing 35.5% suggested that, the Police should engage in more foot and car patrols, Police visibility and increased involvement of the citizens in crime fighting. 31 making 15.5% says collaborative work with community groups and also learn more human relation skills, whereas 21 respondents representing 10.5% suggested implementation of community policing programme. Another 19 respondents says re-orientation of officers in the Police service while 15 respondents also suggested engagement in effective public relations programme, representing 9.5% and 7.5% respectively. Beyond, 43 respondents representing 21.5% recommended all the above options.

#### 4.8 OTHER MEASURES TO REINFORCE PUBLIC CONFIDENCE AND POSITIVE RELATIONSHIPS

Further, respondents were again asked what other measures they thought could be adopted by the Police to reinforce public confidence and positive relationship with the public. Again, a few suggestions were given by respondents including hard disciplinary actions against misconducted police officers, naming and shaming misconducted officers and instituting disciplinary action against them. Suggestions such as re-orientation of Police officers that were given in previous responses were recorded again. This data is further presented in figure 4.9 below.

**Figure 4.9 Other Measures to Reinforce Public Confidence and Positive Relationships**



Source: Fieldwork (2017)

From figure 4.9 above, majority 51 respondents admitted that, the Police must openly let the public know whatever action is taken against misconducted police officer while 48 suggested

harder disciplinary actions against misconducted officers. This represents 25.5% and 24% each. Further, another 29 group of respondents suggested re-orientation of Police officers whereas 26 respondents alluded that, the Police institution must find other ways in confronting the challenge. This again represents 14.5% and 13% respectively. 46 respondents making 23% however did not attend to this question.

## **SECTION “B” QUALITATIVE DATA ANALYSIS**

### **4.9 Introduction**

Section “B” is devoted to qualitative data analysis of responses generated through interviews conducted with 10 participants. A questionnaire guide used to elicit responses were first developed under key themes that were modeled around respondents knowledge and perception of police misconduct, pervasiveness of police criminality, challenges of police misconducts and measures to address the situation in line with the study objectives.

### **4.10 KNOWLEDGE OF POLICE MISCONDUCTS**

#### **QUESTION 1**

**What is your perception about police officers who commit various forms of misconducts in Ghana?**

Not even one out of the 10 respondents interviewed had favorable observations about the questioned posed. All 10 respondents had reservations and acknowledged the prevalence of police misconducts in Ghana. They expressed worry over the happenings in several ways. R I recounted a number of reported cases of police misconducts received at their media house which is gradually making the police unreliable. “As a journalist, day in day out, I hear countless number of cases of police misconduct and a lot of issues bothering them. It affects each class

society, I have had very rich people who call me and complain about the conduct of police people, I have had people from the middle class and even the lower class also complains about the conduct of police officers”.

A journalist who has been practicing for over thirty years (R 3) expressed concern over the vulnerability of people in the villages, “my concern actually has to do with what doesn’t come into the public domain, the behavior of police officers in rural areas where the victims are people who have nobody to talk for them, People are being intimidated, molested, arrested and because they have nobody to talk for them, it’s at the pleasure of the police man who has arrested that person, sometimes for very flimsy reasons. In comparison to what happens in the cities, R3 continued by saying that “In the urban areas when citizens are unlawfully abused, there is a great chance that a media house will pick up the issue and demand explanations and accountability from relevant authorities but what happens in the rural areas, is on the blind side.

Chief Superintendent of police (R4) was also interviewed to get the police perspective to this whole issue of misconduct and he listed couple of reasons. In the interview, R 4 mentioned misconduct has been pervasive. Among the reasons R 4 enumerated include the introduction of partisan politics into the Police, Political Transfers, Indiscriminate promotion of junior officers over senior ones, the continuous retention of pensioner’s in the service is another contribution factor to police misconducts and indiscipline. R 4 further added “the Police administration itself has not been able to develop administrative machinery to arrest some of these interferences due to poor leadership. Almost appointed IGP’s have limited tenure and are unable to work effectively because they are at the mercies of the president. Failure to kowtow to the dictates of your masters will bring your office to an end. R 3 shared the same concern “No matter how professional you want to be the political interferences will hinder you from upholding your moral values for there is a certain level of influence at all times”.

## QUESTION 2

### **How often do you hear of police misconducts in Ghana?**

All respondents indicated that they hear about police misconduct almost on daily basis. R 1 opined that ‘Even if it is only once a month that we hear about police misconduct, that is too many to worry. If you live in Britain, You will hardly ever hear of that kind of misconduct from the police. You know in Britain, if you are in trouble; the first person you think of is the Police, you want to go and talk with the police, but in Ghana the situation is different’. R 4 further added that “Even when people have legitimate reasons to contact the police, will they are hesitant and prefer addressing those issues themselves. The suspicion is that the needed assistance will not come but the police will ask them to even pay for transport to be accompanied to the scene of crime”.

R 5 was overwhelmed with the rate of complaints received “I get about 10 phone calls every day on police misconduct across the country. It is that bad, that is the reality on the ground. So it ranges from failure of the police to investigate cases properly especially, motor traffic offenses, physical assault, physical abuse, bribery and corruption on one level, unprofessional standard like police man getting drunk in traffic light, I have had that two consecutive times from last week Monday and last week Wednesday.

## QUESTION 3

### **How will you rate police misconducts in Ghana? Must we worry?**

Respondents were careful in giving rates due to lack of research-based information to buttress their claims but recounted a few research publication from civil society bodies like Transparency International. A Retired police officer who served in the police service for forty-three years and held various capacities including Regional Commander and Police Management Board (POMAB) member, (R 6) who served in the service for twenty-eight years opined that “You

cannot say whether it is on the ascendency or decreasing. Because looking at the generality of the total number of Police officers in Ghana there will definitely be to some extent a proportion or amount of miscreants among the police population. However, because I am not speaking to any empirical fact, there may be reported cases of police misconducts but the ratio to the entire police population will be insignificant. Looking at the police population now, there are tendencies of criminal elements as compared to the past when police officers were not many”.

R 7 who could not also quantify rates of misconducts by any scale but stated that “We should be worried. There are instances where a lot of report had been in the media and I think is in the bad light. Last week for instance, there was a robbery incident involving a police officer. I think is on the ascendency and something needs to be done about it”

#### **4.11 EFFECTS OF POLICE MISCONDUCTS ON POLICE-CIVIL RELATIONSHIP**

##### **QUESTION 4**

**How do you think police misconducts in Ghana can affect Police- civil relationship?**

The effects of perceived misconducts on Police- civil relationship were enumerated under the following thematic points by the respondents.

##### **4.11.1 Unwarranted Attacks on Police**

A Chief Superintendent of police (R 3) who has been serving for twenty-two years attributed recent attacks on the police and public gross disrespect for law enforcement; to accumulated grievances over the years. In his expression, R 3 lamented that “the hostility towards policing in Ghana in recent times can be seen in the number of attacks on Police officers and the vandalism of police properties”. R 3 continued by saying “these attacks are not only physical; there are social media bashing on daily basis that has taken the self-esteem from us.

#### **4.11.2 Poor Service Delivery and Demoralization of Officers**

R 3 explained that the constant condemnation of the police institution has demoralization implications on officers. In plain words R3 asserted that “Highly will you find Police personnel with that level of confidence because they think the public does not respect them and so there is no reward? It has affected the level of police performance and delivery, their persona and all these breeds insecurity in the country since the best of the police is not exhibited. It has encouraged a lot of people to resign from the service. It has also contributed to the dismissal rate in the service. R 6 shared the same view “sometimes when an issue of the police comes to the public domain, the organs of the state and some acclaimed professional bodies highly condemn the institution and cause public ridicule. In the end, the police lack the courage to exercise its legitimate duties boldly”.

#### **4.11.3 Public Hostility and Mistrust**

Respondents were of the view that the continuous resentment for the police will breed trust issues if not checked. R 5 was convinced that no relationship exist “I don’t think any relationship exists at all. Even if it does it is poor; it is poor because in the minds of the average Ghanaian, police is not a friend. So when I see it on stickers that police is your friend, I laugh because this does not exist. It is so deceptive”. According to R5 “These conducts recorded over time is what creates the mistrust. He explained, “This I think also raises a lot of civil disobedience and to an extent mob justice we witness lately”. This was another journalist’s view when asked about how frequently he hears about police misconduct”

#### **4.11.4 Lack of Public Support**

The public have a responsibility to assist the police in the fight against crime but if the relationship is negative they will withhold vital information necessary for effective policing. Respondents mentioned that, community intelligence and crime reporting is discouraged. “Even when witnesses need to come to court to give evidence in support of the prosecution, they become reluctant court leading to a miscarriage of justice. That is why there is a lot of resistance from the public even when the police want to make arrest.

R 6 posited that “There is the perception that once police misconduct is reported the complainant becomes an enemy of the police for reporting one of their colleagues eventually leading to the closing of ranks”. Once there is perceived code of silence to be able to shield misconducted colleagues, why will the person bother at all to make that complaint”. Another respondent had this to say “The relationship is bad, the relation is sour. There is a whole distance between police and the citizens. In actual fact, it is only very serious crimes that goes to the police, lots of offenses we hear does not go to the police. If I knock someone by the bumper behind, the two parties are comfortable settling their differences instead of reporting to the police. I prefer to just pay and go, because I will not trust the police to investigate in my favor”. In intelligence building difficulties, R 9 revealed “you find it difficult gathering intelligence because there is no trust. As a journalist a lot of people come to me to report cases more than they will come to the police. They prefer to call journalist or talk to journalist about their situation than talk to the police. We are trying hard to get a lot of cases and situation happening on the ground unreported. Apart from intelligence that means you are not able to capture the real criminal situation on the ground as a result of that vacuum. What that means is that crime will also continue unabated where there will be no way of ascertaining or predicting a possible crime that is as a result of the fact that there is no relationship”.

## **4.12 FACTORS FOR BUILDING STRONG RELATIONSHIPS WITH PUBLICS**

### **QUESTION 5**

**What factors are necessary for building strong healthy relationships among the police and its publics?**

Respondents suggested the following reforms within the police service;

#### **4.12.1 Departmental Restructuring**

R 7 thought there was the need for image cleansing and particularly “for the Motor Traffic and Transport Department (MTTD), I think the place should be restructured because they are the eye of the public. Any unprofessional conduct on their part is tied to the entire police. Unlike an investigator who comes in contact with one individual at a time, a negative attitude from a MTTD personnel generates a bad impression to many members of the public at a time” due to the external duties mostly performed in the full glare of the public.

#### **4.12.2 Realistic strategies against officer misconducts**

Respondents acknowledged past efforts by the police Administration to find solution or mitigate the recurrence of police misconducts. According to R 4 suggested, “Good Policies to check officer tendencies to commit crimes; organizing public centered programs aimed at protecting and alleviating the fears of the public against officer’s criminalities; promoting facility tours where the public is allowed to visit police facilities to familiarize themselves with police procedures and practices; were the point worth noting”.

#### **4.12.3 The Re-introduction of Barracks System**

Some police officers interviewed regrets the breakdown of supervision and control lately culminating into gross indiscipline in the service. R10 blames the situation on present residential arrangement of police personnel and advocates for the barracks system “Police officers lived in

barracks in the olden days and there were strict checks by Sergeant Majors, who monitored activities of the men closely and penalized questionable behaviors. There were no rooms for indiscipline because every step of the police personnel was under strict scrutiny. Even in those days whatever you buy on your own, you shall must account for them because administration knows what you earn therefore any other source of additional income will be investigated. Today, even when an officer is living an exorbitant lifestyle no one questions him”.

#### **4.12.4 Revision of Police Recruitment Procedures**

Respondents have criticized recruitment greatly, R 4 expressed “I ask myself what kind of scrutiny is applied to the list, has the training manual been updated to perhaps take account of emerging trends”. Another respondent, A 3 asserted, “I realize the basic problem is attitude and the recruitment of police officers into the police service. That is the basic problem, it is the quality recruited, so as the saying goes, garbage in garbage out. Some cannot even write. I met an officer who could not even write and spell. The whole statements were full of mistakes”.

### **4.13. OTHER FACTORS TO BUILD STRONGER BONDS WITH THE PUBLIC**

#### **4.13.1 Education**

The public as well as the Police must be educated. R 3 expressed, “the Public should know their rights as citizens in order to resist attempts by unprofessional police officers to intimidate them”. Similarly, in-service training must also be in place to ensure that all officers gain a continuous understanding of the social and human relational problems that surface within the community. Police departments should adopt a community-oriented attitude in every facet of their operations. The public must be convinced that the department’s concern for community relations is not just a priority

for administrators or community relations officers, but a serious concern that has the commitment of each officer”.

#### **4.13.2 Police-Community Partnership**

Respondents shared ideas in this regard; R 4 expressed that “the police department must establish an effective partnership with the community as a whole, the foundation for mutual trust and respect. A well-developed community relations effort should be the product of careful construction, designed by the police and the public together, and should not be the result of an emotional reaction to a temporary crisis in the community”. This position is in line with one of the underpinnings of the Relationship Management Theory, which recognizes the central role of partnership in public relations efforts towards institutional success Ledingham (2003). Another Respondent (R 6) expressed that “The fundamental tenet of any successful police-community relations effort must necessarily involve an open channel of communication between the police and the public. Once established, a communications vehicle should be further developed to ensure that the channel remains open”.

#### **4.13.3 Police Accessibility**

A police department’s effectiveness in making itself accessible to the community will invariably depend on whether there is a plan or program to promote and enhance involvement with citizens Fletcher (1992). Respondents recommended police presence and access as a key factor in relationship building. A renowned criminologist in Ghana, R 10 proposed that “the most common standard for measuring a department’s effectiveness with respect to accessibility is the number and attitude of citizens who freely approach the department to make inquiries, complain, or volunteer their assistance. If the attitude of citizens demonstrates confidence in the department and pride in performing a civic function, it can be concluded that a substantial level of departmental accessibility has been achieved. On the other hand, if citizen contacts or encounters

with the police are characterized mostly by a mixture of fear, rancor, and general distrust, then the police executive and the department's personnel have a lot of hard work ahead of them". He called for measures to make the police quite friendly enough to attract its stakeholders.

## **CHAPTER FIVE**

### **SUMMARY OF KEY FINDINGS, CONCLUSIONS AND RECOMMENDATIONS**

#### **5.0. Introduction**

This chapter highlights the vital findings, it summarises the key findings, draws conclusions and makes some suggestions for further study and to an extent policy action. It is important to note, that in the preliminary chapters of Chapters 1, 2 and 3 the study analysed the problem under review and in Chapter 4, it provided the projection in the light of the objectives of this study. The study sought responses on general public perceptions of police misconducts; its effects on police-civil relationships, public confidence and trust in the police; and to identify factors that build and promote positive public perception.

The study was conducted among 200 respondents in Osu Accra, and 10 participants who are knowledgeable in the area of police studies and science including, criminologist, journalist who specialize in police reportage, experience police officers and researchers. The key findings are therefore summarized along the main focus points of the entire research project.

#### **5.1. Summary of Key Findings**

The study applied both qualitative and quantitative research methods to complement each other's limitations so as to achieve maximum impact. With the quantitative research method, sufficient data was collected within the time frame allotted for this study at a lesser cost through the administration of questionnaire.

Again, the field survey had the potential to include diverse perceptions on police misconducts among Osu publics since the cross-sectional study helped to draw relationships between

perceptions and civil-relations. For the qualitative method, it helped in selecting the right sample that was not necessarily used in generalizing findings but to offer deeper understanding and insight into police misconducts and public collaboration in crime fighting.

The general objective of the study was to provide empirical evidence to how public perception of police misconducts in Ghana affects police-civil relations in Osu, Accra and propose measures that will build and promote favorable police-civil relationships.

The specific objectives of the study include to: Identify formed public perceptions as a result of police misconducts in Osu, analyze how formed perceptions affect police-civil relationship among Osu publics; Examine how perceived misconducts affect public confidence and trust in the police in Osu and Identify factors that will build and promote positive public perception towards the police.

Even though the researcher tried to avoid bias during the quantitative data gathering exercise, that was not achieved as most of the respondents turned out to be males, bringing the percentage of male participants to 69 % as against 31%. Another demography identified in the study was in relation to the residential or otherwise of respondents. Majority of the respondents were non-residential in Osu but were in the study area for occupational reasons. Out of the 200 respondents, 90% were workers whilst the remaining 10% were either residential or both.

### **5.1.2 Public General Perception of Police Misconducts**

The study first sought to find out how the publics formed opinions about police misconducts. It was necessary that respondents' basic knowledge in policing are examined to draw a correlation between formed perceptions and misconducts. In other words, a respondent's underlining belief of policing and misconducts either favourable or otherwise predisposes him or her to informed

relational choices. On the general public knowledge of core policing mandates, it came out clear that majority of respondents had basic knowledge of police functions and are likely to evaluate police core functions with their individual expectations. As the effectiveness of the police is measured generally in accordance with their ability to achieve the objectives and priorities set for individual communities (Reiner 2010). From the 200 respondents that assisted in providing answers, 138 of them acknowledged that the main responsibility of the police is to maintain law and order, which is the constitutional mandate of the Ghana Police Service as Stipulate in Article 200 (3) of the 1992 Constitution.

Second, the study further enquired from respondents whether the police had lived up to their mandates as law enforcers. The findings from this particular question generated varied responses. It was revealed that recent activities of the police including continuous efforts to apprehend criminals, creation of safer societies necessary for socio-economic activities and even police presence in communities, through the police visibility concept had enhanced positive perception about the police. This notwithstanding, some respondents had contrary view to this. A little over half of the entire respondents were of the view that the police had not lived up to their expectations due to periodic reported cases of police corruption.

Third, another area that the study dealt with was the perceptions held by the public on misconducts among the police. About 90% of the respondents' affirmed that there is always a public perception of police misconduct among the Ghanaian populace. The findings from this showed that almost all the respondents perceive police officers as aggressive and regard some of their actions as intimidating. Moreover, the public indicated that some police officers put their money-making interests first which eventually compel them to become criminals themselves. In

similar instances, the police officers openly take bribes from motorists which have all culminated into current views held by respondents.

### **5.1.3 Effects of Formed Perceptions on Police-civil Relationship**

The study made some findings on the prevalence of police misconducts and how these have the tendency to affect police-civil relationship. Majority of the respondents were uncertain about its dominance since they were careful not to give responses without empirical data. However, 41% of the respondents believed that the prevalence of police misconducts was high. Their perceptions were informed by reasons of previous bitter narrations from friends and relatives regarding police misconducts; personal experience with unprofessional Police Officers; Police extortions; and reported stories of Police criminalities in the news media.

In finding out its possible effects on police-civil relationship, almost all respondents, 97% indicated that they have no favorable relationship with the police due to their persistence indulgence in acts that undermine the moral standing of the police. As such, they mentioned specific consequences including loss of confidence; unwarranted attacks on the police; the settlement of issues out of police jurisdictions and the lack of respect and trust for Police officers. This lack of trust according to (Friedman, 2014), undermines police legitimacy, because trust is essential for feeling of obligation to obey the law and comply with decisions made by legal authorities. Therefore without public trust in police, 'policing by consent' is difficult or impossible and public safety suffers. Thus, as high levels of trust promote healthy interactions, low levels of trust undermine constructive relationships among the police and its public. Moreover, People who believe that the police are performing their duties with professionalism and integrity are more likely to obey laws and support the system by reporting crimes and willingly serving as witnesses during trials for example.

#### **5.1.4 Building and Promoting Positive Public Perception towards the Police**

Findings from respondents on what they think can be done to rebuild and maintain positive image among Police Officers in Ghana shows various perspectives. Numerous suggestions were given and this include engagement in vehicular and foot patrols; police visibility and increased citizens' involvement; implementation of Programs and initiatives that will foster stronger bonds among community groups; professional development in human relational skills; reinforcing public confidence through the implementation of community policing programmes; and the re-orientation of the average Police Officer in the service.

#### **5.2 Conclusion**

Any examination of public perception of police misconduct is complicated by the perception of what the actual mandates of the police officers are and also on what we see and or hear in the media. It is inherently difficult to silt through the complexities in police portrayals on television, radio, newspaper and in recent times, social media.

Without doubt, police portrayals with regards to how they go about their duties and what actually is expected from them are juxtaposed with both negative and positive images, and it is within this contradictory framework that public attitudes toward police abuse or misconduct are shaped. Interestingly, this study found that public consumption, in the form of what they experience, saw or heard, was related to attitudes toward the frequency of police misconduct.

However, despite all the negative perception that are associated to the unprofessional conducts of some personnel of the Ghana police, there are no alternatives and from the various suggestions as outlined by the respondents show that they all want the police service to improve.

Respondents who perceive specific subtypes of police misconduct to be issues are more likely to agree misconduct is increasing. Policing is a field that requires professional individuals which possess ethical traits and values. It is the wish of the researcher that the study creates a continued area of research that will further explore perceptions of future police officers and provide criminal justice academia and practitioners with vital information that continues to promote police professionalism, educated police officers, and ethically-minded officers for the future.

### **5.3 Recommendation**

Generally, the recommendations presented respond to the findings of the study and what can be done to improve police-civil relations in Ghana. Even though majority of respondents, journalists and police officers interviewed suggested certain points necessary for achieving positive police-civil relationships, it is important to note that in achieving the needed positive impact, much efforts is either required from all stakeholders, including private and public institutions, civil society groups and members of the community. Specifically, the following recommendations are suggested;

- The police should engage the community in strategy development and its implementation, to gain maximum citizens' support. When the police work with members of the community to establish how they want to be policed, it not only builds trust within the community, as they have part ownership of the policy and procedures agreed upon but opens lines of communication. Moreover, research indicates that when citizens are involved in police strategy, they are more likely to accept, support and pursue the procedures to a successful end.

Again, policy and procedure on usually controversial issues between the police and the public, such as those pertaining to the use of force, mass demonstrations, searches and gender, police operations and performance measures among others must be clearly spelled out and published.

- As a monitoring system and check on the police personnel themselves, the use of modern technological devices such as body cameras and the encouragement of footages from the public can make it easier to hold the police accountable for their actions should they operate outside of established policies and procedures. Similarly, using social media like Facebook is another tool police departments can use to better connect with the community and to increase transparency.
- Transparency is essential to positive police-public relationships. As such, when an incident involving a police officer occurs, the police administration must in the shortest possible time come out with the right information necessarily needed. So, the public will not feel that information is being purposefully withheld from them coupled with the challenges of today's social media information overflow. Police leaders should let the news media and the public know that early information may not be correct, and should correct any misinformation quickly.

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## **LEGAL DOCUMENTS**

Police Service ACT, ACT 350, 1970

**APPENDIXES**

**APPENDIX I: QUESTIONNAIRE**

**GHANA INSTITUTE OF JOURNALISM  
(School of Graduate Studies and Research)**

**MASTER OF ARTS DEGREE IN PUBLIC RELATIONS**

**TOPIC: GHANAIAN PERCEPTION OF POLICE MISCONDUCTS AND CIVIL RELATIONS: EXAMINING OSU PUBLICS**

This questionnaire is designed to obtain responses on perception of police misconduct and consequences on civil relations among Osu publics. It is in partial fulfillment of the requirements for the award of a Master of Arts Degree in Public Relations. Your contribution to the topic is expected to provide varied insights towards the successful completion of the project. Thanks for your contribution and cooperation.

**Assurance of confidentiality**

Respondents are duly informed of strict confidentiality in data provided. Moreover, information provided is purely for academic purpose and will be handled in its most confidential manner. Thank you.

Please express your opinion by ticking your preferred option in the alternatives provided and write where necessary.

**Knowledge of policing in Ghana**

- 1). Sex
  - i. Male
  - ii. Female

2) Do you work or reside in Osu Township?

- i. Residence
- ii. Worker
- iii. Others? Specify .....

3) How long have you been residing or working in Osu Township?

- i. Less than a year
- ii. 1– 5 years
- iii 5 - 10 years
- iv 10and more

**Formed public perception of police misconducts in Osu;**

4) In your opinion, what do you think best explains the main function of the Police in Ghana?

.....  
.....

5) Has the police been able to live up to their mandates and duties as law enforcers? Please give reasons for your choice of answer.

i) Yes [ ]

Please give reasons,

.....  
.....

ii) No [ ]

Please give reasons,

.....  
.....

6) Do you perceive misconducts among police officers in Ghana? If your answer is yes, please state why

i) No [ ]

ii) Yes [ ]

7) Kindly give reasons if your answer to question 6 is yes

.....  
.....

8) In your own judgement how will you rate police misconducts in Ghana?

a) Highly pervasive    b) moderately Pervasive    c) not pervasive    d) weakly pervasive

9) Which of the following reasons best informs your decision in question 8?

a) Personal/previous experience with a misconducted police officer [ ]

b) Misconducts narrated by friends or relatives [ ]

c) News stories of police misconducts you heard or read from the Media [ ]

Any others.....

.....

**How formed perception affects police-civil relations**

10) Which of the qualities below best describes your perception about the police? The Police has / are;

- a) Integrity - The police is fair and just Yes [ ] No [ ]
- b) Competent- The police has the ability to do what it says it will do Yes [ ] No [ ]
- c) Satisfactory -You are favorably sustained toward the police because positive expectations about relationship are reinforced. Yes [ ] No [ ]
- d) effective Yes [ ] No [ ]
- e) ineffective Yes [ ] No [ ]
- f) All the above Yes [ ] No [ ]
- g) None of the above Yes [ ] No [ ]

11) Do you think perceived police misconducts have affected your relationship with the police?

- A) Positively [ ] or b) Negatively [ ]

12) In what ways has perceived police misconducts affected your relationship with police?

.....  
.....

**How perceived misconducts affect public trust and confidence in the police**

13) Police misconducts has the tendency to undermine police legitimacy. Do you agree?

- a) Strongly disagree [ ] b) Disagree [ ] c) Agree [ ] d) Strongly Agree [ ] .

14) Kindly rate your present level of trust and confidence in the police

- a) Very Positive [ ] b) Weak [ ] d) Very Negative [ ]

**Factors that promote positive public perception towards the police.**

15) In your opinion, what factors below are necessary for building and maintaining positive police image?

- a) Implementation of community-policing programs [ ]
- b) Officers should engage in more foot and car patrols, police visibility and increased citizens' involvement. [ ]
- c) Police should work collaboratively with community groups and learn more human relational skills to reinforce public confidence. [ ]
- d) Engage in effective public relations programs [ ]
- e) Re- orientation of officers in the police service [ ]

15b) What other measures do you think the police can adopt to reinforce public confidence and positive relationships?.....  
.....

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(School of Graduate Studies and Research)**

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**Assurance of confidentiality**

Respondents are duly informed of strict confidentiality in data provided. Moreover, information provided is purely for academic purposes and will be handled in its most confidential manner.

Thank you.

Name and Position

.....

1) What is your perception about police officers who commit various forms of misconducts in Ghana? What other possible perceptions are formed by the public?

.....  
.....  
.....

2) How often do you hear of police misconducts in Ghana?

.....  
.....  
.....

3) How will you rate police misconducts in Ghana? Must we worry?

.....  
.....  
.....

.....

4) In your opinion, what will be your assessment of police – public relationship in recent times?

.....  
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.....

5) How do you think police misconducts in Ghana can affect Police- civil relationship?

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.....  
.....

6) What challenges are the police or public likely to face when police- civil relationship is negative?

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7) What factors are necessary for building strong healthy relationship among the police and its publics?

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