



American Journal of Public administration (ISSN:2641-4597)



Community Policing Toward Social Problem Solving: A Study on Sylhet Metropolitan Police

Md. Uzzal Miah and Shamima Tasnim

Department of Public Administration, Shahjalal University of Science and Technology, Sylhet 3114.

ABSTRACT

Community policing is one of the strategies in the police where the traditional model of policing was transformed to involve people in the service delivery. This study examined the model of problem-solving policing, its various problems and preventive measures. It also investigated whether social problem-solving policing criteria is existing in community policing. The social survey method was deployed to collect data and information through fieldwork. Data were collected from the service receivers as well as service providers (Community Police) of Jalalabad Thana and Kotwali Thana under the Sylhet Metropolitan Police (SMP). To know the in-depth information about community policing, several case studies also conducted. The study revealed that Community Policing is working smoothly and solving various social problems (such as social disputes, drug addiction, child marriage, eve-teasing, and domestic violence). They are operating their activities more efficiently in the rural area. However, some displeasure among the service receivers still exists. Many people are not satisfied with the activities of the working committee, coordination committee as well as corrupt practices of community police officers. Thus, initiatives should be taken to deliver objective service to the people and surpass the associated problems.

Keywords: Community Policing, SMP, Social Problems, SARA, CPF, Bangladesh.

*Correspondence to Author:

Md. Uzzal Miah and Shamima Tasnim

Department of Public Administration, Shahjalal University of Science and Technology, Sylhet 3114.

How to cite this article:

Md. Uzzal Miah and Shamima Tasnim. Community Policing Toward Social Problem Solving: A Study on Sylhet Metropolitan Police. American Journal of Public administration, 2019,1:8.

 eSciPub
eSciPub LLC, Houston, TX USA.
Website: <https://escipub.com/>

Introduction

A modern democratic state can hardly think of running its affairs without the assistance of law enforcing agencies. Their role is significant in the context of multidimensional problems and the complicity of urbanization and industrialization (Mehtab & Rahman, 2014). Bangladesh Police is the main law enforcement agency of Bangladesh to provide service to all citizens and make Bangladesh a better and safer place to live and work. In the code of Manu, the edicts of Ashoka and the accounts of travelers, we find some glimpses of social situation and internal administration. Kautilya placed great emphasis on the employment of Goyendas to keep the ruler informed (Islam and Ali, 2008). But it was the Mughal era when the police system expanded and activated in widely. Though in Mughal reign there was no professional police during the Muslim period Sher-shah made a great beginning which was later developed and perfected by the Mughal. In the early days of the East India Company, the chief merchant as Zamindar exercised the power of the police. On the arrival from England in 1787, C.C set himself to the task of organizing a regular police force. The police structure in this period was Magistrates, Darogas pykes, chawkidars and village watchmen (Islam and Ali, 2008). But the main purpose of the British ruler to form police is to collect tax forcibly. To remove these obstacles Police Act-1861 was enacted by the British ruler after the Mutiny in 1857 (Mehtab & Rahman, 2014). After the partition of Bengal in 1947, several police reforms were initiated but in actual practice, Pakistan inherited old policing culture from the British period. Although Bangladesh got separated in 1947 from British rule and got independence from Pakistan in 1971, it has failed to rebuild its police force. The country still retains with little change the colonial system of policing that it inherited from its colonial master (Mehtab & Rahman, 2014). They are involving violating activities nowadays. So, people try to maintain

long-distance from the police. To remove this drawback and ensure greater public involvement in policing, there introduced a new philosophy in policing which is Community Policing. Community policing is a department-wide philosophy of full service, personalized and decentralized policing, where citizens feel empowered to work in proactive partnerships with the police at solving the problems of crime, fear of crime, disorder, decay and quality of life (In Jenkin, 2013). It is proactive, solution-based and community-driven (In Hoque, 2014). It was begun in 1992 in Mymensingh with Town Defense Party to depoliticize operations and decision making, as well as decentralize some police responsibilities and engage people in policing (Asia Foundation, 2013). Community policing has become the new mantra of law enforcement across the world. The main theme of Community Policing is "Police are public, the public are police". A community policing system is introduced based on the concept that it is better to resolve the problems of the society as well as the country by working police and common people together. It is not the separate branch of the Bangladesh Police. It follows specific principles such as work hand in hand with the community, the relationship between people and police, pro-active in the working, access to justice to the community (UNDP, 2012). It has various Co-ordination committees at Union, Upazila and District level which are formed by the joint effort of police and local people. Besides these, there are Community Forum, Working Committee, and Advisory Committee (In Hoque, 2014). It is playing a role as social problem-solving policing through various visible activities such as dispute resolution, actions against child marriage, eve-teasing, drug, gambling, women rights violation (In Hoque, 2014). However, very few studies are available on social problem solving by community policing. This study was an attempt to fill this gap by studying the perception of people regarding the services provided by community policing, its various involvement in

redressing the problems of the society in the area of Sylhet Metropolitan Police with some proposed suggestion to make it more people oriented.

Literature Review

Community policing, social problems and the role of community policing

Community policing is a new system of Bangladesh police. It has identified various remarkable programs of community policing like Crime Prevention Centre (CPC), Community Police Forum, volunteers of community police who are engaged in fulfilling the strategies of community policing (Asia Foundation, 2013). Community policing is a design that is more accountable to the citizens. The transition to community policing is frequently a battle for the hearts and minds of the police officer (Mearns, 2002). Various models have been invented to deliver fruitful service to the citizen through community policing (Dobrin, 2006). The rise of community and problem-oriented policing is a major vehicle to improve the effectiveness of police efforts in communities and as a means of reforming police organizations (Greene, 2000). For better service delivery, public self-policing is developed, and community policing is then evaluated in is developed and community the light of this concept (Peter, 2008). The problem-oriented interventions may have changed the relationships between offenders, targets, and guardians at the treatment places; reduced crime rates (Braga et al, 1999). If problem-oriented policing is to advance beyond its current state of development and reach its greater potential, a much larger investment must be made within police agencies in conducting more in-depth, rigorous studies of pieces of police business (Goldstein, 2003 and Moore, 1992)). But it has proven that Community-Oriented Policing and Problem Solving (COPPS) paradigm as a progressive antidote to past reliance on reactive police practices (Boostrom, 2000 and Yuksel & Tepe, 2013). The American models of policing have witnessed significant changes over the last

thirty years that shifted police from a bureaucratic, incident-driven force to new policies and programs that are known as community policing (Rosenbaum & Lurigio, 1994). Previous narrative reviews found the limited effect of community policing in reducing crime but suggested it may have benefit in the future (Sherman and Eck, 2002; Skogan and Frydl, 2004; Weisburd and Eck, 2004). Goldstein's (1979) problem-oriented policing, Wilson and Kelling's (1982) "broken windows" theory along with Shaw and McKay's (1942) theory of social disorganization are the most renown and widely accepted theoretical catalysts for community policing (Oliver, 2000). In this new policy, instead of responding to single incidents, the main focus of policing is to be identifying underlying causes of problems in the community and putting efforts to solve them (Goldstein, 1987). Several studies have shown that as police work with the community to solve community-identified problems, citizens' fear of crime decreases (Trojanowicz and Carter, 1988).

Overall problem-oriented policing has a modest but statistically significant impact on reducing crime and disorder (Weisburd et al, 2008). But there still have some problems in community policing such as, police provide better service in education, higher income citizens than the others, lack of skills within a police agency, the lack of a clear academic connection, corruption and favoritism (Goldstein, 2003; Lewis et al, 1997 and Reisig & Giacomazzi, 1998). Structural change, decentralization of police service, responsiveness of police to the community, identification of needs and aspirations of common people toward police and reduction of the discretion of line personnel and ensure skill and productivity of the officer serving the people are needed to make it more fruitful (George & William, 1993; Seagrave, 1996; Reisig & Giacomazzi, 1998; Lewis et al, 1997; Goldstein, 2003 and Dietz, 1997). Almost all the studies conducted above emphasized the

effective role of community policing based on the survey method. Only the survey method cannot explore the actual scenario of community policing. Besides, very little attention on the Bangladesh perspective and its overall impact were found in these literatures. To fulfil the gap, this study has been conducted to show the actual picture of community policing toward social problem-solving in Bangladesh.

Research Questions

This study attempts to find out the role of community policing toward solving various social problems. To attain this goal, various tasks of community policing and their recent mottoes are considered carefully. For achieving full pledge idea about the activities of community policing this study has raised some questions such as (a) what is the influence of gender in perceiving role of community policing

in solving social problems (b) what is the association between place of residence and nature of citizen perceptions toward community policing in solving social problems and (c) what are the influences of demographic characteristics (age, education & income) on citizen perceptions toward community policing in solving social problems.

Research Hypothesis

The following hypotheses have been tested

Hypothesis 1: Gender influences perceiving the role of community policing in solving social problems.

Hypothesis 2: Respondents dwelling in the rural or urban area influences perceiving the role of community policing in solving social problems.

Hypothesis 3: Affirmative perception toward the role of community policing increases with the increase of age, income, and education.

Table 1 Variables, Coding, and Distribution

Variable	Category	Coding	Distribution
Gender	Male	1	78
	Female	0	78
Residency	Rural	0	78
	Urban	1	78
Age		Continuous	Mean = 2.10
Education		Continuous	Mean = 3.18
Income		Continuous	Mean = 2.57

Research methodology

The social survey method has been deployed to collect data and information. Survey methodology studies the sampling of individual units from a population and the associated survey data collection techniques. The reason behind choosing this method is to collect quantitative information about community policing as problem-solving policing. Due to the limited time and resource survey design can provide the opportunity to work with large sample size. The result can be generalized in

survey design. A well-structured Interview Schedule (both open-ended as well as close-ended) has been used for collecting data and several case studies have been conducted for in-depth qualitative information. Case study refers to a detailed analysis of an individual case supposing that one can properly acquire knowledge of the phenomenon from an extensive exploration of a single case (Becker, 1970). A qualitative case study is a unique way of observing any natural phenomenon which exists in a set of data (Yin, 1984). To know the in-depth information about community policing,

several case studies have been conducted. Thematic analysis has been used to analyze the data. Thematic analysis has been used because it is now a very simple way to analyze the data by identifying the themes from the data. However, it also often goes further than this and various aspects of the research topic (Boyatzis, 1998). Thematic analysis is a systematic approach to the analysis of qualitative data that involves identifying themes or patterns (Lapadat, 2010). The mixed research approach of quantitative and qualitative methods has been used in this study and data has been collected and analyzed by using these two approaches. A face to face interview technique has been used to realize the mode of a respondent and collect data based on the context, which is difficult in administering the survey. Here, the study has selected both open and close-ended questions. Close-ended questions are used to collect demographic data and general perceptions of people on community policing. Semi-structured interview schedule has been used to know the in-depth information regarding various problems solved by the police, it's after-effect, the various method followed by them as the process of making it social problem-solving policing. Two interview schedules have been developed, one for service seekers and another for service providers (community police). A pilot survey has been conducted to pretest the interview schedule. After completion of the pre-test, the interview schedule has been edited and finalized. Multiple case studies for in-depth data have been collected by interview following a case study schedule from the respondents and police officers associated with community-oriented policing. It has helped to get more reliable data and information. In this study, the case study has been used to preserve the wholeness of the social object being studied. The area of Sylhet Metropolitan Police has been selected to collect data. This area has been chosen because the researcher is acquainted with the culture, dialect, religion,

values and local language of this area and knows about how to deal with common people in this city.

Sample and sampling

Total sample size in this study is 189 which are drawn by using simple random sampling comprised of both service receivers 156 and service providers 33 based on the sample size determination formula which is, $n = N / [1 + N(e)^2]$ where n is the sample size, N is the population size, and e is the level of significance (Israel, 1992). Sampling is choosing a representative part of the population. A multi-stage sampling method has been used in this study for the quantitative part. In the multi-stage sampling method, the researcher has chosen a sample in two or more stages because either the researcher cannot easily identify the population, or the population is extremely large. Sylhet Metropolitan Police consists of 6 Thana. In every Thana, there is Community-based policing where Community police forum, the working committee has been formed in each word. First, 2 Thana has been selected through simple random sampling. Under every Thana, there are some wards. Through the lottery method of simple random sampling, 2 wards have selected. The principle of simple random sampling is that every object has the same probability of being chosen (Starnes et al, 2008). Moreover, the statistical test has been easily done through this sampling. Then, from each ward, a voting area has been selected from where the sample has been drawn through simple random sampling. For the qualitative study, 12 respondents have been selected by using purposive sampling to know the in-depth information regarding this issue. Because they are well informed and experienced in community policing and its relevant information.

Independent Variable

An independent variable is that whose values are not problematical in the analysis but are taken as simply given. Independent variables are those that do not depend on other variables

and whose effect upon the dependent variables should be understood and defined (Aminuzzaman, 1991). In this study, independent variables are gender, age, education, income, and residency

Dependent Variable

The variable that the researcher wishes to explain is the dependent variable (Nackmias & Nackmias, 1996). In this study, Community

policing as a social problem-solving model considered as the dependent variable. There is a cause-effect relationship between dependent and independent variables. The perception of people regarding crime reduction, drug addiction, domestic violence will help the community policing to work as social problem-solving policing.

Table 2 Statistics for demographic variables

Criteria	Category	Frequency (F)	Percentage (%)
Gender	Male	78	50
	Female	78	50
Age	18-30	29	18.6
	30-50	86	55.1
	50-70	37	23.7
	70+	4	2.6
Marital Status	Married	142	91
	Unmarried	14	9
Profession	Service	4	2.56
	Business	55	35.25
	Farmer	8	5.13
	Unemployed	4	2.56
	Others	85	54.5
Education	Illiterate	10	6.4
	Primary	30	19.2
	Secondary	64	41.0
	Higher Secondary	23	14.7
	Graduation or above	29	18.6
Income	No income	72	46.2
	5000-10000	3	1.9
	10000-20000	33	21.2
	20000-40000	43	27.6
	40000-60000	4	2.6
	60000 or above	1	0.6
Residency	Urban	78	50
	Rural	78	50

Source: Field data collected from two Thana (Kotwali & Jalalabad) under Sylhet Metropolitan Police, Sylhet, November 2018

In the above table total respondents are 156 among whom 78 (50%) are Male and 78 (50%) are Female where 50% respondents live in urban area and rest of the 50% respondents

live in the rural area. Maximum respondents (55.1%) belong to the age group 30-50 and minimum respondents (2.6%) are from the age group 70 Or above. In this study, 91% of

respondents are married and rests of the 9% of respondents are unmarried. Most of the respondents (41%) have completed secondary level where 6.4% of respondents of this study are illiterate. In profession, 35% of respondents are businessmen, 54.5% of respondents are

included in a broad category (student, housewife, maid, a retired officer and elected representative). Only 2.56% of the respondents are unemployed.

Chi-Square Test

Table 3 Effect of gender and residency on the role of community policing

Effect of gender and residency on social problems										
	Disputes		Domestic violence		Drug addiction		Eve-teasing		Child marriage	
	Chisq.	P-value	Chisq.	P-value	Chisq.	P-value	Chisq.	P-value	Chisq.	P-value
Gender	2.7	0.09	1.08	0.29	2.8	0.09	0.88	0.34	0.29	0.58
Residency	7.13	0.00	17.33	0.00	13.7	0.00	4.28	0.03	14.59	0.00

The above table provides the evidence that there is no significant relationship between genders for perceiving the role of community policing toward the effectiveness of solving social problems (such as disputes, domestic violence, drug addiction, eve-teasing, and child marriage) as the table shows that P-value > 0.05. But residency is significantly related to

perceiving the role of community policing toward the effectiveness of solving social problems as the table shows that P-value < 0.05.

Binary Logistic Regression

This study has analyzed the data with all the independent variables in a series of logistic regression models

Table 4 The logistic relationship between the variables (disputes, domestic violence, & drug addiction).

	Resolute Disputes		Domestic violence		Drug addiction	
	AOR	P-value	AOR	P-value	AOR	P-value
Gender						
Female	1.0		1.0		1.0	
Male	1.757	0.404	0.853	0.824	1.135	0.868
Age	1.011	0.977	1.243	0.595	2.319	0.053
Education	1.575	0.026	1.798	0.010	1.637	0.026
Income	0.889	0.7751	1.192	0.666	1.285	0.549
Residency						
Rural	1.0		1.0		1.0	
Urban	0.313	0.037	0.095	0.000	0.244	0.030
Constant	0.209	0.194	0.114	0.093	0.010	0.002

Table 4.1 Binary Logistic Relationship between the variables predicting & child marriage

	Predicting		Outcome	
	Yes	No	Yes	No
Gender				
Female	1.0		1.0	
Male	1.00	1.00	1.00	1.00
Age	1.00	1.00	1.00	1.00
Education	1.00	1.00	1.00	1.00
Income	1.00	1.00	1.00	1.00
Reading				
Yes	1.0		1.0	
No	1.00	1.00	1.00	1.00
Constant	1.00	1.00	1.00	1.00

In table 4 and table 4.1, there are the regression model namely dependent variable, domestic violence, drug addiction, over-learning, and child marriage. These models represent that there are two dependent variables namely education and reading which are significantly associated with the use of community policing toward social problem-solving. Education is significantly associated with the model when increases of one unit of education level, 0.07 times more likely to perceive the use of community policing to solve social problems (drug addiction, domestic violence, drug addiction, over-learning, and child marriage).

Reading is another variable that is significantly associated with the model where other people are less likely to perceive the use of community policing to solve social problems (drug addiction, domestic violence, drug addiction, over-learning, and child marriage). None of the variables are also associated with, but they are not significant.

Multivariate Regression

Multivariate regression is a technique that estimates a single regression model with more than one outcome variable.

Table 4 Multivariate regression between one dependent variable and all independent variables

Multivariate Test						
Effect	Type III Sum of Squares	df	F	Sig.	Partial η^2	Exp. B
Corrected Total	207.000	100				
Corrected Model	100.000	10	10.000	.000	.1000	1.00
Corrected Total	207.000	100				
Corrected Total	207.000	100				
Corrected Total	207.000	100				
Corrected Total	207.000	100				

Income	Pillai's Trace	.147	.700	20.000	368.000	.827
Residency	Pillai's Trace	.283	7.035 ^b	5.000	89.000	.000

a. Design: Intercept + Gender + Age + Education + Income + Residency

b. Exact statistic

c. The statistic is an upper bound on F that yields a lower bound on the significance level.

The tests for the overall model, shown in the section labelled, indicate that the model is not statistically significant, regardless of the type of multivariate criteria that is used (i.e. all the p-values are not less than 0.05). Education and residency of the respondents indicate the significant relationship which means education

and residency affect the entire dependent variables as they are statistically significant. The rest of the indicators do not have any effects on the dependent variable as they are not statistically significant.

Correlation

Table 6 Correlation among dependent variables

	Resolute Dispute	Domestic violence	Drug addiction	Eve-teasing	Child marriage
Resolute Dispute	1				
Domestic violence	.758**	1			
Drug addiction	.676**	.741**	1		
Eve teasing	.535**	.608**	.671**	1	
Child marriage	.626**	.706**	.729**	.728**	1

** . Correlation is significant at the 0.01 level (2-tailed).

A Pearson correlation has been conducted to determine the relationship among the dependent variables. Dispute resolution is positively correlated with Domestic violence where, $r(154) = .758$, $P = 0.000$. Drug addiction is positively correlated with domestic violence where, $r(154) = .741$, $P = 0.000$ which is also positively correlated with dispute resolution where, $r(154) = .676$, $P = 0.000$. There is a significant positive relationship between eve-teasing and drug addiction where, $r(154) = .671$, $P = 0.000$ which is also positively correlated with dispute resolution and domestic violence. Child marriage is positively correlated with eve-teasing where, $r(154) = .728$, $P = 0.000$ which has also significant positive

correlation with dispute resolution, domestic violence and drug addiction.

Qualitative Analysis

Community policing is a philosophy of full-service personalized policing, where the same officer patrols and works in the same area permanently, from a decentralized place, working in a proactive partnership with citizens to identify and solve problems. The central goal of community policing is for the police to build relationships with the community through interactions with local agencies and members of the public, creating partnerships and strategies for reducing crime and disorder. To achieve the study purpose in-depth interview based on an interview schedule has been conducted in this study to get the actual scenario/ performance of community policing.

Thematic analysis based on their in-depth information has been organized.

Introduction to community police

The basic theme of community policing is "Police are the public and public are the police" which is stated in Robert Peels 9 principles for modern policing in 1829. It has started its journey toward a modern and dynamic police service where police will not engage themselves only, rather people will cooperate them willingly by building up a trustworthy relationship. It is a philosophy of modern policing which has been introduced in Bangladesh in 1992 as the Town Defense Party in Mymensingh. In field level experience, this study has identified that many people especially the respondents of the study do not know about community policing. Even many of them have heard this name for the first time. There was a general belief that people who are educated are familiar with this term. But it is a matter of flabbergasting that many of them don't know about it. In this regard, one of the respondents said that,

"It is the first time for me to hear this term. I don't know what community policing is and who run its activities though I mix up it with general policing" (Interview-69, November 2018)

Many respondents also have given similar statements regarding the basic concept of community policing. They have told about the concerned authority to make it familiar with much awareness, seminar, symposium, etc. Even some respondents are living in the urban area when talked about community policing, they were surprised.

Community Forum and Working Committee

There is a provision to form a community forum consisting of local people as well as a Working Committee to deliver the service of the community policing by engaging local people. CPFs (Community Police Forum) will be formed

ensuring the wider representation of the community from the consensus of the ward level citizens without any political bias. CPF will engage the indigenous community safety system like Chowkidars, Dafadars, Headmen, Karobari and existing formal/ informal criminal justice institutions as an important component for consultations and assessments. The Working committee can have 15-20 members. This number can be increased for the inclusion of any enthusiastic, interested or reputed person/s. In a practical situation, there are several lists of the members of the community policing forum as well as the working committee. But many people even after living the study area don't know about the committee or forum. Though there is a guideline to organize a regular meeting by community forum with general people and hear their voices, this is a paper process to many of the respondents. To discuss the situation one respondent said that,

"I don't know about the community forum or working committee though I have living here for many years. It is their task to make us inform about the activities of the community forum and listen to our voice (Interview-103, November 2018)

Other respondents in this area have supported this opinion. They have claimed that the members of the committee are not sincere to the task. It is their prime concern to arrange a regular meeting with them.

Community policing to traditional policing

Community policing has been introduced to minimize the problems of traditional policing. People are usually afraid of the activities of traditional policing even they feel more unsecured to the police than any criminal. To remove this situation, community policing has been familiarized with the people so that they can feel secure and consider them a friend of the people. In a model Thana of Bangladesh, an Assistant Superintendent of Police (ASP) is

assigned as the coordinator of the program. But in a practical situation, this study has found that usually ASP is not assigned to this task rather Sub Inspectors of each Thana are assigned to this task. When talked to these officers, some of them are not happy with community policing as they consider it a burden to them in addition to their regular duties. One of the respondents/ community police officers has stated that,

"I don't like community policing in my Thana. Because I must do many regular duties to maintain law and order situation. This system of community policing has increased the tasks that are a real burden to me" (Interview-158, November 2018).

Coordination

To perform various functions at all levels, a two-tiered framework will be developed; the Strategic partnership/ policy function at Headquarters and the divisional level and Operational partnership/ implementation function at district and Police station level. There is always scope for the police to utilize the resources of NGOs and use them as a partner playing an integral part as opposed to a threat to police. It is apparent that NGOs are staffed by very enthusiastic committed people who are fully focused and dedicated to the aims of their respective organizations. Their success lies in their specialization and expertise. It is the obligation to maintain regular coordination with various levels of coordination committees and NGO's. In practice, many community police officers have claimed that they maintain coordination with various coordination committees in Union, Upazila, and District level but they didn't get any helping hand of any NGO's. One of the community police officers responded that,

" Though there are some guideline to coordinate with NGO's we didn't find any NGO as a helping hand of community policing where they could provide

a valuable suggestion as they are very close to the general people due to their working strategy" (Interview-164, November 2018)

Police-people relation

Community policing has been introduced to ensure the friendly relationship between police and general people so that they are not scared of them. To do that, a positive attitude, trustworthiness, confidence needs to build up between them. When talked to the people who are living in the rural area regarding the relationship, they are scared of discussing this issue. One of the members of the local committee of community police has shown his anger when talked to this topic. He stated that,

"I am the secretary of this committee. But I don't know the activities of community policing in my locality. Police perform their functions without informing me. They don't engage me in any activities of community policing in my area" (Interview-96, November 2018).

Many other respondents also have supported this statement. They are not happy with the work of community policing. They have stated that there are some reasons not for engaging the member of community policing into their activities. One of the responded has explained that,

"We do not get any scope to work with community police. I think police don't involve us due to the fear that they cannot achieve their illegal interest from the criminals" (Interview-96, November 2018).

The same situation also has discovered when talked to another Secretary of the committee of community police who is from the urban area.

Performance on various activities

Community policing system has been introduced in Bangladesh to address community problems, trace out their causes

and thus, to propose effective solutions of these problems based on police people joint venture, Community Policing Committee plays a significant role in bridging the police and the public and building mutual trust, respect, and understanding between them. They are performing various activities like actions against drug, eve-teasing, child marriage, robbery, local disputes, domestic violence, etc. Most of them have been found in the study area. But the rate of eve-teasing is now at zero levels. When asked to a respondent about its reason she stated that,

"People are being educated, conscious and respectful to the law of the country. Even it is a heinous task. Due to these positive things, eve-teasing is now at zero level in my area" (Interview-96, November 2018).

Most of the respondents both urban and rural areas have supported the above opinion. Many of them think that the performance of community policing is developing. But in the case of dealing with drug addiction, some of the respondents have raised their finger against community policing as they are giving flexibility to the convicts. The child marriage situation is now decreasing. It is due to the much awareness about the bad effect of child marriage. One respondent from the rural area has opined that,

"Community police have made us aware of the bad impact of child marriage in our area. Due to this, the rates of child marriages are now at zero level in our area" (Interview-103, November 2018).

When people are asked to evaluate the other task of community policing, maximum respondents have stated that, dealing with domestic violence, local disputes, robbery traditional police are more active than community police. They have alleged that community police usually do not ask the people

to inform them about criminal activities of the concerned locality.

Discussion

The purpose of the study is to examine the role of community policing toward social problem-solving. Based on the five most serious problems like disputes, domestic violence, drug addiction, eve-teasing, and child marriage, this study has examined the role of community policing in the Sylhet Metropolitan Police area. Analyses have shown that some factors are very important to analyze the findings. Several findings in this study stand out and need further discussion. Firstly, genders have no significant effects on perceiving the role of community policing toward social problem solving which are showing in Table-C1 to Table-C5. It refers to male or female do not influence perceiving the role of community policing toward social problem-solving. This finding can reject the alternative hypothesis and accept the null hypothesis of this study as P-Value in each finding of the roles (disputes, domestic violence, drug addiction, eve-teasing, and child marriage) of community policing in terms of genders is more than 0.05. Secondly, the residency of the respondents is the dominant factor to perceive the role of community policing toward social problem-solving. In the study findings, it has been revealed that for each of the roles (disputes, domestic violence, drug addiction, eve-teasing, and child marriage) P-value is less than 0.05 in terms of the residency of the respondents which is shown in Table-C6 to Table-C10. It means residency of the respondents has a significant influence in perceiving the role of community policing toward social problem solving and rural people have more influence in perceiving the role of community policing toward social problem solving than the people of the urban area. This finding proves that the null hypothesis is rejected in terms of residency of the respondents and the alternative hypothesis is accepted where residency has a highly significant relationship with perceiving the role

of community policing toward social problem-solving. Reisig & Giacomazzi (1998) have found a similar result in their study where they have shown that there are significant differences between residents of different neighborhoods concerning attitude toward police. Thirdly, there are two dominant variables specifically, education and residency which are highly associated with the role of community policing. In terms of education and residency of the respondents, this study has found an association with each role of community policing (disputes, domestic violence, drug addiction, eve-teasing, and child marriage) where P-Value is less than 0.05. But other variables like age, income, and gender have no significant association perceiving the role of community policing toward social problem-solving. With the increases in one unit of education level, affirmative association in perceiving the role of community policing is increasing. The same result has been found in terms of residency. The study of Dietz, (1997) has found dissimilar findings to this study. Fourthly, this study has examined the significant relationship of each independent variable (age, education, income, residency, and genders) in terms of all dependent variables. It has found that education has a significant association with all the dependent variables. Similar findings have been found in terms of residency. But all other variables have no significant association with dependent variables. Fifthly, each dependent variable is positively correlated with each other. It reveals, for changing the value of one variable, it causes the consecutive change of other variables. Finally, though the philosophy of community policing has been introduced to develop trustworthiness, confidence in police more than before, the traditional police itself could not take it spontaneously. Slightly different findings have been found in the study of (Sherman and Eck, 2002; Skogan and Frydl, 2004; Weisburd and Eck, 2004). Study findings reveal that they are not interested in this philosophy as they

consider it is an extra burden in addition to their regular duties. Lewis et al, (1997) have found similar results where it has identified the attitude of officers working in various levels of police department toward community policing. Moreover, harassment by police is still being continued. Similar findings have been revealed in the study of (Seagrave, 1996). But dissimilar results have been found in the study of (Meares, 2002) where police are shown as the most accountable branch.

Above all, people especially, rural people are being conscious of their safety. They are somewhat happy at the activities of community policing.

Limitations of the study

During conducting the research there had some limitations of this study. These are

- a. The collection of data from the police officers associated with community policing was challenging as they were not available all the time.
- b. The sample size is not so large
- c. People were not interested to talk about any activities of police

Recommendations and Conclusion

Community commenced its journey with a vision of making the police a more pro-active, problem-oriented and community-oriented service provider. It has initiated many remarkable activities where people have started to build up a trustworthy relationship with community policing. But with a passage of time of its long journey, it could not get out from the colonial mind setup. People still now are not a hundred percent satisfied with their activities. The study findings reveal that, though people have claimed that, the activities of community policing are developing, harassment, sudden arrest, unrest among the police officers with community policing, corruption still exists in community policing. By analyzing all the factors, actors of community policing, the study has given the following policy recommendations

to make it more pro-people oriented, problem-oriented as well as efficiency-oriented policing.

- a. Information regarding criminal activities given by the people should be taken seriously and quick actions should be taken with the help of the local people.
- b. The regular meeting of the working committee, community forum should be monitored.
- c. The recent policy or strategic changes in community policing should be properly informed.
- d. For the resolution of any problem by community forum, enough legal support should be provided to them so that external pressure cannot influence their tasks.

Community policing is a new light in the darkness of traditional colonial policing which has been initiated to change the present relationship status with general people. This study has started its journey to examine the role of community policing toward social problem-solving. After analyzing and summarizing the findings, it can be concluded that it has found a significant association in terms of education and residency of the respondents in perceiving the role of community policing toward social problem-solving. People are somehow satisfied with the activities of community policing. Especially, rural people are more aware of the activities of community policing than those who are living in an urban area. But there are still some drawbacks of community policing in performing their tasks. If the initiatives mentioned above are taken properly, it has been hoped that the present situation will be better than the previous one and it will be the exemplary scenario for the police department as well as for the beneficiaries of the services.

References

1. Aminuzzaman, S. M. (1991). Introduction to Social Research. Bangladesh Publishers: Dhaka
2. B. Lapadat, J. C. (2010). Thematic Analysis: Encyclopedia of Case Study Research. pp. 926-

928. Thousand Oaks, CA: SAGE Publications, Inc
3. Becker, H. S. (1970). Sociological Work: Method and Substances. Chicago, IL: Aldine.
4. Boyatzis, R.E. (1998). Transforming Qualitative Information: Thematic Analysis and Code Development. Thousand Oaks, CA: Sage
5. Boostrom, R. (2002). The Community-Oriented Policing and Problem-Solving Paradigm- What Have We Learned? Criminal Justice Administration Program. San Diego State University.
6. Braga, A. A., Weisburd, D.L., Waring, E.J., Mazerolle, L.G., Spelman, W., & Grajewski, F. (1999). Problem-Oriented Policing in Violent Crime Places: A Randomized Controlled Experiment. U.S Department of Justice.
7. Dietz, A. S. (1997). Evaluating Community Policing: Quality Police Service and Fear of Crime, Policing: *An International Journal of Police Strategies & Management*, Vol. 20, Issue 1, pp.83-100
8. Dobrin, A. (2006). Professional and Community Oriented Policing: The Mayberry Model. Florida Atlantic University.
9. Israel, G.D. (1992). Sampling the Evidence of Extension Program Impact. Program Evaluation and Organizational Development, IFAS. University of Florida, PEOD-5.
10. George, L. K., & William, J. B. (2012). Implementing Community Policing: The Administrative Problem: Perspective of policing. National Institute of Justice. U.S. Department of Justice and the Program in Criminal Justice Policy and Management, John F. Kennedy School of Government, Harvard University
11. Greene, J.R. (2000). Community Policing in America: Changing the Nature, Structure, and Function of the Police. Policies, Process, and Decisions of the Criminal Justice System, Vol. 3
12. Goldstein, H. (1979). Toward Community-Oriented Policing. *Crime & Delinquency*, pp.33-630
13. Goldstein, a, H. (2003). On Further Developing Problem-Oriented Policing: The Most Critical Need: The Major Impediments and a Proposal. *Crime Prevention Studies*, Vol. 15, pp. 13-47
14. Hoque, S. A. K. M. (2014). Community Policing in Bangladesh: Traditional Policing vs Community Policing. Bangladesh Police
15. Islam, N., & Ali, M. A. (2008). A Study on Service Quality of the Bangladesh Police. *Global Journal of Business Excellence 2008*, Vol. 1, No-1, pp. 1-8.

16. Jenkins, S. (2013). *Securing Communities: Summaries of Key Literature on Community Policing*. ODI, London.
17. Lewis, C., Rosenberg, H., & Sigler, R. T. (1997). *Acceptance of Community Policing among Police Officers and Police Administrators*. City Attorney's Office. Racine, Wisconsin, USA.
18. Meares, T. L. (2002). *Paying for Community Policing*. Faculty Scholarship Series Paper 518, Yale Law School.
19. Mehtab, F. H., & Rahman, S. H. (2014). Identifying the Problems of the Bangladesh Police & Rapid Action Battalion: Recommending Way Out. *DIU Journal of Humanities and Social Science*, Vol. 2.
20. Moore, M. H. (1992). *Problem Solving and Community Policing*. University of Chicago Press
21. Nachmias, C., & Nachmias, D. F. (1996). *Research Methods in Social Science* (5th ed.). New York. St. Martin's Press
22. Oliver, W. M. (2000). The Third Generation of Community Policing: Moving Through Innovation, Diffusion, and Institutionalization. *Police Quarterly*-3, pp. 367-388.
23. Peter, S. (2008). Understanding Community Policing: *An International Journal of Police Strategies & Management*. Vol. 32, Issue 2, pp. 261-277.
24. Reising, M. D., & Giacomazzi, A. L. (1998). Citizen Perceptions of Community Policing: Are Attitudes Toward Police Important? *An International Journal of Police Strategies & Management*, Vol. 21, Issue 3, pp. 547-561.
25. Rosenbaum, D. P., & Lurigio, A. J. (1994). An Inside Look at Community Policing Reform: Definitions, Organizational Changes and Evaluation. *Crime & Delinquency*, pp. 299-314.
26. Sherman, L.W., & Eck, J.E. (2002). *Policing for Crime Prevention*. New York, Routledge
27. Skogan, W.G., & Frydl. K. (2004). *Fairness and Effectiveness in Policing: The Evidence*. National Academic Press, Washington DC.
28. Thomson, Reuters. (2009). *Black's Law Dictionary* (9th ed.). pp. 1448
29. The Asia Foundation. (2013). *Community Policing Assessment: Progress and Opportunities in Bangladesh*.
30. Trojanowicz, R.C., and Carter, D. (1988). *The Philosophy and Role of Community Policing*, The National Neighborhood Foot Patrol Center. School of Criminal Justice, Michigan State University, East Lansing, MI
31. UNDP. (2012). *Community Policing: National Strategy for Bangladesh*. United Nations Development Program.
32. Weisburd, D.L. (2008). *Effects of Problem-Oriented Policing on Crime and Disorder*. U.S Department of Justice.
33. Yates, D. S., David S., Moore & Daren S. S. (2008). *The Practice of Statistics* (3rd ed.). Freeman. ISBN 978-0-7167-7309-2.
34. Yin, R. K. (1984). *Case Study Research: Design and Methods*. Beverly Hills, CA: Sage Publication
35. Yuksel, Y., & Tepe, F. (2013). Citizen Satisfaction with Police and Community Policing. *European Scientific Journal*, Vol. 9, No.14.

