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**Exploring the Attitude and Perception of the Community towards Community Policing:  
the case of Nefas silk Lafto area**

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**May 2017**

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## Plagiarism Declaration

I **Sisay Abegaz** do here by declare the fact that this research paper is my original Work, has not been presented for the degree of Master in School of Social work, in any other university and for any other purpose and as well all sources used for this research has been fully acknowledged.

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This is to certify that the thesis prepared by Sisay Abegaz entitled “*exploring the attitude and perception of the community toward community policing in Nefas silk area.*” Submitted as in partial fulfillment of the requirements for the degree of Masters in Social Work complies, with the regulation of the university and meets the accepted standards with respect to originality and quality.

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## ***Abstract***

*The issue of security is a global concern for the people of the world; people have to be safe to perform their day to day activities. To make the world free from fear of crimes and intimidation, countries try to use diverse ways of minimizing threats. Community policing is one of the method that has been used to secure the safety of the people. It is a means of preventing crimes before it causes serious damage in collaboration with the community.*

*This study explores the attitude and perception of the community towards community policing by taking Nefas Silk Lafto area as a subject. Primary data has been collected through in depth interview from the community members, police officers and community based organizations. Related researches, journals, policies, documents, published and unpublished materials have been reviewed.*

*Findings indicate that the community have not been grasped the appropriate purpose, mission and significance of community policing. Some members of the community try to understand the essence of it but still large number of community are not convinced by the intention of community policing and some visualized their own prediction as intention and reached conclusion. The study highlights actions undertaken to improve the perception of the community and a few awareness creation programs were carried out by police. The study also indicates measures to be taken to improve the perception of the community.*

## **Chapter One**

### **Introduction**

#### **1.1 Background**

It is indisputable that every community has its own diverse social problem; crime and related matters are widely found on all communities of the world. Fear of crime and disorder are common problems for communities. People feel insecure when they encounter a life threatening problems. A lot of reasons are suggested for the causes of multiple ways of committing crime. (National Crime Prevention Council, 2008)

The purpose of establishing government in a state is to ensure the security of the people and every government has responsible to protect its citizen from any damage or harm. For many years government with police force tried to manage those illegal acts of people. Indeed, we assured that police alone cannot register success to handle these illegal acts. (Bureau Justice Assistance, 1994).

For several years police followed reactive approaches of managing difficulties. Police applied professional model of policing.

Local police departments were organized responding to serious crimes when they occurred. As social disorder and crime rates began to rise during the second half of the century, law enforcement and other leaders began to re examine the role of police department in public safety management and craft reform efforts that sought to reduce crime through improved relationships and direct partnership between citizens and police. (Chief Justice Earl Warren Institute, 2013, p.2)

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A new outlook emerged to make police task easier and efficient. Community policing as an assumption aimed to integrate community and police for similar purpose. (Emmanuel, 2014).

Community policing is in its essence, a collaboration between the police and the community that identifies and solves community problem with the police has no longer the sole guardians of law and order all members of the community become active allies in the effort to enhance the safety and of quality of neighborhoods'...the expanded outlook on crime control and prevention the new emphasis on making community members active participants in the process of problem solving ... (Bureau Justice Assistance.,1994, p.1)

Through systematic collaboration or partnership of police and community it is possible to prevent crimes. Once disagreement and social disorder happened in the community, the police try to solve those problems in partnership with the community. Thus, community policing involves collaborative efforts between the police and community members to solve community problem in order to control crime and disorder in the communities. (Bureau of Justice Assistance, 1994)

Since the primary objective of community policing is preventing crime and social disorder through diverse mechanisms, police has to identify and examine vulnerable areas and activities before it cause damage in the community. “In addition to being law enforcers, they must also same as advisor, facilitators and supports of new community based initiatives. Police must begin to see themselves as part of the community rather than separate from the community.”

(Trojanowicz, Robert, Kappeler & Gaines, 2002, p. 1-2)

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Therefore, police has to create new and diverse ways of promoting partnerships between police and community to effectively manage problems. Consequently, building and preserving trust between community and police is essential. (US Department of Justice, 2003). The analysis conducted by Emmanuel N. Amadi, (2014), states that “the aim of partnership is to engage community members in efforts aimed at crime prevention and crime fighting; the police role is to assist community members in developing and maintain the ability to control crime in their neighborhood.” (p. 22). This partnership is vital for problem solving. Problem solving focuses on police capacity to support the community in knowing the cause of crime and disorder and to help them to develop method of dealing with those causes of crime and disorder. It is about helping the community to indentify the root cause of disorder and set strategy to alleviate the cause of the problem decisively. (Trojanowicz, *et al*, 2002).

In Ethiopia the issue of community policing was emerged in 2005 and government decided to apply this philosophy to prevent illegal and immoral activities happened in the community. It emphasize on prevention of crimes by creating common front with the community. (Denny & Demelash, 2013).

To examine the practical implication and limitation of community policing, diverse research were conducted, a dissertation conducted in Hawasa town of Ethiopia suggested that “Most of the community do not involve themselves in solving the existing problems or they exclude themselves from assisting the police.” (Taye, 2011, p.141). In addition to this, the researcher identified the qualification of police officers and their attitude towards the philosophy of community policing become obstacle for implementing community policing in the town. (Taye, 2011). There is no doubt that the essence and practice of community policing is significant for the community. (US Department of Justice, 2003), but to my knowledge some of researchers

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indicate that there is big limitation in the implementation of this outlook. A thesis conducted to assess the challenges and prospects of the implementation community policing at bole sub city of Addis Ababa also indentified *that* “the willingness of the community to involve in local development including community policing is moderate and people reluctant to attend meeting, this create a big obstacle in creating awareness and communicating any new development issues.” (Frehiywot, 2015, p.58).

Public awareness is vital for implementing community policing, the perception and attitude of the people towards community policing is essential aspect of community policing. (Trojanowicz, *et al*, 2002). As the researcher understand that it is impossible and difficult to be successful in implementing community policing without the active participation of community, thus, it is critical to assess the perception and attitude of the community towards community policing. This research tires to explore the perception and attitude of the community Nefas Silk Lafto area towards community poling.

### **1.2. Statement of the Problem**

Community policing is the philosophy which promotes prevention of criminal acts in collaboration with community. Community partnership is the basic characteristics of community policing which endorse the significance of alliance of the community and institution existed in the community with police. Every development activities needs the involvement of the community, to mobilize the community in development activities, it is necessary to create awareness and avoiding the misperception of the people have priceless role. (Emmanuel, 2014).

Police community relations play a vital role in applying the new philosophy of policing. “The relationship between police and community they serve is an important one and should not be underestimated; otherwise it may have serious implication.” (Anthea Tainton, 2010, p.7).

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The outlook ends a traditional way of policing which emphasize on reacting for crimes and disorder. While the new approach focus on inspecting the environment in collaboration with the community and identify those susceptible situations and helping the community to recognize the cause and to intend possible solution before it cause danger in the community security. (Roberg, Novak and Cordner, 2005)

Almost all the researches that were conducted in Ethiopia regarding on implementation of community policing suggested that there is huge problem in involving, and mobilizing the community. Indeed, the perception, understanding and attitude of police officers as well as the community towards community policing hinder the implementation community policing. (Taye, 2011, Girma, 2015 & Frehiywot, 2015).

The researcher believe that community perception and attitude towards community policing hamper the impact of community policing “It is clear that the harrowing experience of policing under the Derg and surrounding the 2005 election have been instrumental in shaping perception of police.”(Denny & Demelash, 2013, p.7). The community has to believe that this philosophy is significant for their own security and they have to develop believability and acceptability without any kind of fear and pressure from outside. Once the communities believe and accept it as their own issue, this led foundation to mobilize the community in implementing the philosophy. (Anthea Tainton, 2010). However, in our situation fear of police and other related factors becomes obstacle to clearly understand the issue of community policing “some community member and most civil society representative spoke about fear of the police and how interaction with the police was generally seen to be negative thing.” (Denny & Demelash, 2013, p.7)

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Of course, there are other factors that hinder the implementation of community policing; for instance, lack of organizational structure, shortage of man power and lack of budget can be considered as influencing aspect. Though community's attitude and perception is substantial, once a development issue convinces community's perception, the opportunity to be successful is very high. (Taye, 2011 & Frehiywot, 2015).

Nearly all researches (Taye, 2011, Girma, 2015 & Frehiywot, 2015) conducted in Ethiopia tried to examine and stipulate the challenges of the implementation of community policing and provides community's reluctant to participate in community policing activities. This inspires the researchers to investigate the causes or reasons for low level of community participation which the researcher have a confidence in that the community attitude and perception towards community police determine the level of participation and this will have impact on implementation of community policing.

The researcher think that there were a few researches conducted in effective community policing implementation, community policing as a new outlook to ensure peace and security and the significance of establishment of community policing in Ethiopia were analyzed by other researchers but the researcher could not found research which examine the perception of the people in community policing, consequently, the researcher decided to explore the attitude and perception of the community towards community policing.

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### **1.3. Research Questions**

1. How well the communities perceive the essence of community policing?
2. How do communities articulate the significance of community policing?
3. What kind of activities undertaken to shape up the attitude and perception of the community?

### **1.4. Objective of the Study**

#### **General objective**

- The major objective of this research is to explore the attitude and perception of the community towards community policing by taking the case of *Nefas Silk Lafto* area.

#### **Specific objectives**

- To examine how the community perceive community policing.
- To study how the community express the significance of community policing.
- To explore activities undertake to enhance community's perception towards community policing.



### **1.5. Significances of the Study**

The research focuses on attitudes and perception of the community towards community policing in *Nifas Silk Lafto* area. The researcher think that community perception is crucial for every development, since community policing is aimed at improving the security of citizens by proactive approach, it needs huge collaboration from the people and if we want this collaboration of the community, we need to persuade and change the perception of the community.

Therefore, this research is helpful in understanding, analyzing and documenting the perception and attitude of the community towards community policing. The study also tries to show how the community understands the issue of community policing as well as how the community articulate the significance of community policing and the systems which are undertaken to improve the perception of the community. Moreover, the research is significant as a means of giving or suggesting recommendations for better implementation of community policing in *Nefas silk lafto* area.

### 1.6. Definition of Terms

The following definitions are provided to ensure uniformity and understanding of these terms throughout the study.

- **Attitude:** - opinion or feeling of *Nefas silk lafto* area community towards community policing.
- **Committee:** - a group of people organized by community of *Nefas silk lafto* area community and community policing to support the activities of community policing.
- **Community:** - the people who live in the area of *Nefas silk lafto* especially, *woreda* 11 and 12.
- **Community policing:** - “the philosophy which promotes the coordination between police and community primarily aimed to prevent crimes.” (Emanuel, 2014, p.5) This shows *Nefas silk lafto* area community policing.
- **Community policing center:** - the community policing centers built in villages of *Nefas silk lafto* area.
- **Community policing officers:** - police officers who work in *Nefas silk lafto* area community policing centers.
- **Perception:** - the fundamental experience of the community’s of *Nefas silk lafto* area about community policing.
- **Sub-city:-** a medium administrative unit controlled by metropolitan administration. This shows *Niefas silk lafto* sub city.
- **Woreda:** - the smallest unit of administration led by local government. This indicates that *woreda* 11 and 12 of *Nefas silk lafto* sub city.

### **1.7. Limitation of the Study**

Since the approach of community policing is new for Ethiopia, it is difficult to get enough research papers and books which explain the condition of community policing practice based on our context. Due to small sample of the study, results may not be generalized beyond specific population from which the sample will be selected. In addition to this, due to fear of police and government some respondents might not present their real feeling.

### **1.8. Delimitation of the Study (Scope of the Study)**

This study was concentrated on attitude and perception of community towards community policing in *Nefas Silk Lafto* area. This research paper tried to investigate the perception and attitude of the community and how the community comprehends community policing in *Nefas Silk Lafto* area. Due to large number of potential participant in the study area, the research emphasis is only in selected areas of *Nefas Silk Lafto* sub city *woreda* 11 and *woreda*12.

### **1.9. Organization of the paper**

The first chapter presented the introduction, statement of the problem, research question and significance of the study, limitation and delimitation of the study. Chapter two contains the review of related literature and research related problems being investigated. The methodology and procedures used to gather data for the study, the study area and ethical considerations are presented in chapter three. The findings of the research are incorporated in chapter four. Chapter five presents about the discussion of the research and chapter six contains the conclusion and implication of the study to social work profession, practice, policy and research.

## Chapter Two

### Review of Related Literature

#### 2.1 Historical Background Community Policing

Historically people try to protect their security in diverse ways division of labor, accumulation of wealth and feudalism brought the issue of security in escalating position. People created union to protect and manage different threat in their life, property and power. This led to the formation of modern policing. In early 19<sup>th</sup> century the intention of creating professional model of policing was started through adopting professional code of conduct, way of choosing individuals to adjust the training and management system. (Roberg, Novak & Cordner, 2005)

Under the professional model of policing, police and citizen interaction was distant and police consider themselves as a protector of the community by isolating themselves from the community members. When citizens came to police they would serve in a professional manner. The main reason for separating police from the community was to reduce the level of community corruption and if possible to avoid political interference on police issues. (Emmanuel, 2014).

The global situation is quite different from the past condition. The complexity of the causes of diversified crimes, the existence of poverty and high degree of difference between rich and poor disrespecting of moral and normative rules of the community exacerbate the level of committing crimes. The approach we use in the past is not effective for the current condition. The traditional approach of policing /reactive policing/ allows or wait until a particular kind of crime happened and respond when the community inform what was happened in particular community. This system could not provide sustainable solution of the community rather people began highly affected by drug abuse, gang activity and violence. Unfortunately, the reactive approach could not endow what the community need. (Bureau of Justice Assistance, 1994).

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According to (Gaines, Kappler & Vaughn, 1997), the intensification of civil rights movement during the 1960's precipitated civil unrest in many minority communities largely because of their skepticism of the police and the paucity of economic opportunity available to them. As a result, every major city in United States experienced a major riot during the 1960s. Furthermore, the decision that police passed to settle this chaos shows that there is a big professional gap in police to handle such community problem. According to (Gaines, Kappeler, and Vaughn, 1997). "The police in their pursuit of professionalism had lost touch with citizen they were sworn to protect. In many cases, civil disorder occurred the police did not have intelligence nor did they comprehend that disputes were imminent." (As cited in, Emmanuel, 2014. P. 20). As a result of this draw backs different researchers, scholars and professional began to investigate on the effectiveness of traditional approach of policing. Moreover, police leaders started to discover a new philosophy and they brought the idea of community policing which ends the professional model of policing. (Emmanuel, 2014).

### **2.2. The Concept of Community Policing**

Community policing involves the integration between community and police primarily aimed to manage community crime related problem. According to Sparrow (1988), under this philosophy, the community is considered as stakeholder and partner in ensuing peace and security in the area. (As cited in Emanuel, 2014).

Community policing is the idea which demand the collaboration and participation of government association existed in the community, public organization, religious groups and resident to collectively prevent crimes (Bureau of Justice Assistance, 1994). According to Trojanowicz and Bonnie, (1990).

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It is a philosophy and an organizational strategy that promotes a new partnership between people and their police. It is based on the premises that both police and the community must work together as equal partners to identify, prioritize, and solve problems with the goal of improving the overall quality of life in the area. (As cited in Bahdir Erhan, 2011, p. 261).

Most professional highly emphasize the interaction between community and police when they define community policing and usually neglect or replace the issue of law enforcement with proactive approach but some of them define community policing as a partnership based, proactive, community oriented style of policing. It is focused on crime prevention, problem solving and law enforcement with a view of building trust and enhancing the quality of life of the entire community. (AnGerela Siochana, n.d.). And others emphasized on proactive approach of policing by describing the major difference between proactive and reactive approach.

“Community oriented policing is proactive by working closely with citizens police can anticipate and prevent crime. When community policing done right, it is one of the most proactive programs that a professional police department can adopt.” (Thibault, Lynch & Mc Bride, 1985, p, 202).

Skagn (2006), also describe that:-

Community policing is not a set of specific projects; rather it involves changing decision making process and creating new culture within police departments. It is an organization strategy that promotes setting priorities and the means of achieving them largely to residents and the police who serve in their neighborhoods. Community policing is a process rather than product. (as cited in Anthea, 2010, p.6).

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The Ethiopian Federal Police also states the definition of community policing as "a policy and strategy aimed at achieving the most sufficient and effective criminal control, reduced fear of crime, improved quality of life, improved police service and police legitimacy through reliance on community resources that seek to change crime causing conditions."

### **2.3. Theories of Community Policing**

The essence of community policing is supported by diverse theories. Scholars try to explain the meaning, significance and purpose of community policing through these theories. Above all, the way of mobilizing and implementing community policing is also elaborated in the theories.

#### **2.3.1. Contingency Theory of Community Policing**

Contingency theory suggests that the reason to become successful in implementing the essence of community policing is adopting the environment. The theory promotes that a community policing program which has provide to be successful in one setting is often duplicated in another setting. However, it usually fails to give the desired results because the contextual situation of the environment and the community play vital role for the success of the program. (Bahdir & Erhan, 2011).

According to Scott, (2002), people often think that the essential characteristics of community policing like collaboration between police and community and building public trust can implement in everywhere and every time but it depends on the situation and adjusting police organization and the philosophy to the environment and adopting it is necessary. An effective program often requires certain changes in organizational structure of police departments. (as cited in Bahdir & Erhan, 2011).

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The idea of contingency theory is much more related to fitting the police department with the likelihood of some factors like people desire to refrain from collaboration and developing misunderstanding on community police activity and the emergence of new phenomena in the environment. (Welker, 2011).

In addition to this, Scott (2002), also emphasize that it is important to consider specific and detailed features existed in the community to effectively implement community policing. These specific matters of the environment may be a major threat to the success of program. (as cited in Bahdir & Erhan, 2011).

Police organization should also adopt changes occurs in the behaviors of police officers and reorganizing the resource of police beside to crime control. This helps police organization to critically analyze the gaps which existed in the environment and fix it through adopting their structure to the environment. (Kayla, 2017).

### **2.3.2. Normative Sponsorship Theory of Community Policing**

This theory provides that usually most people are ready to cooperate with others in order to satisfy their needs. Understanding the common values, beliefs, and attitudes of the community is significant factors for using this theory. (Aliyu, Jemilah, Jeferry, & Abdul, 2012). The theory suggests that community development programs are only successful when the community shares common interest and values. Therefore, the community involvement in policing helps the police and citizen to understand the different causes of the problems existed in the community and support the community to solve their problems. (Wendell C, 2011).



### 2.3.3. **Public Relation Theory of Community Policing**

The theory of public relation suggests that there are two important factors which can be considered as the purpose for conducting public relation. The first aim is to inform for the public about the existence or availability of the service and the second objective is to establish and maintain good police organizational image. With these two motives, public relation enhances the relationship between police and community. (Renee, 2013).

Police can use different ways to improve the public relation, regularly informing the public about the objective of community policing, the role of the community and the significance of their combined effort to effectively prevent crime. In addition to this, police can make use of television programs, short films and brochures as a means of developing public relation. Effective public relation strategies demand the awareness of the needs and opinion of the community while at the same time adapting to the environment, population and culture. (Evertt, 2004).

According to Plant & Scott, (2009). Some communities think and fear that they may have to face revenge from the criminals, if they closely work with the police. However, to win the support of the public, police has to convincingly display that they need the backing of the community in combating crime and disorder.

Gourley (1954), believe that police departments need public support in order to be effective in their activities. Negative attitude of community towards police and police programs can impact on safety of the environment and increase negative interactions between members of the community and police. Public relations strategies can improve the relationship, trust and confidence between police and the public.

#### **2.3.4. Social Resource Theory of Community Policing**

According to this theory crimes can be seen from the side of the state and from the angle of the people, thus, from the state point of view crime seen as illegal act of people which violate the laws and rules of the country, while the people perspective, it is personal problem as a result of resource deficiency or scarcity. The existence of multi problems in an individual life aggravates the person to commit crime. This theory emphasizes and expresses crime as personal stands. (Wong, 2009).

The theory shift policing from state centered to people oriented through filling the gap of relationship between police and community by focusing on the community is the significant aspect of social resource theory. The police emphasize on dealing with diverse and complex people's problems and relationship difficulties in a way which helps to minimize crime is the core idea of the theory (Wong, 2009).

#### **2.4. Dimensions of Community Policing**

According to Cordner, (2007), and Roberg, Novak & Cordner, 2005. The elements of community policing development can be seen from the philosophical dimension, strategic dimension, tactical dimension and organizational dimension.

##### **Philosophical Dimension**

This dimension emphasize on the knowledge base of the new outlook, it focus on the incumbent approach of community policing rather than professional model of policing. This dimension further explains the idea through the concept of citizen input, broad police function and personal service. (Roberg, Novak & Cordner, 2005).

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Citizen Input: - community policing highly promotes the involvement and participation of citizens for enhancing effective community policing, thus, citizens should have opportunity to know what the police is doing and they have the right to discuss and criticize the works of polices. Police also need to use citizens as input and different activities have to be performed by police to use citizens as an input of police decision. (Cordner, 2007).

Broad View of Police: - community policing endow that the role and activities of police should be the law enforcement, police has to support the victims, mobilize the community in crime prevention, planning to prevent crimes in order to reduce fear of crime. (Roberg, Novak & Cordner, 2005).

Personal Service: - community policing endorse that the approaches of police should consider the community's values, norms, moral and needs of the individuals. Through understanding the needs police should adopt service that benefits individual, groups and community more. (Roberg, Novak & Cordner, 2005).

### **The Strategic Dimension**

This dimension concerns on the practical actions that the philosophical part translate in to practice. There are three strategic elements of community policing, reoriented operations, geographic focus and prevention emphasis. (Roberg, Novak & Cordner, 2005).

Reoriented Operations: - operations that were performed by police to reinforcing laws and managing crimes should be revised. Community policing practice support the idea of indentifying those traditional practices which were not effective in preventing crime and replace those practices with new activities is significant aspect of strategic dimension. For instance, police practice which terrorize the community /motorized inspection/ have to replace by other

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essential activities like foot patrol and the like. Therefore, the notion of reoriented operation promotes examining the activities of crime prevention and reestablishes those activities in way that help the community is vital. (Roberg, Novak & Cordner, 2005).

Geographic Focus: - the traditional approach of policing highly concerns on shifting police officers from one place to the other in a frequent manner. However, the philosophy of community policing needs to hold police officers in a similar area for a long period of time. The police have to focus a specific geographical area to make themselves familiar with the community, this helps the officers to know the geography, people, norms and values of the community which helps to identify the potential exposure of crimes and to build confidence on the people as well as, to build trust between police and community and to propose possible solution. (Roberg, Novak & Cordner, 2005).

Prevention Emphasis:- community policing is highly emphasize on proactive management in contrast to traditional ways of policing which focus on responding to incidents; the approach is preventive which accentuate or call attention to activities which led to crime. Early protection and prevention of crimes through investigating conditions in collaboration with community is the principal idea of community policing. (Roberg, Novak & Cordner, 2005).

### **The Tactical Dimension**

This dimension turns the idea and the strategic dimension of community policing in to concrete practice and programs. It focuses on bringing some new changes through the philosophy of community police. Three elements are significant for applying the tactical dimension; positive interaction, partnerships and problem solving. (Roberg, Novak & Cordner, 2005).

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Positive Interaction: - it is true and difficult to avoid some negative relationship between police and some citizen. However, the essence of community policing suggest that there should be positive interaction between police officers and citizens. Having positive relation is crucial for carrying out police activities, since police have to build confidence on the people, avoid fear of crime and maximize trust between police and citizen, it is crucial to have positive interaction with the community. (Cordner, 2007).

Partnership: - creating partnership with the community is decisive element of community policing. Since participation is vital for carrying out of the activities, there is no doubt that the connection between police and community is crucial. (Bureau of Justice Assistance, 1994).

Subsequently, all communities want to be safe to protect their property and want to live in a manner where they get confidence and assurance. Therefore, police has to find ways of establishing partnership with the community in order to obtain valuable information and collaboration which helps to prevent crime. (Cordner, 2007).

Problem Solving: - community policing support that problem solving should be carried out by the community. Police can facilitate the community to solve the potential threats of the community "cooperative problem solving also reinforce trust, facilitates the exchange of information and leads to the identification of other areas that could benefit from the mutual attention of the police and the community." (Bureau of Justice Assistance, 1994, pp.18). As Cordner (1996), identifies four steps of problem solving are; identifying the problem, examining the problem, searching alternative solution for the problem and implementing and evaluation of the response to the problem.

### **Organizational Dimension**

Organizations are critical to support changes of community policing. Under organizational dimension structure, management and information are basic elements.

Structure: - examining the current structure and doing modification on the structure of organization is vital to support the development and strengthen of the philosophical, strategic and tactical dimension of community policing. (Cordner, 2007). According to (Skogan, 2006), organizational structure and training should be in place to support the concept of community policing. The goals, objective, mission and vision statements should be set to achieve the desired objective.

Management: - the management approaches that police organization followed is played a great role, the style of leadership that the organization and leaders apply support community policing practice. The way leaders understand community poling and take initiation to mobilize other police officers to actively engage in community policing activities plays vital role. (Cordner, 2007).

Information:- police information system is essential, police can collect information from diverse mechanisms, the efficiency of police officers in community policing a activities determined by the level of the information they found and use it to prevent crimes. (Cordner, 2007).

### **2.5. Principles of Community Policing**

Some scholars suggested that community policing has ten essential principles which support the effective implementation of this philosophy. These are:-

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### 1. Philosophy and Organizational Strategy

Community policing is the philosophy which we think on the way of applying in the community and it is also practice that we carried out based on the philosophy. It allows cooperation between community and police to effectively prevent crimes. (Trojanowic & Bucquerox, 1994).

### 2. Commitment to Community Empowerment

Everyone in police department have to strive to understand the community's situation and support or empower the community to become problem solvers. Police officers should also be creative and use their authority and responsibility in giving solution for the community. (Trojanowic & Bucquerox, 1994).

### 3. Decentralized and Personalized Policing

Police officers assigned in community policing unit must link the community to the police and every police officer need to have contact with the people and should practice community policing. (Trojanowic & Bucquerox, 1994).

### 4. Immediate and Long-term Proactive Problem Solving

It is clear that police responds for diverse immediate problems occurred in the community. Community police brings a new paradigm in addition to the immediate response. (Trojanowic and Bucquerox 1994). Police has to investigate potential exposure for crimes and set plan to prevent the problem. Therefore, the task of police is beyond responding to calls and service. (US Department of Justice, 2003).

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### 5. Ethics, Legality, Responsibility and Trust

Community policing is a new philosophy which promote collaboration between community and police, the police has to persuade that the community should manage some minor problems by themselves, based on mutual trust and respect, police can act as catalyst. So, police can get free time to work with the community in responsible manner. (Trojanowic & Bucquerox, 1994).

### 6. Expanding the Police Mandate

Since community policing brought proactive police approach in addition to the traditional way of policing the authorization of police should revise, police has to create awareness and empower the community regarding on the community policing. (Trojanowic & Bucquerox, 1994).

### 7. Helping those with Special Needs

People who are vulnerable to different kinds of harassment, oppression and crime should take huge concern. Consequently police need to provide immediate support for those groups. (Trojanowic & Bucquerox, 1994).

### 8. Grass-roots Creativity and Support

The activity of community policing should start from grass root level, police has to adopt creativity to establish good human relationship with the community. Building relationship and trust needs to investigate the opportunities in lowest level of the community and officers has to create and decide on different issues which can bring long term positive result. (Trojanowic & Bucquerox, 1994).



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### 9. Internal Change

Police has to communicate information regarding the changes that the philosophy of community policing brought. The idea of making this is that, sharing information for other police officers led to participate in the activities of community policing. (Trojanowic & Bucquerox, 1994).

### 10. Building the Future

The police have to legitimize the philosophy of community policing and support the community to think police as the resource to manage different problem occurred in the community. In addition, knowing that community policing is not a onetime activity that police and community implemented. (Trojanowic & Bucquerox, 1994).

## **2.6. Components of Community Policing**

According to Chief justice Earl Warren Institute on Law and Social Policy, (2013), there are three basic components of community policing, these are organizational structure, community partnership and problem solving.

### **Organizational Transformation**

The first component focuses on the need to modifying the organizational structure, personnel and activities of police to make community policing activities more efficient and successful. Police department should be organized in permanent geographic basis which allows police officers to make contact with community in daily basis; the assumption is that, the high level of interaction between police and community helps the officer to know the interest and the prior assumption of the community. (Chief justice Earl Warren, 2013).

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The other vital point of organizational transformation is delegation of authority, which is police organizations have to adopt the independent direction and decisions. Usually police organization and police officers accepts and performs when order comes from the top administrative body of organization. (Chief justice Earl Warren, 2013).

This idea refuses to apply such way of arrangement instead; it supports local police offices and police officers to investigate situations and to decide by themselves. This will benefit the police to be creative in providing possible solutions for the problem happened in the community and support the police to have meaningful relationship with community. (Chief justice Earl Warren,2013).

### **Community Partnership**

The second component is vital for community police implementation which promotes the ties of community with police. Police has to jointly work to prioritize the needs of the community and strive to alleviate the problems to ensure public safety. Trying to bringing mutual trust through varieties of mechanism is essential. (Plant & Scott, 2009).

To build trust for an effective community partnership police must treat people with respect and sensitivity, the use of unnecessary force and arrogance, aloofness or rudeness at any level of the agency of will dampen the willingness of community members to ally themselves with the police. (Bureau of Justice Assistance,1994, p.16).

Careful examination of the community and applying effective community mobilization strategy is important in building trust. The partnership of the community and police should not be as similar as the old model of policing which endorse police as professional and community as civilian and solutions were solely expected from police, rather than seeing people as a source of

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valuable information, guardian of their security and intellectuals of giving alternative solutions for the problems. Once police and community build mutual trust it is possible to grasp significant information from the community and strength police community relationship. Above all, it plays a crucial role in solving the problem of the community. (Chief justice Earl Warren, 2013).

### **Problem Solving**

The final component of community policing is the result of organizational transformational and community partnership. The idea is that, applying proactive measure of policing across identifying susceptible conditions which led to criminal activity and cooperatively planning on how to minimize or alleviating the vulnerability of the situation is the primary focus of problem solving. In a nutshell efforts have to be there to prevent crime before it cause damage on the community. (Chief justice Earl Warren, 2013).

### **2.7. The Significance of Community Perception towards Community Policing**

The perception and attitude of the community towards any developmental activities plays essential role in successfully carried out the intended developmental program. Especially, community's positive attitude towards these developmental assumption and activities is crucial. It is their perception which determines their level of support, participation and involvement in the activities. (Kim, Bub & Alfred, n.d).

According to Reisig & Giacomazzi, (1998), community policing has been presented as a tool to enable police officers to prevent and control crime and to improve police citizen relations, but there may be obstacles that obstruct its successful implementation and sustainability. The extent to which the public is willing to cooperate in community policing appears to be the product of a number of problems. This includes attitude towards community policing (expectations and

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perceptions) fear of retaliation and poor pre existing relation between police and neighborhood residents. (As cited in Kleyn, Rothmann & Jakson, 2014).

Community policing is all developmental program which endorse the engagement of community in the activities of policing to secure the safety of citizens. The philosophy of community policing demands the commitment of the community to attend on the activities of community policing. Thus, citizens and communities must have the willingness, capacity and opportunity to participates, and the police service and partner organization must have a responsibility to engage the community members. (Bureau of Justice Assistance,1994).

Since community policing is policing task the attitude and perception of the community towards police is significant in cooperatively implement the essence and specific activities of community policing. Positive attitudes towards the police will increase citizen's desire and willingness to cooperate with law enforcement. (Debra & Rhondda, 2016).

According to Tyler (2006), to understand how people view the police and the legal system in general, it is necessary to review the literature on procedural justice. Procedural justice is the notion that promotes all aspect of legal processes is fair and unbiased.

When individual have lower level procedural justice i.e. they do not view the legal system as fair, they are likely to report negative mental health symptom and will be less likely to trust the legal system in the future. In contrast, if individuals have higher level of procedural justice, they are more likely to obey and ever be supportive of the police. (As cited in Kevin and Kristing, 2015, p.2).

## **2.8. Establishment of Community Policing in Ethiopia**

Like other states of the world, Ethiopia also encounters numerous problems related to stability and crime. The country's police force tried to control those illegal activities to ensure the safety of the people. (Community Policing Implementation Strategy, 2013).

Community policing in Ethiopia was announced officially as a policy at the national level in 2005 but the development of the approach had been ongoing for a number of years previously; In 1997 members of the Ethiopian Federal police undertook community policing training provided by British trainers in Addis Ababa...some senior officials travelled to Europe to undertake further training and returned to sensitize colleagues about community policing approach. (Denny and Demelash, 2013, p.8)

The 2005 national election brought problem in which nationally the problem of instability and chaos broke out as a result of the election, disorder happened here and there and police was in difficult condition to settle and secure the community, police failed to prevent this instability before it started and reaches in its escalating points. Therefore, after that incidents the federal government of Ethiopia decided to launch the idea of community policing and the federal police took the responsibility to expand the new philosophy of community policing and started to take action to implement the practical activities of community policing. Through recognize diverse cultural ways of conflict management and crime prevention techniques the communities can accomplish (be able to) minimize the level of crime. Government aimed to give some part of administrative responsibility of policing to the community to enhance the well being of the community security, this is the objective of community policy in Ethiopia (Denny& Demelash, 2013).

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The directive 1/2011 states the four major reasons for the establishment of community policing in Ethiopia.

1. Ensuring sustainable peace and order through organized and continuous participation of the community.
2. Strengthening the partnership between the police and the community with the objective of the effective implementation of community policing.
3. Effective prevention of crime through the partnership of the police with the community.
4. Creating awareness of the concept of community policing to members of high ranking officials and other justice organs.

As we understand from the above reasons for the establishment of community policing, it focus on bringing peace and security in collaboration with the community and this help to develop partnership between police and community which enhance to successfully identify susceptible areas of crime and preventing before it cause adverse effects on the community. In addition to this since the philosophy of community policing is new outlook for us expanding the essence and significance of community policing for the concerned body is critical. (Directive 01/2011).

### **2.9. Objectives of Community Policing**

As indicated in the Directive 01/2011, the objective of the establishment of community policing is to share the activities of police with the community through promoting citizens participation and using community policing as a means to enhance peace, security and development.

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### Sharing of Administrative Burden

The first objective of community policing is to share the administrative burden of policing with the community. It is clear that in our society there are diverse cultural activities and trends that endorse peace and security and a lot of traditional practices that the communities adapt to manage different conflicts arise in the community help the policing activities to minimize crime rates. Thus, sharing police activities with the communities because police alone cannot stop and solve all the problems is significantly bringing change in community security. (Directive 01/2011).

### Public Participation

The second objective is the most important element in applying community policing. As we can see from the directive the four reasons for establishing community policing needs the participation of citizens. Having strong connection and letting the community to involve in policing, support the police to acquire or collect vital information related to crime and security. (Directive 01/2011). In addition to this, citizen's attachment with police gives wide chance of preventing crimes early. Citizen's participation is essential that it creates a sense of ownership in the community. The community feels that they are involving to bring a sustainable peace and security for themselves. (Thibault, *et al*, 1998).

### Community Policing as Development

Based on the Directive 01/2011, crime can be seen as one influential factor that impede/hinder/developmental activities. The existence of high rate of crime in a nation limits the interest of foreign investors to come and invest in the country. It has also huge effect in changing the image of one's country and this lead to fear of crime in the citizen as well as tourist refrain from coming to counties where there are such kinds of threats. Hence, it decrease the amount of money that

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the country need to receive from this sector. Above all, citizens isolate themselves from involving in developmental activities due to fear of crime and this hinder the development of a nation. Therefore, it is possible to prevent the above thereat if the concept of community policing is effectively implemented. Through police and community positive interaction and collaborative working community can ensure their security, this in turn support the country to be secured and comfortable place to invest, visit and involve in developmental issues of the country.

### **2.10. Elements of Community Policing**

The directive 01/2011, identifies four elements of community policing (article 4). These are prevention of crimes, ensuring public participation, problem solving and building public trust.

#### Prevention of Crimes

The primary goal of community policing is prevention of crimes by using varieties of mechanisms. (Trojanuwicz & Bucqueroux, 1994). This directive also specifies prevention of crime as one elements of community policing. Here the core point is police has to mobilize the assets existed in the community like people, social institutions, government offices and other concerned bodies to critically assess and identify the vulnerable conditions and collectively draw possible solution to prevent the crime before practically happened. (Directive 01/2011)

#### Ensuring Public Participation

Public participation is a key for preventing crimes. Police needs to involve the community in identifying the cause and examining of crime issues. The traditional approaches of policing which promote separation between police officers and citizens and looks citizens as service taker and police as professional service giver must come to an end. There is no need to draw a line



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between police and citizen. (Emmanuel, 2014). As stated in the Directive 01/2011, the basic principles of community policing are through promoting public participation ensuring peace and security, creating police who use public value and belief, taking proactive measures and establishing police service based on the interest of the community. The directive also support that public participation is significant in policing and specifies police has to have constant meeting with the community to evaluate what works had been done and should receive suggestion from the community.

### Problem Solving

It is obvious that, it is too difficult to avoid crime and related problem from the community. So, if problems or crimes occurred in the community, giving solution is significant. Problem solving is the other element of community policing. The idea of community policing signify that the police in collaboration with the community has to give possible solutions for the problems arise in the community. (Wallace & Wendell, 2011). "It is essential that police work closely with all aspect of the community to identify concerns and to find the most effective solution." (Bureau of Justice Assistance, 1994, p.5). The Directive 01/2011, clearly stipulate that different communities organized in commission, sub cities, *woreda* and neighborhood level should give solution for the problems. For instance, the neighborhood committee can examine causes of criminal acts in neighborhood level and has to provide solution for the problem.

### Building Public Trust

Public trust is vital element of community policing. Creating and keeping mutual trust may not be simple task for police officers but communities have to build trust on the police officers.

Building and having positive perception towards police is a problem for most of police

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departments. (Organization for Security and Cooperation,2008). “Neighborhood characteristics and interaction with police are factors that most influence public opinion of the police...the level of social cohesion and informal social control present in a neighborhood also influenced residents’ assessments of the police.” (US Department of Justice, 2003, p.1-3).

Since the police need the public in order to fulfill the function properly, it is significant that building public trust allows police to be successful in accomplishing their mission. Therefore, result based police work could be a source of gaining public trust. It is the police efficiency in the job that brought and develop trust over the community, for this reason, police has to be well organized and perform its activity focusing on bringing tangible change in the life of the community. (Directive 01/2011).

Generally, Community policing emerged as a new philosophy to ensure the safety of the people. The idea emphasizes on mobilizing community’s efforts to prevent crimes. As the researcher understands from the essence of community policing, the approach can be applied with the support of the community since it makes the community center of the philosophy. (Emmanuel, 2014).

It is a paradigm that demands community’s willingness to actively participate in activities of crime prevention. The community’s willingness is highly depend on their perception and attitude towards community development and community’s positive perception towards the issue enhance the more involvement in the process of the implementation of community policing. (Welker, 2011).

There are diverse theoretical underpinnings that support the issue of community policing. This paper articulates some of the theories which support the idea of how the perception and attitude

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of the community determine the successful implementation of the theory. As public relation theory of community policing provides that police has to use diverse ways to improve the relationship between police and community and this will enhance the community to develop better perception towards police and community policing. (Gourley, 1954). Normative sponsorship theory is also signifying the idea of bringing the community to cooperate in community policing activities through examining their perception and attitude in line with their value, beliefs, and interest. The theory put forward that community's common perception towards developmental issues determine the successfulness of the developmental program. (Aliyu, *et al*, 2012).

Contingency theory of community policing provide an insight view of organizing and adopting the organizational structure and the philosophy of community policing based on examining the contextual situation of the environment. It promotes that a given program cannot be successful in anytime and anywhere, therefore, police departments should analyze the gaps existed in the environment and adopt with the existing situation. (Kayla L, 2017).

Community is the focal point of this philosophy which takes the community as an input to fulfill the activities of community policing. As the elements of community policing implies citizen's involvement, police mobilization of the community and understanding of community's behavior is significant factors to enhance community policing. In addition, promoting interaction with community, building partnership and developing problem solving attitude is a crucial for applying community policing effectively. Therefore, so as to do this, the community's understanding, perception and attitude plays a vital role. Community's bad perception towards community policing could not led to create positive interaction and partnership between police

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and community; and difficult to solve the problem with the community. (US Department of Justice, 2003).

Regarding the Ethiopian situation, the intention to establish community policing is to create peace and stability, to form a better partnership between police and community as well as to effectively prevent crime through partnership, to create awareness on the concept of community policing and to build public trust. All the reasons mentioned in the directives of community policing could not be possible to implement unless we critically investigate the perception and attitude of the community towards community policing and trying to change what the community perceive regarding on the issue. (Directive 01/2011).

### **2.11. Implication of the Review of Related Literature for the Study**

The concept raised in the review literature parts illustrate that the idea of community policing can be practically applied with the consent and willingness of the community at large. As we can understand from the historical emergence of community policing that, police without having the community failed to perform and manage diverse crimes and accidents. The objective of creating community policing is to involve the community in policing activities to ensure the safety of the community. (Chief Justice Earl Warren, 2013).

With the intention of this, the objective, elements, theories, principles and components of community policing advocates the significance of community involvement in community policing. Community involvement can be determined by the existence of good relationship between police and community. (Anthea, 2010). The review part of this paper also indicates that the collaborative effort of community and police is essential to successfully prevent crimes.

Therefore, to bring the willingness of the community, it is essential to investigate the perception

and attitude of the community towards community policing and taking initiative to improve the perception of the community.

### **2.12. Implication of the Review of Related Literature for the Design**

Community policing is a philosophy which demands the integration of police and community for a better achievement of the philosophy. (Trojanowicz, *et al*, 2002) It also requires the commitment to empower the community to build positive perception and trust to police. Mobilization of the community starting from grass root level and change the attitude of the community is necessary to achieve better result. (Anthea, 2010).

The review literature part displays the significance of community perception for actively participating in community policing and indirectly suggests the importance of exploring the perception of the community to effectively mobilize the community's potential in community policing activities.

### **2.13. Implications of the Review of Related Literature for Interpreting Findings**

The review part of the paper gives an insight view for the researcher to interpret the findings by considering the importance of perception and attitude of the community to make partnership with police, to be willing to solve different problems arise in the community, measures that have been taken to initiate and engage the community in community policing, the trust that the community have for the police to collaboratively combat crimes.

In addition to this, the review part provides in depth understanding for the researcher and relates the major findings with theoretical framework of the community policing.

## Chapter Three

### Research Design and Methodology

#### 3.1. Research Design

This research work is exploratory type of research with the intention to investigate the attitude and perception of the community towards community policing in *Nefas Silk Lafto* area. The research tries to examine the practice of community policing which help to understand the attitude and perception of the community exhaustively.

Exploratory research is a way of conducting research which gives a chance of diagnosing the problem area. This type of research usually conducted because of the researcher believe that where there are few or no earlier studies to which reference can be made for information. It gives a chance for seeing deep inside the problem situation. (Brugger, A.C.V, 2001).

#### 3.2. Research Methodology

The study has used qualitative method including in-depth interview in semi structured way with community members and police officers who engage in community policing activities and focused group discussion as a method of primary data collection.

In-depth interview allows the researcher to broadly explore the participant point of view with the frame work of the study. It helps to understand the insight perspective of the participants. (Praire Research Associate, 2012).

Semi structured interview is an open ended, discovery ways of asking questions for the people to exhaustively discuss on the matter that the researcher brought. It is a way of interview in which questions were carefully designed to identify respondent's ideas, opinion and perception on the

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topic that the study focuses. It falls between structured interview which is similar to questionnaire and unstructured interview which is like discussion. (Adams, Launt & Carins, 2008).

Focus group discussion is a talk between people consists of 6-10 people. It is a process of interviewing a group of people through a moderator to learn about their need and desire. It is essential to uncover real feeling and emotion of the people and provide a chance to know the non verbal emotion of the people. For qualitative research focus group helps to understand causality (why and how questions). So as to explore the perception and attitude of the community conducting focus group discussion is significant. It provides the researcher to critically observe and understand how the community perceive, understand and articulate the meaning, significance and their sensation towards community policing. (Kruger, 2002).

In addition to this, secondary source such as documents, policies, journals, research studies, published and unpublished books have been assessed.

### **3.3.Sampling Technique**

Regarding the sampling technique, the research has used purposive sampling technique. This method promotes intentionally selecting based on the needs of the study. This helps the researcher to choose the member of the community, who works closely with community police officers such as members of security committee as well as those who refrain in actively involved in activities of community policing. In addition, the technique supports the researcher to choose community members who are in different age level. (Imelda T, 1997).

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In-depth interviews are conducted through purposively selected police officers who work in community policing programs, community members and community based organizations. Two focused group discussions were also carried out in the study.

### **3.4. Study Area**

The study is conducted in *Nefas Silk Lafto* area of Addis Ababa, located in south western side of the city. The reason for choosing this area for this research is, like other sub city it has diverse socio economic problems. As well as community policing were started to implement in each *woreda* of the sub city, the building of modern community policing centers inspire the researcher to understand the *Nefas silk lafto* area community's view and perception towards community policing.

### **3.5. Method of Data Analysis**

According to Yin (2003), Data analysis refers to the work of examining, categorizing and even recombining evidences. Qualitative data analysis must contend with the mass of raw data that need to be reduced and transformed through repeating process of reading, describing and interpreting. Thus, all forms of qualitative data analysis require prior management of raw data to enable the researcher interact with it systematically. (Padget, 2008). To this end, in this research, after the data collection is completed, the raw data is examined for accuracy and the tape-recorded data was transcribed while the data from the notes taken is narrated in a clear manner. In this process, maximum effort is exerted not to distort the information from its original meaning. In the transcription process, apart from the respondents' words, pauses, silences, weeping, long breathe and the like was also recorded in order to understand the respondent's



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emotion for the specific issue under discussion. Themes are emerged from the study and the research attempted to discover new ideas.

I tried to record the respondent's explanation and kept important points in my note book. Up on completion of every single in depth interview and focused group discussion, I first pay attention to what my respondents have responded for each question, and then write down what they verbally expressed.

Once I listen up the community member's interview, I attempt to put those who gave similar response in one category and who respond in diverse ways in another category. I followed similar manner in analyzing the interview of police officers, community based organization and business organizations.

I attempted to arrange the result of the focused group discussion immediately after the completion of each discussion. This helps me to easily remember what reflected in the discussion. Therefore, my data analysis starts right away the completion of the discussion.

Diverse views were organized to make them suitable for the research. I cleaned up non essential words and named the focus group discussions (FGD 01 and FGD 02). Then after, I wrote down the ideas discussed in each group discussion separately, and then I organized similar perception sorted in same group.

Finally, I attempted to translate the response in English language and request my friends to translate the responses in English language by themselves. Then I tried to compare both of the translation and through making adjustment on translation, I made it suitable for finding.

### **3.6. Validity Strategies (trustworthiness)**

The researcher tried to assure the trustworthiness of the study through different ways. As indicated in the research methodology, community police officers were the participants of this study. The aim of involving them in the research is to triangulate the data that the researcher obtained from participants and to guarantee the trustworthiness of the study.

In addition to this, for 5 of in-depth interview participant's preliminary findings (the major findings) of the study was presented to create the opportunity of commenting and assuring the validity of the study.

### **3.7. Ethical Consideration**

In the process of conducting this research the researcher accepted that ethical conditions should be considered, therefore, after the approval of my proposal, official support letter was taken from Addis Ababa University School of Social Work which helped me to get access to every information and document from all the concerned body. I informed for those participants that the nature of the research is voluntary and that they have the right to withdraw themselves at any time. Participants were also informed that they should not involve in the research if they think that this could bring harm in their life. In addition, ethically the researcher should protect the identity of participant. (Technikons, 2000). So, the researcher followed serious stand on protection of the privacy of the participants.

## Chapter Four

### Research Findings and Discussion

#### 4.1. Findings of the Study

This chapter comprises findings of exploratory study. The findings of the study divided in to three subject of discussion. The first part discusses about the understanding and knowledge of the community about community policing and the second theme of the finding express about the perception and attitude of community towards community policing. The last subject of discussion presents actions that have been taken in developing and improving the view and perception of the community.

#### Brief Description of Participants of the Study

Two focused group discussion and 35 in depth interviews were carried out involving 47 participants. The researcher ceased in-depth interview after interviewing 35 individuals because similar perceptions, ideas and responses were repeated and this signify that the data is saturated. Therefore, I decide to stop interviewing individuals. The focus group discussion participants were members of security committee organized by the community in *woreda* 11 of *Nefas Selk Lafto* and ordinary community members with different level of age, education, sex and social class. With regard to in depth interview 10 community police officers, who have been working in community policing for more than a year were involved, 20 community members and 5 representatives business organizations, schools and community based organizations were participated in in-depth interview.

All the participants of the in depth interview and focused group discussion were above the age of 18 considering that participants who are above the age of 18 are probably matured enough to

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understand what the researcher raise as discussion points and question. In addition to this, all the participants of community members live in the area for more than two years.

#### **4.1.1. Understanding of the Community about Community Policing**

Knowing the understanding of the community about community policing is the first concern of this study, thus, the research requested a question which helps to know the knowledge of the community about community policing.

The large number of the community think community policing as a police activity aimed to suspend criminals and keep them for some period before they transferred to court or permanent police stations. Whereas, others think that community policing centers as normal police station which established with the intention of tracking criminals. A few of community members forward that community policing is the way of preventing crimes and criminals activities through understanding the nature and culture of the community. Some interviewees of community members think that community policing established in areas where there is high rate of conflict, disobediences and rebellion. While other few of the community do not understand what community policing means and among these some of them are unfamiliar with the name of community policing. And one guy said as “I think it is police station but I am not as such interested to know the intention.” Strange facial expression and feeling were observed when the researcher asked question about community policing.

A maximum number of business and community based organizations think that community policing as a strategy to tackle diverse crime issue happened in the community while few of them believe that it is a means of approaching the community for the desire to know what the community thinks about government. They think that community policing office are government agent which spy or concentrate on the community's feeling before they brought political disobedience.

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Most of the community police officers understand the essence of community police as a crime prevention program which allows the collaboration between the community and police to successfully prevent crime while a few of police officers reflect the meaning of community policing as a new paradigm of policing which let the police officers to have positive and strengthen relationship with the community and to support them when they encounter difficulties. Whereas few officers think that the meaning of community policing as a job which try to solve trivial social problems happened in the community before it reaches in to courts.

Some of the community members think that the objective and mission of community policing is to critically observe the community and make them not to feel free, liberate and they believe that the community feel imprisoned. While few others also gave their perception that government intentionally established community policing for political purpose in which they identified that they have seen many political meetings are still held in community policing offices.

Some other community members believe that the purpose and mission of community policing is to control crime in the area. A small number of people articulate that the aim of community policing as government program established for administrative convenience. These group of people identified that government established a program to control people who opposes government decisions. Especially to dominate those who became against government during election period.

Nearly all the participants of focused group discussion agreed that community policing can have varieties of benefit. In both focused group discussion the participants forwarded that, if community policing practically implemented in its essence, the community will gain influential advantages. The participants discussed that ensuring community's security is the biggest benefit

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of community policing. Most of them said that “we believe peace is crucial for the community to safely move from one place to another without any kind threat.” It also helps the people to know about crime and in what way that community handles crime issues. In addition to this, the participants also deliver community policing can stop illegal buildings, drainage system, and unfair marketing in the villages. Some of the participants stressed that community policing can give advantage in preventing youth from using diverse drug abuse through controlling houses which expose youth in drug addiction. While others commented that community policing support the people in managing multiple social problems arise in the community.

The representatives of community based organizations like *Iddir* were suggesting that community policing do have benefits for such organizations. The police officers tried to solve diverse minor problems happened in organization. In addition to this, despite the fact that they do not usually do, they rarely tried to make awareness creation program when *Iddir* calls their members for meeting. Guards of school, churches and business organizations believe that this policing activity gives benefit for their activities in which police officers sometimes provide security advice and one guard suggest that “we attend a training program which help us to do our job in a better way.”

Almost all of community police officers consider that the purpose of community policing is to support and to create crime hatred community. Few officers explain their perception that the intention of community policing as prevention of crimes through creating variety of arrangements such as family policing, organizing security committee and other organizations.

The study also tried to assess the community’s perception regarding on the role and responsibility in community policing activities.

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Some community members identify that reporting and giving detailed information for officers when crimes happened in the area is the first responsibilities of the community. Beside this, the willingness of the community to clear things which will expose for crime is also the other responsibility of the community.

The participants of focused group discussion comprehend that immediate reporting of crimes, collaborating with police to eliminate illegal activities and attending in a meeting where police officers calls and be willing to pay monthly payment or contribution to community policing can be considered as the roles that the community should carry out.

Representatives and guards of community based organization and business organizations also state that detecting susceptible areas of crime and reporting crime issues and discuss with police officers are the major role of such institutions.

Community police officers consider that the community has to perform every policing activity with police. Reporting crime issues, early prevention of crimes, involving in activities which promotes community security, developing the sense of ownership, creating awareness for those community members who do not understand the purpose of community policing, arranging schedule to patrol the environment, standing to solve problems by themselves, paying monthly payment for guards, furthermore, acting and considering themselves as police to ensure security of the environment are the roles of the community.

### **4.1.2. Perception and Attitude of the Community towards Community Policing**

The participants of in depth interview were asked about how they perceive police activities in community policing. Community members express that “we have seen that police officers usually round the village in the day time while in the night time the guards tried to patrol the area



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until 9 pm.” Some respondents revealed that officers sometimes went door to door to collect monthly payment from the community, they also infrequently distribute letter which calls meeting for the people. The respondents also recall that a few community members were frequently discuss with police officers but the participants of the study did not understand what they were discussed while few of them said that they suspect that the issue may be security concern.

Regarding the community police officers, most of them reacted that they tried to perform their activities in a varieties of technique. The officers answered that, they tried to create awareness through using community based organization and by calling meetings. However, they commented that the community does not want to attend meeting programs and this creates challenge to their activity. Moreover, they explained that they arranged that multiple groups of committee. According to them, security committee organized by the community helps the officers to ensure security of the community. They have a constant weekly meeting program. Organizing the community with 50:5, village committee, block committee, development committee and family policing are groups which are coordinating with community policing. They also responded that facilitating the community to employ guards to protect the environment and those community who do not want to employ guards were defend their areas by arranging their own schedule.

Since the major objective of community policing is building trust between police and community. (Bureau of Justice Assistance, 1994). Community members as well as community based organizations were asked about how they and the community describe trust towards police. Most of the respondents do have diverse reasons for complaining against police. They put the

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trust towards police in question by asking and explaining distinct fact. As one community member described that:-

My home was broken and stolen the whole property with estimated value of 33-35 thousands birr and I immediately report the case for the community police officers and police station but they did not want react with what happened and what I want to say is police officers were not happy when I frequently went to police station to ask what they found.

While others raise the issue of ethics and discipline by claiming that police always wants the people to fear when they saw them and even they do not accept confidence response from the people. Some police use their power to assure that they are right. Apart from discipline, police is very much close to receiving or accepting comments from their clients. Inability to take criticism and believing that they should be free from criticism as well as considering that accepting criticism as taking their power creates a problem.

A number of participants explain that some police officers were corrupted that they receive money from illegal drug houses whereas others attempts to enforce laws that they do not know or understand. Furthermore, community members think that sometimes police neglect to serve the community that they did not want to separate themselves from government and it seems like they serve the government with the interest of the people. As explained by a few community members, they do have trust with police because police stands for ensuring better security in the area. Likewise, most of community based organizations and business organization also express their trust toward police.

The study attempts to explore the community's interest and willingness to participate in community policing activity. An in depth interview with individuals community members proves the interest in participating in community policing is at low level. Some respondents think that the community still has not seen influential impact of community policing, thus, this brought

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frustration in community. While some other community members think that community consider that more of the activities carried out in community policing are political activities, often political issues were raised and discussed in the offices, therefore, members of the community preferred to refrain themselves from actively involving in community policing.

Community police officers who were participants of this study describe what was happened when community police centers were built in every *woreda* one officer explained that:-

We were alone and we tried to prevent crimes by ourselves, convincing the community and involving them were difficult, some individuals release their dogs when we knock their doors while others were not respond to our question but now we have seen that a progressive improvement in the interest of the community to participate in community policing.

However, some other police officers responded that the security committee members were and are the one who actively involve and support their activity but most of the community still think that community policing as worthless and center of indoctrinating political views. Even those who came in meetings did not want to actively participate in issues and others frequently give illness and funeral ceremonies as the reason not to come in meetings. These groups of police officers compared that the community highly preferred to participate in a meetings where the *woreda* administrative calls meeting than police. Some assured that when they call 400 household for meeting they usually got 30 up to 40 household in meeting area.

In focused group discussion the participants were also imply that the interest and willingness of the community in involving in community policing considered as low. They think that this is due to lack of understanding about community policing.

In addition to community's interest in involving in community policing, the study also made an effort to explore the perception of the people that whether they think community policing can

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bring change in security of the community or not. Some of in depth interview participants agreed that they had seen little improvement in security of the community, in which community police officers accelerate the people to release lights in their doors and to clear fences which previously expose for crime. Contrary to this, some community think or assume that there were little crime happened in their area and after the emergence of community policing, yet, the crime continues in the same manner, therefore, they feel that they did not observe tangible improvement and they said that “we do not expect much more improvement after all.” As few participants stated that there were no security threats in their area, “the community lives with existing social norms, values religious beliefs and tolerance. Consequently, we do not understand what community policing brought in our life.”

The perception and attitude of the participants toward community policing was also varied. Almost all participants in focused group discussion presented that it is very difficult to say that large number of the community have better perception toward community policing. They pointed out that community’s lack of giving appropriate weight for security issue makes the community not to understand and have good perception towards this philosophy. Some consider as government agenda and others leave the task of ensuring security for police alone while a few suggest the habit of accepting new assumptions as a cause which exacerbates negative perception of the community.

In depth interview participants of the study also indicate that people do not know the objective, mission and significance of the community policing. Thus, some members speculate their own view as community policing real objective and mission and believing on it makes most members of the community to develop negative perception.

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In similar way most of the community police officers responded the community perceive that community policing can solve every problems happened in the area some community police officers expressed that:-

People sometimes came to our offices (community policing centers) and request about the issue of maladministration occurred in *woreda*, the issue of electricity and water problem, building license and so on were frequently asked and when we respond that they have to go and ask concerned body, they feel that community policing as powerless and could accomplish nothing.

Contrary to this, some officers imply that fair numbers of people understand and feel that community policing stands for the community and for themselves. This group of police officers feels that almost all people understood the real intention, objective and goal of the community policing. They explain that the community tried to display this feeling by contributing money and other materials in order to build modern community policing centers.

Most of the study participants think that the existing community perception toward community policing became obstacle to successfully carry out community policing activity. The people hold back themselves from participating in community policing and this hinder community policing to impact on community's life. Most participants realize that having common perception toward this policing enhance better achievements of the program. However, they recognize that low participation, lose of hope and value for community policing as well as the desire of people to make themselves far from community policing influence the accomplishment of community policing.

#### **4.1.3. Actions Undertaken to Improve the Perception of the Community**

The study participants were asked about what kind of activities carried out by police to shape up the perception and attitude of the community toward community policing. Almost all community police officers describe that police use different mechanism to create awareness for the community, using *Iddirs*, and funeral, coffee/tea ceremony as a place to educate the community. In addition to this, those who clearly display the insignificance of community policing would separately call meeting and tried to support them to know the objective and significance of community policing. Moreover, police prepared brochures and leaflet for developing the understanding of the community towards community policing. While most of community members suggest that they have seen police sometimes call meeting and attempt to teach about crime despite the fact that quite few people attend the meeting. Some also suggest that police officers sometimes went to schools to teach students about traffic safety issue.

## Chapter Five

### Discussion

#### 5.1. Knowledge of the Community about Community Policing

It is undoubted that community perception and understanding towards developmental issues significantly important to be successful in matter that we bring in. The same is true for community policing, the need for having immense support and participation of the community extremely depends on community's understanding, perception and attitude towards the issue. (Kleyn, *et al*, 2004).

As stated in the findings still large number of community does not perceive the appropriate concept of community policing. The community does not understand the proper distinction between the function of normal police stations and community policing centers. As the researcher understands yet, large number of people does not recognize the difference between police officers and community police officers. And this signify that they do not identify that the name "*community police*" emerged from the two words of "*community*" and "*police*" this hinders them to know what it means, purpose objective and to know that they are stake holders in crime prevention community policing.

The communities think that the policing strategy is still a professional model of police in which the role of the community is simply reporting when crime happened in the area and left other activities for police alone. The people think community policing centers built near to their area as facilitators of professional model of police.

Initially, most of the community members isolate themselves from the desire to know and understand as well as follow up on what police is doing in community policing. As stated in

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directive 1/2011 among the major principle of community policing, announce that ensure proactive measure of crime in collaboration with the community as well as through transparency and accountability ensuring participation of community. In spite of this, the community do not perceive that the objective of community policing is to prevent crimes and if minor/silly problems occurred in the area to solve it in collaboration with community and community's norms and values. While if huge problems occurred they will reported to police station.

### **5.2.Perception and Attitude of the Community towards Community Policing**

The gem of this discussion is the perception of police officers towards the community understanding of community policing is quite different with the existing perception of the community.

According to Trojanowicz and Bonnie, (1990). Community policing is a philosophy and an organizational strategy to develop partnership between police and community to collectively prevent crimes. The goal is to make collaboration with the people and preventing crimes. So as to make the community stand with the line of police, police department should critically evaluate the real perception of the community. However the study identifies that police failed to have the real perception, attitude and feeling of the community towards community policing. Community members may exhibit positive outlook to community policing when they interact with police, but police with a unique, creative, and observational skill have to identify the real emotion of the community, the cause of those attitude as well as the probable solution to tackle the problem.

In addition to this, community's previous knowledge about police role and power impede to develop the new and progressive approaches of policing. The communities previously understand what a police can do even those unethical (illegal) activities carried out by police



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obviously known by majority of the community. Thus, these preceding perceptions of police functions leads them to think as there is nothing new in the approach of policing. These ages of perception may degrade the interest of the community not to sympathize the new method approach.

Community policing have to show tangible impact in the community where large number of people do not understand its philosophical assumption. Police need to struggle to convince and display the significance of community policing for the community. Taking the initiation to start proactive policing should start from police officers. Police need to show highly efficient activities and actual tangible evidences in the area where the community will certainly accept as significant improvement or efficiency of police. For instance, police can set a strategy to prevent youth form using drugs or a strategy to support women from different kinds of abuse. This might assist the community to think and articulate the significance of community policing.

As said by Robert and Byron (1989), Police need to understand the value, belief and attitude of the community to jointly perform various activities. It is essential that struggling to understand the inner attitude of the community through making police as familiar with the community helps them to persuade the community and to make the community to share common interest and value over police activities.

### **5.3.Actions Undertaken to Improve the Perception of the Community**

The study found that the community has diversified attitude and perception toward community policing. Naturally, it is impossible to obtain similar perception in an area where diverse people live. However, it is possible to change the perception and attitude of the people through diverse ways. The finding indicates that some of the community did not had opportunity to know about community policing, while others created their own perception about the intention, objective and goal of community policing. A few tried to understand the mission, purpose and objective in a better way.

Community policing in its philosophical aspects promotes the involvement, collaboration, sharing of similar views of the community to effectively prevent crimes. Based on Trojanowic and Bucquerox (1994), one of the principles of community policing is commitment to community empowerment. The idea endorse that everyone in police department have to engage in empowering the community to understand the importance of community policing. The strategic document of community policing of our nation also emphasize that the first and the prior activity of police is to create awareness regarding on community policing.

The study explored that, police tried to create awareness for the community. However, the job of awareness creation is not a onetime activity rather; attitude and perception can be shaped through continuous empowerment program. Low community involvement in community policing, diversified view of community, suspicion of the people and inefficiency of work are the effect of lack of awareness of the community.

Since community policing is an organizational strategy which enhances peace and security. It demands that the police critically examine the contextual situation of the area and situate a

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strategy which support (provide) the community to strengthen the partnership with police and this helps the police to anticipate the crime before it happens.

In a community development issues, the skill of working with the community, knowing the resources existed in the community and developing the ability of mobilizing the resource to be effective is vital. Through understanding the contextual circumstance of the environment and the existing theoretical frameworks of community policing, it is possible to improve the perception of the community. Creating opportunity for the community to know how crimes could occur as well as helping the people to understand the significance of community policing provide a safe situation to prevent crimes.

## Chapter Six

### Conclusion and Implication

#### 6.1. Conclusion

The finding of this study leads to make three broad conclusion regarding the perceptions and attitudes of the community toward community policing

First, the study explored that the existing community attitude and perceptions towards community policing is numerous but most of the community does not perceive the correct sense of the meaning, purpose, mission and significance of community poling. The community does not consider that community policing as development issue and unexpectedly some think that this philosophy emerged in Ethiopia and consider Ethiopia as the only state which is implementing community policing.

The community believes that the policing activities remain similar with the previous professional model of policing and they assume that there will not be any significant improvement yet they do not recognize meaningful impact of community policing. The previous relation between police and community also had substantial effect in perceptions of the community. Police use of force and stubbornness downgrade the desire of some community to develop new perception toward latest approaches of policing

Second, the finding of this study demonstrated that police perception on community understanding and attitude toward community policing and the actual perception of community is not similar. Police officers especially community police officers thought that large number of community members understood the purpose and significance of community policing. However, the findings imply that the community still thinks that their role is limited to activities which they

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fulfilled in professional model of policing. The desire and interest of the community to involve in community policing is also weak. In addition, police officers also encounter the misperceptions of the community regarding on the role and authority of community policing. Some consider community policing as solution giver for every problems occurred in the area. While others still do not give much attention for security issues and left this issue for police alone.

Above all, the community develops diversified perceptions on community policing. This study identified that some of them connect community policing from government political propaganda while others persuade themselves community policing established for creating (making) threat for the people and some others believe as regular police station which examines criminal cases. This shows that there are complex attitude in the community. This resulted in insufficient involvement and partnership of police officers to community as well as hinder to accomplish great achievement.

Thirdly, the finding of the study shows that much and different activities did not carried out to convince and shape up the perceptions of the community. Committee's were arranged which support to practically implement the most important feature of community policing though they did limited activities or possibly no activities in shaping the perception of the community.

Furthermore, the study finding indicates that police lacks critical understanding of the community inner feeling and emotion became impediment to detect the gap which hinders the implementation of community policing and propose strategy to alleviate the problem. The community recognized some activities were carried out after the establishment of community policing. However, police failed to inspire the community through undertaking some inspirational activities that can be considered as the symbol of community policing. Such kinds of jobs create opportunity for the community to improve their desire to know and understand the

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purpose and to involve in community policing. Moreover the issue of community policing is much more related to community development and police officers are organizers of this development. Therefore, the need to develop the idea community mobilization is essential which have direct implication for community development.

### **6.2. Implication to Social Work Profession**

The findings of this study provide that police tried to make the community as part of this community development issues. Despite the community does not perceive the meaning, importance and influence of community policing, the study discover that insufficient activities were undertaken to create awareness for the community policing.

The government attempted to give attention for community policing through drafting some directives and manuals which helps to implement community policing. Moreover, community policing centers were built in every sub cities, *woreda* and village level. However, less attention was given in changing the perception and attitude of the community in community policing.

As indicated in the theoretical framework of this study, the idea of community policing needs the coordination, organization and potential resource of the community to successfully implement community policing. (Bureau of Justice Assistance, 1994).

Thus, the social work profession can contribute in the process of effective community empowerment programs in a number of ways. First, the profession can contribute through conducting action research regarding community policing in relation to community development. This knowledge formation can contribute in developing the perception and attitude of the community. This will help policy makers and professionals to understand the huge gap which impede the implementation of community policing and prepare coping mechanisms to minimize

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the problem. Second, the profession can support those who are currently working on community policing to have significant skills in working with community and to link the concepts of community policing with the existing theoretical framework.

### **6.3. Implication of the Study for Policy**

As indicated in this study, perception and attitude of the community play vital role in fulfilling community policing successfully. The federal government of Ethiopia had prepared draft policy regarding on community policing, but it is still not endorsed by government. A policy is needed to implement the essence of community policing.

The researcher recommend that the policy have to give due attention for community perception and attitude and have to incorporate the attitude and perception of the community as one element of policy issue. In addition to this, investigating tangible and feasible ways of addressing the issue of community policing for the community through examining the contextual situations of the community (knowledge level, custom, value, perception, diversity of people with theoretical framework of community policing) is essential.

### **6.4. Implication of the Study for Practice**

The researcher believes that police continuously assess the impact and implementation of community policing. It is critical that investigating the loopholes which lead to inefficiency of implementation community policing through giving appropriate attention for attitude and perception of the community. The efficiency of the implementation of community policing should also be measured by the level of changing community's attitude and perception over community policing.

More awareness is needed on the meaning, purposes, roles, benefits as well as significance of community policing. The communities are confused and not sure on their role and

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responsibilities. More awareness could lead to the community to make partnership with police to prevent crimes. More knowledge regarding on the roles of each stakeholders helps to reduce negative perception over the intention of community policing.

Corresponding to this, the practice of assessing the real perception of the community towards community policing should be applied.

Community policing needs to work harder in a creative and innovative ways to involve the wider community. The research find out that only a few community members know a little about the importance and significance of community policing. Innovative activities need to crate and expand in the community. More work could convince the community to take initiation to work in partnership with police.

The role of several groups organized in community policing needs to be adjusted. The study discover that despite there are many committees work with community police officers, the study could not grasp their influence in shaping the perceptions and attitudes of the community. The need to emphasize on changing the perception is crucial. This could change the attitude of the community and cooperates with police.

The practice of giving training for community police officers on how to comprehensively understand the community interest, custom, value and moral and developing contextual strategy to work with the community is essential.

The need for improving/building/ the capacity of community police officers is essential. Developing way of understanding the community and the environment, up grading police potential on how to work with the community and mobilizing social resource helps to challenge



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problems arise in the area. This could benefit police to early detection of susceptible areas of crime. This could give a chance for community to develop trust in police.

Emphasis needs to be given for police discipline. Being ethical, legal and responsible is vital in order to work with the community. The study finds that the reason for some members of community to isolate themselves from police activity is existence of unethical behavior in some police officers. Enhancing police officers to be ethical and to respect the professional discipline of police could reinforce the community to develop the desire to collaborate and work with police. This could lead to the trust of the community to police and change the perception toward police.

### **6.5. Implication of the Study for Research**

This reaches mainly focus on community perception and attitude. Despite the fact that, the study a little bit explores the relationship between the impact of community perception and attitude for successful implementation of community policing, this by itself can be a research topic and should be conduct in this area. Further research should also be conducted regarding on the existing perception of the community towards community policing and government initiation and activities to improve and change the perception of the community.

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## EXPLORING THE ATTITUDE AND PERCEPTION OF THE COMMUNITY

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**Annex 01**  
**Interview Guides**

**Interview Questions for Community Members**

**Dear Interviewee,**

The main purpose of this interview is to explore the perception and attitude of the community towards community policing, in the case of *Nefas Silk Lafto* area and this is to fulfill the requirement of Masters Degree in Social Work.

I sincerely request you to give me what you feel, know and understand freely based on the questions that I will raise. I request you to respond the question as honest as possible and I assure you all the responses that you will give will be seize in secret.

1. What do you think is the meaning of community policing?
2. What do you think is the purpose of community policing?
3. What do you think about the mission of community policing?
4. How do you explain the action of community and police to collectively prevent crimes?
5. Do you think that community policing can bring change in security of the community?
6. How do you explain the interest of the community to participate in community policing?
7. What do you think is the role of the community in community policing activities?
8. How can you describe the community's trust to police?
9. Do you think that the existing attitude and perception of the community towards community policing is a challenge for community policing?
10. How do you explain the activities of police to create awareness on community policing?

**Interview Questions for Institutions and Business Centers found in the Community.**

**Dear Interviewee,**

The main purpose of this interview is to explore the perception and attitude of the community towards community policing, in the case of *Nefas Silk Lafto* sub city and this is to fulfill the requirement of Masters Degree in Social Work.

I sincerely request you to give me what you feel, know and understand freely based on the questions that I will raise. I request you to respond the question as honest as possible and I assure you all the responses that you will give will be seize in secret.

1. What do you think is the meaning of community policing?
2. How can you describe the advantage of community policing for your activities?
3. What do you think is the role of such institutions in community policing activities?
4. What real contributions do community policing brings for these institutions?
5. How can you describe the community's trust to police?



**Interview Questions for Community Police Officers.**

**Dear Interviewee,**

The main purpose of this interview is to explore the perception and attitude of the community towards community policing, in the case of *Nefas Silk Lafto* sub city and this is to fulfill the requirement of Masters Degree in Social Work.

I sincerely request you to give me what you feel, know and understand freely based on the questions that I will raise. I request you to respond the question as honest as possible and I assure you all the responses that you will give will be seize in secret.

1. How do police try to prevent crimes in community policing?
2. What do you think is the meaning and purpose of community policing?
3. What do you think is the community's role in community policing?
4. How do you explain the community's interest to involve in community policing?
5. How do you express the perception of the community towards community policing?
6. How do you explain the activities of police to create awareness on community policing?
7. What real contributions do you think that community policing brings for the community?

**Annex 02**  
**Focus Group Discussion Guideline**

**Dear participants,**

First, I would like to say thank you for your initiation to participate in this group discussion. The aim of this discussion is to investigate the perception and attitude of the community towards community policing for partial fulfillment of the requirement of Masters Degree in Social Work.

I frankly request you to express your idea freely regarding on the discussion points and as much as possible I ask you politely to give me honest responses and I assure you that your ideas will be confidential.

1. How do police try to prevent crimes in your village?
2. What do you think about the benefits of community policing?
3. What do you think is the community role in community policing?
4. How do you express the perception of the community for community policing?
5. How do you evaluate the community interest and police initiation to involve the community in community policing?