

**Public Perception of the Performance of the Zambia Police
Service in Kitwe District in Zambia**

**By
Gift Liazambi**

**A Dissertation submitted to the University of Zambia in
fulfillment of the requirements for the award of the Degree of
Master in Public Administration (MPA)**

University of Zambia

2014

Copywriter(c) 2014 by Gift Liazambi

All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical including photocopy, recording or any information storage and retrieval system without acknowledging the researcher.

ABSTRACT

This study looked at public perception of the performance of Zambia Police Service in Kitwe District of the Copperbelt Province of Zambia. The study assessed whether or not the public felt that the performance of the Zambia Police Service was meeting public expectations. The study also examined public perception of the effectiveness of the Zambia Police Service in Preventing and solving crime. The study went further to assess the extent to which the public felt that the Zambia Police Service was fair when enforcing the law and extent to which the public has confidence and trust in the Zambia Police Service. Finally the study sought to investigate what the members of the public think should be done to improve the performance of the Zambia Police Service in Kitwe. The sample size was 200 respondents which included 150 respondents from the general public and 50 were police officers. Secondary data was collected for the background information, literature review and when backing some of the findings. Primary data was collected by conducting structured interviews schedules using questionnaires. Quantitative data was analyzed using statistical package for social sciences while qualitative data was analyzed manually in form of explanations, descriptions and interpretations of data collected.

The study revealed that most respondents from the general public regardless of their age, gender, education level and monthly income perceived negatively the performance of the Police in Kitwe in meeting public expectations, preventing crime and solving crime. Most respondents perceived police in Kitwe not to exhibit integrity and fairness. However, it was revealed that the majority of respondents stated that the police in Kitwe use appropriate force and exhibit civility when enforcing the law. Respondents also denied having trust and confidence in the police in Kitwe. However, most police officers perceptions concerning police performance in Kitwe was positive. In view of the study findings, the following recommendations falling with in two sub headings namely: effective police training and administrative reforms. This should also include education in effects of corruption, modern policing methods, human rights and the police recruits curriculum should allow recruits to specialize in various tasks done by the police after the first 6 months of general police duties training program. The office of the Inspector General of Police should be given tenure of office to ensure job security so that the Inspector General performs professionally without any political interference or without fearing that if he/she steps on the toes of the appointing authorities he/she may be fired. Overall, the study has revealed that there are several shortcomings that adversely affect the work of police officers in Kitwe District. It is important, and reassuring, to also note that even some police officers, who participated in the study, are aware of, and expressed the desire to have such shortcomings corrected. It is hoped that the recommendations generated by the study findings have great potential to enhance the performance of the police service in general and that of the police officers in Kitwe in particular

Acknowledgements

I am grateful to the Zambia Police Service which granted me study leave on self sponsorship. I am taking this opportunity to extend my gratitude to Mr. Hazwondo, Human Resource Development Officer at Zambia police Service Headquarters for his help in processing my study leave in very difficult conditions.

Regarding the materials for this study, I am deeply indebted to all the special collection staff at the University of Zambia Library, for giving me access to papers of the University of Zambia. Mr. Silowa of Research section at Zambia Police Headquarters was also a source of valuable information. I am also deeply grateful to the beloved respondents who answered the questionnaires.

I am indeed deeply grateful to all Lecturers at the Department of Political and Administrative Studies, without whose intellectual guidance this research would have been impossible. My fellow students, too, have been a constant source of knowledge and stimulation. My wife, Mwango Chola Liazambi and three children namely, Wana, Patrick, and Gelson for being patient even though going through financial difficulties they continued being there for me.

I must make it clear that my special thanks go to Dr. Peter K. Lolojih, who never got tired of supervising my work. To him, hats off.

Gift Liazambi, UNZA, Lusaka.

TABLE OF CONTENTS

Contents	Pages
Declaration.....	i
Certificate of Approval.....	iii
Abstract.....	iv
Dedications.....	v
Acknowledgement.....	vi
Table of Contents.....	vii
List of Tables.....	xii

CHAPTER ONE

Introduction.....	1
Background.....	1
Statement of the Problem.....	5
Research Questions.....	5
Research Objective.....	6
General Objective.....	6
Specific Objectives.....	6
Significance of the Study.....	6
Conceptual Framework.....	7
Literature Review.....	10
International Literature.....	10
The Image of Police.....	10
How the Public Sees the Police.....	12
Identifying Elements of Customers Satisfaction in the Delivery of Police Services.....	14
Police Leadership.....	15
Public Perceptions of the Police.....	16
Police and Public Opinion.....	17

The Police in the Community.....	18
Factors that Affect Perceptions of Improper Police Behaviour.....	19
Improving Police Effectiveness.....	20
Why Do People Hate the Police.....	21
Police and Public.....	21
Why Some Police Agencies Don't Achieve the Results they expect from Community Policing Programmmes.....	23
Improving Public Confidence in the Police.....	24
Public Evaluation of Police Performance.....	25
Zambian Literature.....	26
History and Reformation of Zambia Police.....	26
Human Rights Violation in Zambia.....	28
Zambia Bribe Index 2009.....	29
Police Reforms, Restructuring and the Police Human Rights Records: Case Study of Lusaka and Kafue District.....	29
Daily Mail Article of Chief Justice E. Sakala speech on Police Work Cuture.....	30
Perceptions of Mini Bus Operations on Traffic Police Corruption in Lusaka	30
Plight of the Police.....	32
Methodology.....	34
Research Size.....	35
Sample Area.....	35
Sample Design.....	36
Target Group A.....	36
Target Group B.....	36
Data Collection.....	37
Data Analysis.....	37
Ethical Consideration.....	37

Chapter summary.....37

CHAPTER TWO

Presentation of the Research Findings.....38

- Characteristics of the Sample.....38
- Age Distribution of the Sample.....38
- Sex Distribution of the Sample.....39
- Education Distribution of the Sample.....40
- Marital Status of the Sample.....41
- Income Distribution of the Sample.....41
- Employment Status of the Sample.....43
- Ranks Distributions for Police Officers.....44

Main Findings of the Study.....45

Meeting Public Expectations

- Public Perceptions of the Performance of the Zambia Police Service in Meeting Public Expectations in Kitwe.....45
- Public Ratings of the Performance of the Zambia Police Service in Meeting Public Expectations in Kitwe.....46
- Police Officers Perceptions of the Performance of the Zambia Police Service in Meeting Public Expectations in Kitwe.....46
- Police Officers Ratings of the Performance of the Zambia Police Service in Meeting Public Expectations.....46

Prevention of Crime As an Outcome of Policing

- Public Perceptions of the Effectiveness of the Zambia Police Service in Preventing crime in Kitwe.....57

Public Ratings of the Zambia Police Service Effectiveness of Preventing Crime In Kitwe.....	58
Police Officers Perception of the Effectiveness of the Zambia Police Service in Preventing Crime in Kitwe.....	63
Police Officer Rating of the Zambia Police Service Effectiveness in Preventing Crime in Kitwe.....	63

Solving Crime as Outcome of Policing

Public Perceptions of the Effectiveness of the Zambia Police Service in Solving In Crime in Kitwe.....	65
Public Ratings of the Effectiveness of the Zambia Police Service in Solving Crime in Kitwe.....	66
Police Officers Perceptions of the Effectiveness of the Zambia Police Service In Solving Crime in Kitwe.....	70
Police Officers Ratings of the Zambia Police Service Effectiveness in Solving Crime in Kitwe.....	71

CHAPTER THREE

Public Perceptions of the Zambia Police Service Policing Process

Public Perceptions of the Zambia Police Service Fairness when Enforcing the law In Kitwe.....	74
Public Perceptions of the Use of Appropriate Force by the Zambia Police Service when Enforcing the Law in Kitwe.....	79
Public Perceptions of the Zambia Police Service Exhibiting Civility when Enforcing the Law in Kitwe.....	85
Public Perceptions of the Police Officers Exhibiting Integrity in Kitwe.....	95
Chapter Summary.....	100

CHAPTER FOUR

Public Confidence and Trust in the Police Service in Kitwe

Public Confidence in the Zambia Police Service in Kitwe.....101
Public Trust in the Zambia Police Service in Kitwe.....109
Police Officers Perceptions of the Public confidence and Trust in the police...117
Summary121

CHAPTER FIVE

Conclusion.....123
Recommendations.....131
Bibliography.....138
Appendix.....140

LIST OF TABLES

1. Table 2.1.....Age Distribution of the Members of the General Public
2. Table 2.2.....Age Distribution of the Police Officers
3. Table 2.3.....Education level of the respondents from the General Public
4. Table 2.4.....Education level of the Police Officers
5. Table 2.5.....Marital Status of the respondents from the General Public
6. Table 2.6.....Marital Status of the Police Officers
7. Table 2.7.....Monthly Income of the respondents from the General Public
8. Table 2.8.....Monthly Income for the Police Officers
9. Table 2.9.....Employment Status of the respondents from the General Public
10. Table 2.10.....Ranks for the Police Officers
11. Table 2.11.....Public Perceptions of the Performance of the Zambia Police Service in Meeting Public Expectations in Kitwe
12. Table 2.12.....Public Rating of the effectiveness of the Zambia Police Service in Meeting Public Expectations in Kitwe
13. Table 2.13.....Meeting Public Expectations by respondent's Age
14. Table 2.14.....Meeting Public Expectation by respondent's Gender
15. Table 2.15.....Meeting Public Expectations by respondent's level of Education
16. Table 2.16.....Meeting Public Expectations by respondent's monthly income
17. Table 2.17.....Effectiveness in Preventing Crime
18. Table 2.18.....Effectiveness in Preventing Crime by respondent's Age
19. Table 2.19.....Effectiveness in Preventing Crime by respondent's Gender
20. Table 2.20.....Effectiveness in Preventing Crime by respondent's level of Education
21. Table 2.21.....Effectiveness in Preventing Crime by respondent's level of monthly Income
22. Table 2.22.....Effectiveness in Solving Crime in Kitwe
23. Table 2.23.....Effectiveness in Solving Crime by respondent's Age
24. Table 2.24.....Effectiveness in Solving Crime by respondent's Gender
25. Table 2.25.....Effectiveness in Solving Crime by respondent's level of Education
26. Table 2.26.....Effectiveness in Solving Crime by respondent's monthly Income

27. Table 3.1.....Zambia Police Service Fairness in Kitwe
28. Table 3.2.....Zambia Police Service Fairness by respondent's Age
29. Table 3.3.....Zambia Police Service Fairness by respondent's Gender
30. Table 3.4.....Zambia Police Service Fairness by respondent's level of Education
31. Table 3.5.....Zambia Police Service Fairness by respondent's level of monthly Income
32. Table 3.6.....Zambia Police Service Use of Appropriate Force in Kitwe
33. Table 3.7.....Zambia Police Service Use of Appropriate Force by respondent's Age
34. Table 3.8.....Zambia Police Service Use of Appropriate Force by respondent's Gender
35. Table 3.9.....Zambia Police Service Use of Appropriate Force by respondent's level of Education
36. Table 3.10.....Zambia Police Service Use of Appropriate Force by respondent's level of monthly Income
37. Table 3.11.....Police Service Exhibition of Civility in Kitwe
38. Table 3.12.....Police Service Exhibition of Civility by respondent's Age
39. Table 3.13.....Police Service Exhibition of Civility by respondent's Gender
40. Table3.14.....Police Service Exhibition of Civility by respondent's level of Education
41. Table3.15.....Police Service Exhibition of Civility by respondent's level of monthly Income
42. Table 3.16.....Police Service Exhibition of Integrity in Kitwe
43. Table 3.17.....Police Service Exhibition of Integrity by respondent's Age
44. Table 3.18.....Police Service Exhibition of Integrity by respondent's Gender
45. Table3.19.....Police Service Exhibition of Integrity by respondent's level of Education
46. Table3.20.....Police Service Exhibition of Integrity by respondent's level of Income
47. Table 4.1.....Public Confidence in the Zambia Police Service in Kitwe
48. Table 4.2.....Public Confidence in the Zambia Police Service by respondent's Age
49. Table 4.3.....Public Confidence in the Zambia Police Service by respondent's Gender
50. Table 4.4.....Public Confidence in the Zambia Police Service by respondent's level of Education
51. Table 4.5.....Public Confidence in the Zambia Police Service by respondent's level of Income
52. Table 4.6.....Public Trust in the Zambia Police Service in Kitwe

- 53. Table 4.7.....Public Trust in the Zambia Police Service by respondent's Age
- 54. Table 4.8.....Public Trust in the Zambia Police Service by respondent's Gender
- 55. Table 4.9.....Public Trust in the Zambia Police Service by respondent's level of Education
- 56. Table 4.10.....Public Trust in the Zambia Police Service by respondent's level of monthly Income
- 57. Table time Line Plan
- 58. Budget for Study

CHAPTER ONE

Introduction

This chapter introduces the nature of this study by bringing out its background, statement of the problem, purpose of the study, objectives, research questions, study site and significance of the study. This chapter also review international and local literature related to public perception of police performance and general police operations. It further presents the research design used, population, the methods used in data collection and analysis techniques used in this study. It also highlights the research site and instruments used in the research process.

Study Background

The Zambia Police Service is a very important Institution which is mandated to enforce the law of the land in collaboration with other law enforcement institutions such as the Anti-Corruption Commission, Drug Enforcement Commission and so on. The Public image of the Zambia Police Service or Public views of the service is important, and understanding these views is a crucial first step in improving Police Public Relations. Since the Zambia Police was set up to provide services to the Public, the Police Service should ensure that they live up to that expectation. If members of the public are satisfied, they are going to have trust and confidence in the Zambia Police Service. For the Zambia Police to ensure this, they are expected to be professional, fair and effective in executing their duties without fear or favour.

On Wednesday, February 6, 2008, Mr. Mateyo, former Inspector General of Police, “warned Police Officers against graft and appealed to traffic Police Officers involved in corrupt practices to stop the vice because it is causing considerable embarrassment to the Zambia Police Service. Mr. Mateyo appealed to members of the public to report to the Anti-Corruption Commission or to the nearest Police Station, any member of the police service requesting for money. He actually emphasized that the Police Service has had enough damage to their image as a police service. He told officers that they will have his full support so long they are not involved in practices which could lead to the denting of the image of the Zambia Police Service”. This shows how important public image is to the service. On the same day, the Anti-Corruption Commission Inspector General, Nixon Banda, said that the commission would work closely with the police but

emphasized that there was need for hard work to ensure that public perception of the Police Officers, especially Traffic Officers, was improved. (Zambia Daily Mail 6-02-2008).

Mr. Francis Xavier Musonda, also former Inspector General of Police, wrote an article entitled Historical Background of Zambia Police Service. In some sections, he addressed issues which even bordered on public image of the Zambia Police Service. He claimed that since its inception, the Zambia Police has not been in good relations with members of the public to whom the Police Service is supposed to be accountable. He wrote that during the colonial period, the Zambia Police was used as an instrument of oppression against the indigenous population. The Police were ordered to quell extensive disorders organized by nationalist movements during their civil disobedience campaign. The Police suppressed these nationalists by using force and making arbitrary arrests and detentions, leading to public dislike and mistrust of Police. For example, in 1959, Kaunda was arrested and jailed for ten months for inciting civil disobedience. Mr. F. X. Musonda further claimed that this trend of using police to suppress political opponents continued as Kaunda also used them after gaining independence. He claimed that the Zambia Police Service was further alienated from the public because of a State of Emergency and the introduction of a One Party State shortly after independence. For example, on 4th February 1972, Kaunda banned the United Progressive Party and imprisoned 122 members of the party, including Kapwepwe. Kapwepwe was kept in prison until 31st December 1972 so as to allow Kaunda to neutralize any threat posed against him. (articles.cun.com/2010-0-02/world/Zambia)

Due to the numerous problems faced by the Zambia Police in 1994, the Zambian Government approved police reforms aimed at re-organization, accountability and efficiency. Policy reforms were perceived with mixed feelings by the public. The introduction of community based policing such as police posts in areas of high crime were welcomed and these have helped members of the public to access police services near their houses. This meant that police were responding to community needs and thus facilitating police public relations. In short, these reforms were aimed at making police officers work effectively, fairly and professionally, so as to win public trust and confidence. However, the reforms left out the issue of improving working conditions for police officers. For example, Police Chief Inspectors, Sergeants and Constables were still by 2010 salary on payroll receiving below 2million Kwacha which makes them prone to corruption. The

Zambia Police Annual Report 2008, ZP Form 85 highlighted the fact that most Police Officers are not accommodated, some of those who are accommodated live in houses which are dilapidated. For example, in the Wusakile Police Camp, the small red brick houses have a sewer system that is blocked, compelling officers to dig pit latrines to help themselves and their families. It also highlighted the fact that officers lack reliable transport and fuel to fight crime. This report claimed that out of more than 10,000 Police Officers, less than 6,000 are accommodated in camps, hence compromising security. Such issues affect the performance of the Zambia Police Service. The reforms have also helped in a way. For example, women are reporting freely at the victim support unit where the Police Administration has made a deliberate policy that when a woman has been raped or defiled, she should be attended to by a female officer as opposed to what was done in the past, where they were attended to by male officers. This might have made some female complainants shy away. This might have led to the increase in reports of defilement, rape and other offences against women. The other factor which may affect performance is that the forensic department of the Zambia Police is not well equipped to investigate complicated offences according to the Zambia Police Annual Report. These are some of the factors which affect police performance, very likely the cause of negative public image.

However, despite putting in place the reforms, corruption and general criminality in the police rank is still common. Also increase in human rights abuses and extra judicial killings perpetrated by members of the police brought about public outcry. For instance, according to AFRONET report of 1998 it was reported that, in April 1998 three men were shot in Lusaka as they unloaded car tires from a delivery truck for their employers and police mistook them for thieves and opened fire and according to the Daily Mail News Paper, in August, 2013 a police officer of Nakandoli Police Post was arrested for raping a suspect in custody. With the community police strategy in place, crime rates were expected to reduce in Zambia, but it appears to be increasing, hence the public outcry in various news media and firms. For instance, violent crimes against women and children dealt with by the police increased from 473 cases reported in 1998 to a total of 32,479 reported in the year 2004 (1998 and 2004 Zambia Police Annual Reports). According to the 2008 Zambia Police Annual Report, the value of property stolen amounted to K125,304,231,770.00, but the value of recovered property in the same year amounted to K21,

777,115,207.00. This shows that the police only managed to recover about 18% of the total value of property stolen.

Of a grand total of 91,492 offences under the Penal Code and other acts which were reported in 2008, only 35,307 cases were taken to court, 11,972 cases are awaiting trial. Out of the 91,492 cases, 35,929 were closed undetected which represents almost 39.3% of the cases reported. This shows that cases closed undetected are more than cases taken to court.

On cases relating to property as stated in Division Five of the Penal Code, a total number of 2,985 house breaking and theft were reported in 2008, but 1,516 were closed undetected, which represents 50.8%. Only 908 were taken to court, 324 were awaiting trial and 470 were closed or withdrawn by the complainants, or the charge was refused and so on. On burglary and theft, 7,115 cases were reported in 2008. 4,375 were closed undetected, representing 61.5% and only 1,597 cases were taken to court, representing 22.5%. 1,838 robbery cases were reported in 2008, 782 were closed undetected, 495 were taken to court, 273 were awaiting trial, 134 were closed on charge refused, or false inquiry and so on. Of a total number of 48,106 cases relating to property reported in 2008, 21,870 were closed undetected representing 45.5% and only 15,601 were taken to court, representing 32.4% (Zambia Police Annual Report 2008, ZP Form 85).

Statement of the Problem

The ideal situation is that the Zambia Police Service is expected to provide high quality service, by upholding and applying the law fairly and firmly. They are expected to prevent crime, solve crime and assist victims of crime proactively. In doing so, they are supposed to respect individual human rights and recognize the community expectations and obligations and cultivate partnerships with the community according to the mission statement. However, the Police Service seems to be falling short of the expectations, hence, crime was on the increase.

Research Questions

From the preceding difficult situation in the Police Service, this investigation was guided by the following research questions to civilian and police officers:

To civilians the following questions guided the study;

1. Do you think the Police are effective in preventing crime?
2. Do you think the police are effective in solving crime?
3. Do you think the Police are fair when enforcing the law?
4. Do the Police exhibit civility and integrity in enforcing the law?
5. Do you think the Police use appropriate force when enforcing the law?
6. Do the members of the public have confidence and trust in the Zambia Police Service?
7. What should be done to improve police performance?

To police officers the following questions guided the research:

1. Do you think the performance of the police is meeting the expectations in Kitwe?
2. If not what are the constraints preventing the police from meeting the public's expectations?
3. Are the police trusted by the members of the public?
4. If not, what could be the reasons for the lack of public trust?
5. Do the members of the public have confidence in the police service?
6. If not, what could be reasons for the lack of trust?
7. What should be done to enhance police performance?

OBJECTIVES OF THE STUDY

General Objective

To assess the public perception of the performance of the Zambia Police Service in Kitwe District.

Specific Objectives

1. To examine public perceptions of the effectiveness of the Zambia Police Service in preventing crime in Kitwe District.
2. To examine public perceptions of the effectiveness of the Zambia Police Service in solving crime in Kitwe District.

3. To assess the extent to which the public think the Zambia Police Service is fair in enforcing the law in Kitwe District.
4. To determine the extent to which the public has confidence and trust in the Police Service in Kitwe District.

SIGNIFICANCE OF THE STUDY

The justification of the study was that it would enable the researcher and the Police to know the public rating of the Zambia Police performance, thus depending on the results it would help influence the police to re-examine their performance and adjust to work hard with a view to improving their public image. The study would also contribute to the existing body of knowledge of public perception of the performance of the police, as the study included police officers, as respondents, and sought to investigate the constraints they face in their daily duties. The study was also undertaken for academic purposes, as a partial fulfilment for the award of the degree of Master of Public Administration (MPA) at the University of Zambia.

CONCEPTUAL FRAMEWORK

In the study the police mean an organization whose task is to enforce, sensitize the public about the law, prevent and solve crime and maintain peace, law and order in society. Crime meant offences under the Penal Code which can be against public order, lawful authority, and injuries to the public in general and persons; to property, malicious damage to property, corrupt practices, and road and traffic offences. Perception entails the feeling or ideas one has as a result of him or her seeing something. It was further conceptualized that public perception of police performance can be measured in general terms where one looked at the system as a whole and in specific terms, where one looks at different sections in the Zambia Police, for example, the section that deals with crime relating to property, injury to persons, public order, lawful authority or by just getting individual sections such as Crime Investigation Section, Traffic Offences, Victims Support Unit and Administration. The research, concentrated on public perception of police performance on criminal offences. This would leave room for other researchers in future to carry out research on other specific sections of the Penal Code and even the general public

perception of the performance of the Police Service. The study conceptualized image to fall into two categories: outcomes and processes. The general image reflects perceptions, feelings and evaluations. In this research outcomes were identified by knowing the goals that police hold for the public- the expectations or consequences of doing police duties or work. The Police Service in Zambia, are expected to accomplish a number of outcomes which include preventing crime and public disorder, preventing traffic offences, solving crime and traffic offences, ensure safety, supporting victims of crime, promote unit and social cohesion, promote democracy by monitoring elections and enforcing democratic laws based on fairness to all stakeholders. This research on public perception of the performance of the Zambia Police Service focussed on two outcomes namely preventing crime and solving crime thus leaving room for other people to research on the other outcomes. The research aimed at examining the public views (image) of the effectiveness of the police in accomplishing these two outcomes. The processes of policing are how police do their work. In short it also looked at police behaviour when working or as they provide police services. These policing processes may include the following: fairness, civility, responsiveness, integrity, competence and so on. This research focussed on integrity, fairness, civility and use of appropriate force. Most of these policing processes lead to public confidence and trust in the police service hence the research also focused on confidence and trust in the police. The study also examined to what extent social economic status, age, education levels, and gender affects the perception of the Police.

Concepts used in the research and definitions given are as follows:

- (a) Perceptions; is the feeling or ideas or views one has as a result of him or her seeing something.
- (b) Performance; public views of police service fulfilment of obligation or accomplishment of a given task measured against preset standards of accuracy, completeness, cost and speed.
- (c) Crime; an act or omission that violates the law and is punishable upon conviction or payment of fine.
- (d) Effectiveness; public views of ability or capability of producing a desired result.

- (e) Preventing crime; public views of the act of stopping crime from happening or being done.
- (f) Solving crime; public views of the act to investigate who did it, for example, by using DNA, fingerprints on the crime scene or by just interviewing people who leave near the scene or who passed through the scene captured on cctv(camera)
- (g) Fair; public views of the police acting free from bias, dishonesty and injustice.
- (h) Appropriate force; public views of the police use of authority under constitutions to take action to deter or solve crime. In Zambia the police are allowed to use minimum force such as short baton and fire arms when facing armed robbers.
- (i) Civility; public views of the police exhibiting politeness and courtesy in behaviour and speech.
- (j) Integrity; police adherence to moral and ethical principles, soundness of moral character, honesty, uprightness, consistency and freedom from corruption according to public opinion.
- (k) Confidence; public faith or belief that the police will act in a right, proper, or effective way or the quality or state of being certain or relation of trust or intimacy which leads to support for such an institution.
- (l) Trust; public reliance on another person (police officer) or entity (Zambia police service).

LITERATURE REVIEW

INTERNATIONAL LITERATURE

Scholars worldwide have written books, done research, and so on, on policing because without law and order, it may be difficult for a nation to develop or even attract investment. Peace, law and order are some of the pre-requisites of development. It is very important for Police Officers to behave in such a way that their public image will be positive. This would guarantee the much needed local and foreign investment.

Various books, reports, news papers and dissertations related to the subject were reviewed which included the following;

Catherine Gallagher, Edward Maguire, Stephen Mastrofski and Micheal Reisig wrote a report to the International Association of Chiefs of Police (IACP) entitled, 'The Public Image of the Police', which was published on 2nd October 2001. In this report the scholars highlighted five points why it is important to measure and understand the general police image. They stated that;

- (a) An understanding of the general image of the Police among citizens provides an important indicator of support for the institutions among its constituents.
- (b) An understanding of how the public views the police is a crucial first step in improving relationships between the police and communities. This is why community surveys are a prominent component of the community policing movement.
- (c) This would show whether the police image is improving or declining over time or whether the police are held in higher or lower esteem by their citizens than in other communities.
- (d) The general image of the police may affect the sorts of behaviours by the public that greatly interest the police. These include supporting tax initiatives to enhance the resources of local police agencies, to encourage the community to participate in co-production activities like neighbourhood watch, providing the police with information useful to solving crime or improving the quality of life in neighbourhoods. Communities with a poor image of the police will be less likely to support and help the police do their jobs and more likely to file complaints, launch suits, rebel against the police and produce media problems. Whether there is indeed a strong relationship between these public behaviours and overall image of the police is an untested but certainly plausible thesis.
- (e) Finally, there is a small but growing body of evidence that those who view the authority exercised against them as illegitimate are more likely to rebel against authority or in the case of the police, violate the law. For instance, research, according to these scholars, has shown that while arrests deter spouse assaults among some offenders, it leads others to become even more angry and defiant, which eventually increases their recidivism rates. Another research survey found that domestic violence arrestees who thought they were treated fairly by the police were least likely to re-offend (Paternoster, et al, 1997). These scholars wrote that much remains to be done on the link between the perceived legitimacy of the police and crime rates. There is some evidence to suggest that as institutions, were the police, lose legitimacy, an increase in crime and rebellion against the police and other political institutions might result (Laree, 1998: Tyler 1990).

These points highlighted by these scholars are valid, but this may not be the cause or case in all situations. Sometimes citizens rebel against police, political and legal institutions because of the lack of trickle-down effect of economic growth benefits. Thus, since the Police are ordered to quell such revolutions, uprisings or demonstrations, the citizens turn their anger on the Police, especially if there is loss of life in the process of clashing with the citizens.

However, it is important to state that these scholars have taught us that it is important to undertake surveys of the public image of our institutions to know how they are perceived by the end users or customers. This would help us evaluate the performance of the institutions through the end users or customers. In short, if the end users are not happy then the institution may not be performing well, or it may not be meeting the public expectations, thus the end result maybe the public losing confidence in the institution which may further lead to the public losing confidence in the government as a whole. This may result in the party in power losing popularity. The end users of the police service are the tax payers who finance the operations of the police. They expect a lot from the police thus the police, should work hard to make the public satisfied and this may lead to mutual cooperation and support from the general public. The scholars also teach us that the police should also exercise their authority for the benefit of the community and not for their benefit. We may say that to some extent the police should assume a role of educating the public about the laws and not always charging them as some of them are ignorant about these laws. This study was done in USA and the results may not be applicable in Zambia as different political, social and economic conditions exist however it helped the researcher in the conceptual framework

In 1988 a group of scholars namely: Bruce Swaton, Paul Wilson, John Walker and Satyanshu Mukcherje from the Australian Institute of Criminology, Trends and Issues in Crime and Criminal Justice which focused on the way in which citizens perceive their police. This may often provide a revealing glimpse of a nation's commitment to democracy and respect for authority. Among Australians commentators have long identified a strong anti authoritarian trait which has been said to account for the average citizen's views of the police as enemies , army officers as traitors to democracy....the boss as a barely necessary evil and anyone who gives

orders as deeply suspect. The results of this report indicated that Australians are more respectful of their police and pleased with the assistance they provide, than some observers have suggested. The majority of respondents of the survey indicated that they still possessed great respect for the police. But their report also showed that the level and degree of this public respect varied widely between the jurisdictions, as did citizens satisfaction with a range of police actions. The respondents, as consumers of police services, and as tax payers who must meet the substantial and escalating cost of law enforcement, all citizens have a vital interest in ensuring police use their resources and powers efficiently, effectively and fairly. Surveys like this provide one important method of evaluating how well the police are achieving these objectives. This survey done by these scholars came up with the following results;

- The majority of respondents in Australia stated satisfaction with assistance provided by the police. The greatest cause for dissatisfaction with the police was inaction.
- The Police honesty was seen overwhelmingly as being on par with that of the community in Australia as a whole. The older the respondents the more likely he/she was to see police as honest.
- The majority of respondents possessed great respect for the police in most states. This was in South Australia and least in Queensland.
- The public respect for the police appeared to have declined considerably in Australia over 20 year's period.(www.aic.gov.au/documents/2/1/1%257)

This study produced results; however, these results may not be the same in Kitwe where the research was carried out as police officers in Australia are very much well equipped and paid but in Kitwe the police officers are not well equipped and paid hence the results may be different. However, this study emphasises the importance of the police in the process of democracy, as they play a role in law enforcement. In Zambia, this is usually the case when it comes to enforcing the Public Order Act. The study also teaches us that the police should ensure that their conduct does not lead them to lose respect from the members of the public and they should be honest.

Another scholar by the name Jeffrey A. Witle of the Ohio Police Department, USA, wrote a report on his findings. His report was addressed to the International Association of Chiefs of Police entitled, 'Identifying Elements of Customer Satisfaction in the Delivery of Police Service' published in 2004. In this report, the scholar claimed that there appeared to be at least three ways in which the public forms negative impressions of police: the direct experiences of the public with the police, how the police are presented to the public through the press and entertainment media, and the standards and expectations the public holds for the police. The last is claimed to be the most complex because when performance is measured objectively, public standards and expectations may be rising even more rapidly. When this happens, the public or certain segments of the public remain continually dissatisfied, as they raise the base of police performance higher than the police are performing. The police, themselves, may play a role in raising public expectations and standards which ultimately affects the public's assessment of their performance. This scholar also looked at factors influencing the general image of the police.

One of the most compelling arguments about the general image of the police is that it is shaped by the outcomes such as crime control and the processes such as those used to produce the outcomes which included fairness, integrity and ethics. Other factors highlighted in this report are age, race, victimization and socio-economic status.

Performance oriented and customer friendly tactics improve police public image. In this report, Witle pointed out that successful business routinely solicit input from their customers to identify which elements of their product or service create satisfaction or dissatisfaction. Timely and effective use of this information allows executives to increase their firm's competitive position, customer base, and profit and market share. Because of policing in a non-profit endeavour, police executives do not always embrace the tools that profit driven business managers use to evaluate or improve the performance of their departments. However, just as business executives are accountable to their investors, police executives are responsible to the taxpayers, who fund the police operation. Police executives are also accountable to the elected government for the effective and efficient operation of their agencies. According to Witle, citizens are considered the police department's customers, and in this customer base there is a wide variety of customer

groups that need to be served, including different neighbourhoods, and demographic, crime victims and witnesses, motorists, civic organizations and business groups.

The researcher learnt that the police can be administered like a profit making business institution which is accountable to the investor and the customer is said to be always right. This, if embraced in the police, can enhance police public relations. The police can enhance police-public relations by involving the public in the planning of their operation but not all members of the public are trust worthy because some are criminally minded, as they may pass on such information to the criminals, thus derailing police operations. The researcher further learnt that the public image of the police is influenced by various factors and that these factors can vary from one place to another, for example the factors which may influence the general image of the police in a Muslim country may not be a factor in a Christian or Hindu country. The police should endeavour to know the factors or elements of their products or service which create satisfaction or dissatisfaction by routinely soliciting inputs from the public. In short, we have learnt that the police should not be operated as a closed system but as an open system which encourages accountability and transparency, thus reduce suspicion and lack of trust.

According to the International Association of Chiefs of Police publication(2002), entitled, 'Police Leadership', available in the Public Section of the IACP website, www.theiacp.org, it is noted that increasing public access to information, knowledge about policing, coupled with invitation to engage in community policing, create an increasingly proactive public mind-set. Citizens expect to work more closely than ever with the police, including the chiefs and to have their overtures acted on. In this environment, it is crucial that police chiefs or executives explore how their agencies can best respond to, and satisfy the needs of their customers. To do this, the organization must objectively evaluate its performance in the delivery of the end product of police service. www.policechiefmagazine.org.

This review has been useful to the study because it emphasizes enhanced police-public relations through increasing of information flow, thus a survey of public perceptions is one way of enhancing information flow, thus a survey of public perceptions is one way of enhancing information flow.

Michael Banton (1959), in his book entitled 'The Police in the Community', explored the importance of considering how the police officers exercise power and this is affected by the police officers' participation in the society the Police Officer operates in. British Police Officers, Banton suggests, 'may feel socially isolated because the public sometimes tends to fear being close to them because they tend to be faultfinders.' He cited factors such as the way the police handle complaints against police, police brutality, aggressive patrol tactics, harassment of suspects and arrests on suspicion, verbal insults or other demeaning behaviour leading to public police relations being negative. Banton further says that public trust and confidence in the police are lost, thus, public support for police is also reduced.

This literature is related to this proposed topic but Michael Banton based his book on western countries such as the United Kingdom and the United States of America (USA). What happens in these countries is different from what happens in Zambia, though factors may be similar to what leads to a negative public image of the police. However, issues such as race affect the way police are perceived in western countries, which may not be the case for Zambia. The research findings may differ from country to country and perceptions may change as time passes, hence the need to evaluate public perception of police performance yearly in order to get the real picture and encourage the police improve where they are not doing fine. However, Banton provided very important lessons to the study undertaken as he pointed out that the way the police officers conduct themselves as they enforce the law has an effect on the public perceptions. However, not all police officers worldwide behave badly.

In the year 2002, a group of scholars, namely Abhijit Benerjee, Esther Duflo, Dankel Keniston and Wina Singh carried out a research in India and wrote a report entitled, 'improving police effectiveness; The Rajasthan Experiment. In this article, these scholars claimed that for the past decade, research on economic development has increasingly focused on the importance of good governance, both as a precondition for economic development, as well as a major fact directly affecting human welfare of all government functions, perhaps the most central is to ensure the safety of its citizens, and this, in turn, is the domain of the police. For the police to function effectively, they must be successful in performing their transitional tasks of maintaining law and

order and in investigating crimes, as well as gain trust and understanding of the public. Yet in many countries, the police are not nearly as effective as they could be. Problems such as inefficiency, corruption, police brutality and abuse of human rights reduce police performance and create negative public perceptions.

These failures have led to many nations to search for reforms that can improve policing and public security. Yet these reforms have, themselves, been plagued with difficulties. Many have taken broad systematic approaches, which have been incompletely implemented. And even when implemented, the effects of these broad changes are difficult to measure and separate. Some police services or forces world- wide have introduced the following to improve performance according to these scholars which included:

- In Service training
- Professional investigation skills to avoid torture (soft skills, communication, CCTV, etc.)
- Community observers' e.g. Warn and caution recorded in the presence of human rights officers or magistrate when the suspect is confessing.
- Equipped forensic department and educated/skilled human resources.

This article is very important because it acknowledges that economic development also depends on security, hence where there is no law and order, it is difficult to enhance development, but to enforce this law and order, members of the community should be involved and the trickledown effect of development should be felt by the community. Failure of the trickledown effect development may make people rise against the law and order due to poverty, unemployment and lack of other social facilities. When the people rise, they encounter first the police. Depending on the way the police will handle the people, the public perception of the police may turn to be positive or negative. For example, in Egypt, the police image has been dented due to the deaths recorded in the 2011 uprising against the Mubarak regime. The research was done in India not in Zambia so the results obtained in India may be different from what may be found in Zambia because these are different countries with different cultures and environment.

Another scholar by the name of James Chappy (2008), in his abstract entitled, 'Why Do People Hate the Police', outlined the following reasons:

- (a) He claimed that a Police Officer's job, as many people see it, is to put guilty people behind bars. He stated that, this may be the intent of an Officer, but officers sometimes or mostly do not take into consideration that people make mistakes.
- (b) People look at an Officer as a person who testifies against the people and not for the innocent.
- (c) Police Officers detain and question on the street people who aren't doing anything illegal. In short, officers do not mind their own business but bother people on the streets. He further stated that when a person is questioned by the Police, there are two things which are likely to happen mostly: either you get into trouble or you won't. He says that this dynamic doesn't really exist as substantially in any other relationship than between the Police and the civilians.
- (d) Police officers have come out and said they will not respond to certain offences or some duties because of a lack of funding and manpower but they are seen sitting on the road side cocking cars that drive by or make unnecessary check points.
- (e) Police Officers mostly do not forgive somebody who has made a mistake unless they are bribed and that they do not say sorry when they arrest people and later discover that one is innocent but opt to tell him that this was a warning.

Chappy brought out a very good observation based on his and other people's experiences, but some of these reasons cannot stand for each and every Police Officer or cannot be uniform to all Police Officers worldwide. These are his opinions because he did not carry out a scholarly research. However, some of his reasons, if implemented in the Police culture, may improve Police Public relationship. In this modern world, the Police should enhance the culture of educating the society about the laws and not take advantage of the ignorance of the people.

In a research survey carried out by Daniel Patrick Barry and Dr. Craig Walton (2005) of the University of Nevada, Las Vegas entitled 'Handling Police Conduct in an Ethical Way'; the scholars stated that Police misconduct has always been a serious problem in America or the

world over. They claimed that historically, reform efforts have failed due to an organizational culture that is resistant to change and mostly due to the fact that past reforms have been aimed at individual incidents, disregarding underlying organizational problems. Improving public perception has been a goal of past reforms, as opposed to improving organizational soundness. According to these writers, reform efforts should be directed at enhancing Police organizational culture. These changes will improve workplace ethics, allowing virtuous conduct to flourish. Advancing this organizational culture will encourage Police Officers to act in a manner consistent with the high trust people request in this vocation. Justice, truthfulness and good loyalty have been defined by the great philosophers throughout history and should all be incorporated into the decision making process of the leaders.

These scholars brought out interesting issues. However, one would argue that if the people who are the end receivers of the products or outcomes of policing are happy and the perception of Police Officers is positive, then one would or may conclude that the organizational culture is sound and if perception is negative, the organizational culture may be said to be unsound. One would also say that it is difficult to come up with a policy problem from within the institutions because institutions nowadays are interdependent, hence, to formulate organization structure without taking into consideration the policy issues of the stakeholders who are affected by that policy would be very unfair. Problem sensing occurs or originates from the environment of which the public is part.

D.W.P. Varwell (1978) in his book entitled 'Police and the Public', claimed that perception is a vitally important factor in the development and maintenance of attitudes, and that the attitudes have a profound influence upon the manner in which brains interpret the information about the world. Attitudes can act as distorting filters of information. He gave an example of how a person's perception of horror films will tend to be distorted in such a way as to conceal from him any good points that the films might have. He further looked at the connection between perception and prejudice. This distinction should be made between seeing (or hearing, smelling or feeling) on the one hand, and perceiving on the other. He gave an example of a person standing on the promenade at a seaside town, looking out to sea; he sees everything that is in his field of vision; the beach; the sunbathers and swimmers; the sunlight reflected on every little

wave; all the holiday-makers walking along it. But perhaps his attention is riveted on a ship near the horizon. He notices that it is large and grey, with a flat top and a single structure amid ships. He can see, perhaps, aircraft on the deck and an ensign flying from the mast. His brain is devoted solely to the interpretation of this information; he both sees and perceives the ship. All the rest he sees, but does not perceive. Thus, it is through the powers of perception that human beings are able to interpret and understand the information that reaches them through the sense organs. In this book, Varwell claims that there is much evidence to suggest that attitudes and prejudices tend to have a distorting influence upon perceptions in rather the same way as a very dirty window will prevent people from obtaining a clear and accurate picture of the view that lies beyond. The scholar pointed out very important issues about perception, attitudes, prejudices and the role they play in interpretation of information. From this review it is noticed that people may have negative perception of something because they don't have enough information about it, hence this helped us to think about asking people to give reasons for their perception of the police in the survey we carried out. However, the focus of this study was not on the above issues but how the public perceive or rate the outcomes, process-oriented standards of the Police performance in enforcing the criminal law and what people thought should be done to improve performance.

A research survey was conducted in the US to find out why some Police agencies do not achieve the results they expect from community policing programmes (Johnson C 2000). The study came up with the following findings:

(a) Community Policing is Mere Rhetoric

The study revealed that the Police do not consult the public. On several occasions, it was observed that the Police carried out operations which would have been done excellently with the input of the community, but the community was not consulted.

(b) Community Policing is Public Relations

It was revealed that a Police department had once conducted surveys of people's views regarding the operations of the Police. The survey findings were just thrown on to the shelves and forgotten about.

(c) Community Policing Reduces Competency

It was observed that Police Officers who occupied offices in the same community with senior government officials were more occupied with duties from government officials than their Police duties. It was observed that many Police Officers frequented public places in the name of community policing when actually they were not doing anything (Johnson C. 2000).

This study shows why it is important to carry out research to incorporate ideas from the members of the public about what should be done to improve Police performance and even from police officers who experience police operations so that we have ideas from both sides. Officers may have important information which may help in improving police performance. Police officers should work professionally and avoid being used by senior government officials and also they should be retrained so that they look at the citizens as partners not suspects.

Professor Mike Maguire, Andrew Rix, Faye Joshua and Sarah Morton wrote a report in 2009 entitled 'Improving Public Confidence in the Police', in which they review evidence. Their major finding suggested that the strategies most likely to be effective in improving confidence are initiatives aimed at increasing community engagement. It was established that strong evidence existed to support the continuation and embedding of neighbourhood policing, though the quality of implementation is critical, as all three components of neighbourhood policing (targeted foot patrol, community engagement and effective problem solving) need to be fully delivered to achieve intended impacts. The scholars also established that restorative justice and face-to-face meetings mediated by the Police Officers are improved perceptions of the criminal justice system, including the Police. Among the interventions that looked promising for increasing confidence included targeting confidence building activities to localized areas where they were most needed; considerable potential pitfall to increase confidence and reforming the organizational structure. They said that if some Police Officers do not believe that community policing approach is feasible or desirable, then this can hinder the quality of delivery. These scholars also came up with the following points to enhance quality delivery:

- (a) To deliver any confidence building intervention successfully, a high quality of implementation is required.
- (b) Without high quality implementation, there is a risk that a reduction in confidence could occur.
- (c) It should not be assumed that the same interventions will work in every area and in every situation.
- (d) The best practice for any community is one that fits their needs and conditions and is compatible with available resources.
- (e) Local monitoring and evaluation of confidence related interventions should be undertaken to measure whether they are achieving their intended impact and envisions made as necessary.
- (f) Increasing and maintaining public confidence in the Police should be seen as a long term, continuous process with time taken to understand and address the expectations of different communities.

These are very valid points and it was good that these researchers pointed out that not the same interventions can work in every situation and in every area. Thus, one may say that what may build confidence in America may not build confidence in Zambia, hence the need to carry out this research in Kitwe. But what may build confidence in Kitwe may not build confidence in Lusaka and other areas because each city, town or area has its own challenges, values, needs and conditions, thus this provides the gap for others to do the research in other areas in Zambia, like the rural areas.

Brad Mystro, a researcher of Justice Centre at the University of Alaska, carried out a survey in 2005, concerning public evaluation of Police performance in Anchorage. The scholar discussed community policing movement as the commitment on the part of Police organizations to integrate themselves with the communities they police and of which they are members themselves. He stated that the big part of the effort at re-integration is to increase a department's accountability. One way for a department to do this is to ask residents for feedback on the job it is doing. Brad Mystro further acknowledged that sometimes, the results provide departments and their officers a nice pat on the back, meaning well-done, and sometimes public feedback gives police agencies a clear indication of what aspects of their performance need improvement. The

data presented in this report do both these things. In general, it was found that Anchorage residents are supportive of the job the Anchorage Police Department was doing with respect to responding quickly to calls for service, not using excessive force, being helpful and friendly, treating people fairly, investigating/solving crimes, and preventing crime. However, the researcher also found that residents' evaluations of their police departments are contingent. There was not a consensus of views. That there was substantial variation in opinion according to a person's demographic and social characteristics affords the Anchorage Police Department the opportunity to identify not only those who feel well served by the department, but also to take note of those who revealed some discontentedness or dissatisfaction from their services. This survey is similar to the research carried out but the results may be different because of the following reasons: the survey by Mystro was done in a different environment that is in a developed world where the Police are well equipped with the latest technology, but this research was carried out in the developing world, where the Police may not be well equipped and lack technology. Also, the fact that time has passed since this research was carried out in 2005, there are a lot of things that have happened in a dynamic world. The other difference is that this survey involved Police Officers who rated their own performance, as they are part of the public, so that the issue of biasness is removed. The review emphasized on the importance of public evaluation of the performance of the police or private entity so that those concerned can have feedback, whether the customers are satisfied or dissatisfied, thus depending on the feedback, they may change their action to meet customer expectations.

ZAMBIAN LITERATURE

The research found it difficult to review local literature on Zambia Police Service because very little has been written because of secrecy in the police service in Zambia. The researcher reviewed the following local literature;

The origin of the Zambia Police dates back to 1891 when the charter to administer Southern Africa was given to the British South Africa Company (B S A C) and extended to the territory north of the Zambezi River. Throughout its early years, the police force performed military functions. In 1911, when the territory came under British Colonial administration, the force was

reorganised into a civil police force. It was divided into the criminal investigations department and finger print bureau and the town and district police. Although a civil police, the force still maintained a military outlook and its main function was the protection of colonial administration interests. The police were used as an instrument of oppression against the indigenous population. The rise of nationalist movements, fighting to end white minority rule in the 1930s, made law enforcement a political issue. The police were ordered to quell extensive disorders perpetrated by nationalist movements, during their civil disobedience campaign. The police suppressed dissension by using force and making arbitrary arrests and detentions, lead the public to dislike and mistrust the police. The pattern of events continued until the country's independence in 1964.

The post-independence era also witnessed the politicization of the police force. As professionalism eroded, a lack of discipline in the police ranks resulted in incompetence and an acute lack of accountability. Police were further alienated from the public because of the state of emergency and the introduction of the one party state shortly after independence. During this period the police detained political opponents and their record of human rights abuses and corruption increased to where public confidence reached its lowest point. In 1994 the government approved police reforms aimed at reorganisation accountability and efficiency. The policy reforms were received with mixed feelings by the public. The introduction of community based policing initiatives such as the establishment of community posts in areas of high crime were welcomed. This meant that the police were responding to community needs and thus facilitating police public relations. However, at the same time corruption and general criminality in the police ranks was common. An increase in human rights abuses and extrajudicial killings perpetrated by the police brought a public outcry. Police reforms were, therefore, described as cosmetic only meant to cover incompetence and injustices (Musonda F.X: 2002). Although Musonda brought out important points, he did not carry out a scholarly research but these points were based on his experiences and opinion hence the need to carry out a scholarly research to find out the perception of the public about police services. However, the researcher has learnt that from inception, public perception of the police has been negative. It seems the colonial masters established the police force in order to use them to consolidate their grip to power and have absolute control of the indigenous people. From such a background it was vital to carry out

the survey to investigate the public perception of the performance of the Zambia Police Service. It is important to note that sometimes the behaviour exhibited by the police officers contribute to negative public perception of the police. The review helped the researcher to know some of the historical reasons which led to negative public perception of the Zambia Police Force.

Although community policing promised to build relations with the public, a lot of work still remained. The police are still being criticized for mounting abuses and other violations in human rights. For instance, in 1998, the Inter-Africa Network published a report entitled 'Human Rights Development', which cited violation of human rights such as illegal detentions, torture in Police cells and public harassment of citizens who had different political views from those of the ruling party.

AFRONET found many suspects who spent a week or more in police custody without any charge. They further stated that the Police did not rigorously pursue complaints from the public against Police Officers. Another problem or concern raised by the human rights activists were the indiscriminate, fatal shootings of various suspected criminals by the Police in the course of their duty. This raised the question whether the Police had assumed the additional position of judge and executioner. Ten suspects were shot in Lusaka in April 1998, as they unloaded car tyres from a delivery truck for their employers. The Police mistook them for thieves and opened fire. Such kind of performance by Police dents the image of Police, leading to public outcry. Despite this report bringing out very important issues, these views are AFRONET views and not public views. It is important to note that such kind of behaviour by the police which AFRONET articulated contributed to the negative public perception of the performance of the Zambia Police Service. The review helped the researcher to know some of the issues which lead to negative public image of the police, thus increasing the knowledge of the researcher and establish whether such behaviour by the police existed in Kitwe.

Transparency International, Zambia, published a report on 13-07-2010 entitled, 'Zambia Bribe Index 2009' which aimed at improving empirical statistics of bribe incidences in government department. This report looked at: aggregate bribe index, institutions asking for bribes from the public, institutions demanding bribes most frequently and institutions demanding the largest

bribes. In all these categories, the Zambia Police Service ranked high of all government departments. Similar surveys were carried out in 2005 and 2007 and the reports ranked the Police high in all categories. One may say that such kind of behaviour by the Police dents the image of the Zambia Police Service. Unlike these surveys, this study will not focus on corruption only but will focus on the public perception of the performance of the Zambia Police in the Kitwe District looking at the process oriented standards and outcomes of policing. However, the review taught lessons that corruption was the major problem and main factor contributing to the negative police image. It is quite disturbing to see such statistics for an institution which is a law enforcing agency and suppose to be in the fore front fighting this scourge. Questions begin to rise whether the police are only interested in policing the general public and not themselves.

In 2007, Michael B. Nkaka carried out a study entitled 'Police Reforms, Restructuring and the Police Human Rights Records: A case study of Lusaka and Kafue Districts'. In his study he wanted to find out why and examine the factors that explain the failure of Police Reform Programmes. In his objectives, it seems there was no attempt at addressing public perception. This study will not focus on Police reforms but will focus on general public perception of the performance of the Zambian Police in the fight against crimes relating to property. Further, though Michael B. Nkaka found that Police perceptions are negative in Lusaka and Kafue, this might not be the case in Kitwe, where this study is supposed to be carried out. Nkaka cited the following as some of the many reasons for the negative public image of the police; corruption, poor response to reports due to lack of logistics and poor work culture, over detention, illegal detention, torture, poor police housing, poor salaries, shortage of manpower. He also restricted himself to examining the policing trends from 1964 to 2004 but did not cover the period 2005 to 2010. In his literature review, he maintained that his focus will be on Police Reforms in Zambia Human Rights and factors that hamper police reforms to succeed.

Mpongwe Gabriel (2005) in his research entitled, 'Perceptions of Minibus Operators on Traffic Police Corruption in Lusaka' found that the majority of the respondents, including mini bus operators acknowledged that traffic police corruption does exist in Lusaka and that it is very high. However, most of the respondents seemed to point out that, economic hardships were the cause of this police corruption. The respondents felt that the cost of living, lower salaries and

poor working conditions for both the police and the mini bus operators, and also higher taxes and penalty fees were some of the reasons for police corruption. In short they blamed lack of trickledown effect of the economic growth benefits. Most of the officials from organizations fighting corruption, viewed the poor professionalism and institutional arrangement in the enforcement of traffic regulations, as well as the lack of seriousness in the political stance to curb this form of corruption. This study further revealed that traffic police corruption affected mini bus operators negatively rather than positively. Despite the contradictory perception that, traffic police officers merely assist the mini bus operators, it was evident that this nature of corruption reduces cashing and also causes job insecurity for mini bus drivers and conductors. It further inculcates a culture of not having regard for the law while undermining both personal and institutional integrity of the police officers. In other ways, traffic police corruption increases the cost of operations among mini bus operators.

However, the study also revealed that, the lack of actions among reported culprits, difficulty in proving corruption and fear of future intimidations were the major drawbacks in reporting traffic police corruption acts. This is further worsened by another fear of losing business time in reporting since the anti corruption enforcement agencies are not easily accessed in convenient strategic places. Other avenues behind the silence in reporting traffic police corruption is its acceptance as an adopted and adapted way of life, as a means to make the ends meet in this business.

In this study it was also revealed that, all mini bus drivers and most officials fighting corruption felt that, the current anti corruption measures are not effective and only a handful of traffic police officers had a contrary view. The study also found that, despite the magnitude and diversity of this problem, there was no close monitoring of activities of traffic police officers, while the corruption enforcing agents are not conspicuously positioned for reporting accessibility. There was lack of a legal institutional platform from within which Non Governmental Organisations could have a jurisdiction to effectively complement the fight against this form of corruption. Government political will is the hallmark to facilitate such a platform.

Since combating corruption is not only about enforcing and arresting the culprits, it was unanimously felt that, increasing salaries and improving police working conditions, introducing commission benefits on traffic penalty revenue collections and standardized reductions of penalty fees should be undertaken. A reduction in the number of road blocks, especially during pick hours was also felt as benefiting by all the respondents at large. Despite this study looking at public perceptions, it concentrated on traffic police corruption but the research did not focus on corruption but various issues affecting police service delivery in crime related offences. Even in this review it seems corruption is the major factor contributing to the negative perception of the police traffic in Lusaka.

Gabriel Mwanamwalye wrote an article in the Sunday Post newspaper dated 27, November, 2011, entitled, 'Plight of the Police'. The author started by talking about the three point she picked from the speech by the former Vice President George Kunda in parliament concerning the status quo of the Zambia Police Service, which included;

- (a) Zambia has gone back to the police state because of the way in which the police is conducting its operations.
- (b) The police officers are not observing and respecting human rights.
- (c) There is need to retrain police officers in Zambia.

Mwanamwalye started by criticising George Kunda that if he was insinuating that the Patriot Front was to blame vis-a-vis the status quo in the Zambia Police Service, then his accusations were misplaced. He stated that as far as he can recall, the police has been the same during the epochs of Kenneth Kaunda, Fredrick Chiluba, Levy Mwanawasa and Rupiah Banda. In his article he claimed that the police have always been the puppet of the government. Even if the name of the police was changed from police force to police service, the mentality of the police has remained the same. He wrote that the police service is nonexistent hence what we have is a police force. He went further to contrast between a force and a service. He defined a force as one which can be directed by the powers that be to irrationally carry out an operation regardless of the results. He claimed that force does not dialogue; it is the puppet of the government. He gave examples of the Mongu killings, the gassing of the soccer fans in Mazambuka and the beating of

the innocent citizens by the police and cadres during the campaigns period prior to the September 20, 2011 tripartite elections. He defined service on other hand as friendly to society and carries out its operations in a much more rational manner. The aim of the service is to attain a peaceful and orderly society by providing guidelines, protecting society and enforcing the law. A service gives room to dialogue. He accepted in his article that the police service needs reorientation though he seemed critical with George Kunda's sentiments. He stated that the training the police needs is to make men and women in uniform to have an intrinsic paradigm shift from being a force to being a service. The author stated that this can be a reality if the government of the day will have no more control of the service. He blamed the existence of the force on two reasons;

- (a) The government has total control over the police service, and
- (b) That the conditions of service for the ordinary police officer s are unbearable but they are bearable for the inspector general of police and his colleagues who are privileged to wear white shirts. An ordinary police officer is a laughing stock of his or her counter parts from Zambia Air force, Zambia Army and Zambia National Service.

He pointed out that there are many frustrated officers in our country than motivated ones, this he learnt from the opportunities he had to interact with some police officers and discussed many issues affecting their lives. He gave the following reason as the source for their frustrations:

- (a) Unbearable working environment; most of the police stations or posts in rural areas, towns and shanty compounds leave much to be desired. Some of them are not worthy to be offices because of the offensive odour from dilapidated police toilets and poorly ventilated police cells. Furthermore, there is no proper furniture and modern equipment in police offices. He gave an example of John Lumbwe who is the officer in charge at one of the riverside police posts in Kitwe who bemoaned the deplorable conditions of the police post on Zambia National Broadcasting Television on 24th November 2011 that the roof was falling, toilets were in despicable state and understaffing was the order of the day.
- (b) Housing and Accommodation; he stated that some of the houses in the police camps are inhabitable. Some of them were built before or just after independence and have never

been painted or worked on for many years. He gave an example of Chongwe, where there is no police camp and officers are paid k270,000 as housing allowance.

- (c) Poor salaries; the police are among the lowest paid civil servants in the country and yet they work for long hours in very dangerous circumstances. He stated that he was disappointed to hear from a police officer (a prosecutor) in Kafue that he gets one million seven hundred thousand kwacha(K1.7 million). From this amount he must get his transport to and from Lusaka, pay electricity and water bills, pay for his children's education and health facilities.
- (d) Very unclear policy on further studies; those police officers who join the service with minimum academic qualifications risk remaining in the service without significant promotion because they cannot manage to go for further studies due to very unclear policies in furthering one's education and lastly,
- (e) Uniform allocation; he stated that according to the police standing orders each officer is supposed to get full uniform gear after six months. Those in plain clothes must also get suits every January and an allowance for clothes. This is only on paper. He stated that some of the police uniforms are very pathetic, right from head gear to shoes. How can someone be motivated if the uniform makes him or her look like an ancient piece in a museum? He claimed that the above mentioned conditions have given birth to survival instincts in the police service such as mounting illegal roadblocks, accepting bribes, conniving with criminals, use of vulgar language because of frustration. According to the author the problems the police service is facing are as a result of lacking a 'mouth piece'. He stated that maybe it is high time the police service in Zambia came up with a union as its mouth piece like their counter parts in South Africa. The author of this article did not carry out a scientific research to come up with these findings but was just talking to friends in the police service. Mwanamwalye helped to recognize the need to involve the police in the survey carried out as he outlined the various constraints the police face in their operations to avoid bias. This would enable one collect views from the police officers who are on the ground in fighting crime and those in administrations.

METHODOLOGY

The study used both the quantitative and qualitative approaches. A quantitative approach derives meaning from aggregation and adds more meaning and a convincing base to data. In this approach the researcher wanted to find a way of how to quantify things by translating the results into mathematical or numerical terms. This approach was used where the researcher asked close ended questions, while the qualitative approach was used where open ended questions were asked. The qualitative approach was aimed at getting an in-depth understanding of the phenomena, rather than a surface description. However, this approach relied on the power of description and illustration.

SAMPLESIZE

The sample size constituted 200 respondents, broken down to 150 members of the general public and 50 Police Officers.

SAMPLEAREA

This survey was done in Kitwe District and was mainly concerned with the public perception of the performance of the Zambia Police Service to fight crimes relating to property. Kitwe District was chosen because it is one of the fastest growing towns or cities in Zambia; hence one may conclude that there was frequent contact between the public and the Police. Since the research was concerned with public perception of the performance of the Zambia Police, it was cardinal to carry out the survey where there was frequent contact between the public and the police. The city has a total population of 522,092 comprising of 260,216 males and 261,876 female, as of 2010 population census report.

SAMPLINGDESIGN

The study constituted two study groups namely, target groups A and B.

Target Group A

This was the main target group which comprised members of the general public. They were selected by using stratified and simple random sampling. The population was divided into strata,

in terms of high, medium and low density residential areas. The researcher picked one of each identified residential areas using a raffle and selected 50 people from each area. There was a gender balance of a 1:1 ratio. These respondents or participants were picked from these residential areas using simple random sampling, where a street was picked using a raffle, every 5th house was selected. For every female in the first house, the researcher picked a male in the next house. This was aimed at reducing bias and offer equal chances to the general members of the public who were sampled to be interviewed.

Target Group B

To avoid being biased, the researcher included Police Officers who were asked to assess and rate their own performance and got views from them of what they thought should be done to improve or enhance their performance.

DATA COLLECTION

Secondary data were used in the literature review and background in order to have an overview and identify areas or aspects to examine. These sources of data were used to back some of the findings where there was need. Books, Zambia Police Annual Reports and International Reports on policing were helpful.

Oral interviews were the main source of data. It was collected by conducting structured interviews schedules. Questionnaires with closed and open ended questions were administered to the members of the general public and the Police Officers. Questionnaires were prepared in advance before commencing the exercise of data collection. Qualitative data was collected from all respondents to find out what they thought should be done to improve and enhance police performance and the reasons they had for their perception of the police performance. Quantitative data were collected where closed ended questions were used. The respondents were asked to rate police performance and responses which make measurement on an ordinal level.

DATA ANALYSIS

Quantitative data were analysed using Statistical Package of Social Science (SPSS), while qualitative data were analysed manually in form of explanations, descriptions and interpretation.

ETHICAL CONSIDERATION

Respondents were assured of confidentiality of their identity and any personal information availed to the researcher.

SUMMARY

This chapter has provided the background information needed to understand the nature of this study. The chapter has provided the statement of the problem, research questions and objectives and it has also highlighted on the purpose of the study research, catchment area or site. It has also provided the conceptual framework governing this study. The chapter has further reviewed some literature related to public perceptions of the Police. It has established the importance of positive public perception of the police. It is evident that the research design used for this study was both qualitative and quantitative. This chapter has also discussed the instruments which were used to collect and analyse data including the catchment area. It was also stated that qualitative data was analysed manually in form of explanations, descriptions and interpretations, while quantitative data was analysed using statistical package of social sciences (SPSS).

CHAPTER TWO: PRESENTATION OF THE RESEARCH FINDINGS

Public Perceptions of the Performance of the Zambia Police Service in Meeting Public Expectations

Introduction

The chapter examined the public perception of the performance of the Zambia Police Service in meeting public expectations and also police outcomes which include solving and preventing crime. It first looks at the characteristics of the respondents. The characteristics of the respondents were divided into two, namely for the 150 members of the general public and for the 50 Police Officers sampled from different stations within Kitwe which brought the total sample to 200. These respondents became the total sample used for analysis throughout the study. It was important to look at these characteristics as the study further analysed whether or not age, gender, educational level, income and rank of officers had any effect on public perceptions.

AGE DISTRIBUTION OF THE SAMPLE

Table 2.1.1: Age distribution of the members of the general public

Age	Frequency	Percentage
18-25 years	24	16
26-35 years	45	30
36-45 years	52	34.7
46-55 years	18	12
Over 55 years	11	7.3
TOTAL	150	100

Table 2.1.2: Age distribution of the police officers

Age	Frequency	Percentage
18-25 years	7	14
26-35 years	21	42
36-45 years	16	32
46-55 years	6	12
TOTAL	50	100

The significance of age in the study was that, the perceptions of the performance of the police was expected to be well understood by the older or senior members of society as they are better positioned in articulating and analysing the performance of the police. As seen from table 2.1, the age was distributed as follows for the general members of the public; 24 respondents were aged between 18-25yrs representing 16%, 45 respondents were aged between 26-35yrs representing 30%, those aged between 36-45yrs were 52 representing 34%, while 18 were aged between 46-55yrs representing 12% and 11 were over 55yrs representing 7.3% . Also as seen from table 2.2, the age was distributed as follows for the Police Officers; those between the age 18-25yrs were 7 representing 14%, 21 were aged between 26-35yrs representing 42%, while 16 were aged between 36-45yrs representing 32% and 6 were aged between 45-55yrs representing 12%.

SEX DISTRIBUTION OF THE SAMPLE

The sex was distributed on 1:1 ratio so as to give equal chance to both male and female in both categories. This also enabled the researcher to compare how the male and female perceive the performance of the Police in Kitwe.

EDUCATIONAL LEVEL OF THE SAMPLE

Table 2.1.3: Education level of the respondents from the general Public

Education level	Frequency	Percentage
Primary	22	14.7
Secondary	60	40
College	43	28.7
University	25	16.7
TOTAL	150	100

Table 2.1.4: Education level of the Police Officers

Education	Frequency	Percentage
Secondary	33	66
College	10	20
University	7	14
TOTAL	50	100

In this research, education level was a very important variable because, the more one was educated, the more knowledge one was expected to have and hence the better positioned he or she was, for analysis and articulation of perception of police performance or understanding societal problems. Furthermore, education enlightens and enhances awareness of ethical behaviour in the day to day operations of the Zambia Police Service. With regard to educational level, for the members of the public 22(14.7%) attained primary education, 60(40%) attained secondary education, 43(28.7%) attained college education and 25(16.7%) attained university education. Whilst for the police officers the education distribution was as follows; 33(66%) attained secondary education, 10(20%) attained college education and 7(14%) attained university education.

MARITAL STATUS OF SAMPLE

Table 2.1.5: Marital status of the respondents from the general public

Marital Status	Frequency	Percentage
Single	40	26.7
Married	83	55.3
Divorced	12	8
Widowed	15	10
Total	150	100

Table 2.1.6: Marital status of Police Officers

Marital Status	Frequency	Percentage
Single	9	18
Married	36	72
Divorced	4	8
Widowed	1	2
TOTAL	50	100

Out of the 150 members of the general public sampled, 40(26.7%) were single, 83(55.3%) were married, 12(8%) were divorced and 15(10%) were widowed. While out of the 50 police officers interviewed, 9(18%) were single, 36(72%) married, 4(8%) divorced and 1(2%) was a widow.

MONTHLY INCOME FOR THE SAMPLE

Table 2.1.7: Monthly Income for the respondents from the members general public

Income	frequency	Percentage
Below K1,000,000	56	37.3
K1,000,001-K2 million	36	24
K2,000,001-K3 million	30	20
Above K3,000,000	28	18.7
TOTAL	150	100

Table 2.1.8: Monthly Income for the Police Officers

Income	Frequency	Percentage
Between K1m- K2m	31	62
K2,000,001-K3m	17	34
Above K3 million	2	4
TOTAL	50	100

The monthly income for the members of the public was distributed as follows, 56(37.3%) below k1 million, 36(24%) ranged between k1 000 001 and k 2 000,000, 30(20%) ranged between k 2 000,001 and k3 000,000 and 28(18.7%) above k3million. On the other hand the income for police officers was as follows; 31(62%) ranged between k1million and k2million, 17(34%) ranged between k 2, 000,001 and k3million and 2(4%) over 3million. These figures were before re-basing of the currency. After re-basing 1 million kwacha becameK1 000, K2 000,000 became K2 000 and K3 million became K3 000.

EMPLOYMENT STATUS OF THE SAMPLE

Table 2.1.9: Employment status of the respondents from the members of the public

Employment Status	Frequency	Percentage
Employed by Government	20	13.3
Private	54	36
Self Employed	40	26.7
Unemployed	32	21.3
Retired	4	2.7
TOTAL	150	100

Of the total number, 20(13.3%) were employed by the government, 54(36%) were employed by the private sector, 40(26.7%) were self employed, 32(21.3%) were unemployed and 4(2.7%) were retired. There was no need to do the same for the officers since it was known that they are all employed.

TABLE 2.1.10: RANK FOR THE POLICE OFFICERS

Ranks	Frequency	Percentage
Superior Officers	5	10
Subordinate Officers	15	30
Other Ranks	30	60
TOTAL	50	100

Out of the officers sampled, 5(10%) were superior officers, 15(30%) were subordinate officers and 30, representing 60%, were other ranks.

POLICING OUTCOMES

MEETING PUBLIC EXPECTATIONS

Table 2.11: Public Perceptions of the Performance of the Zambia Police Service in Meeting Public Expectations in Kitwe

Under this chapter, the researcher endeavoured to present findings with regard to the public perception of the performance of the Zambia Police Service in meeting public expectations. To this end, respondents were asked to state whether or not they felt that the Zambia Police Service was meeting the expectations of the Public.

Responses	Frequency	Percentage
Yes	51	34
No	96	64
Not Sure	3	2
TOTAL	150	100

Of the 150 respondents interviewed 51(34%) admitted that the Zambia Police Service was meeting public expectations while 96(64%) denied. To this effect, the study established that most members of the public felt or perceived that the performance of the Zambia Police in Kitwe was not meeting expectations of the public. In order to probe this further the 51 respondents who admitted that the Zambia Police Service was meeting public expectation were asked to rate the effectiveness of the Police in Kitwe in meeting public expectations and the results were as the table below shows.

Table 2.12: Public Rating of the Effectiveness of the Zambia Police Service in Meeting public Expectations in Kitwe

Responses	Frequency	Percentage
Not Effective	8	16
Fairly Effective	36	70
Effective	7	14
TOTAL	51	100

In response, out of the 51 respondents, 8of them, representing 16%, stated that the police service was not effective; while 36, representing70%, stated that the police service was fairly effective and 7(14%) stated that the Zambia Police Service was effective. For this reason, the study

deduced that, the general perception of the performance of the Zambia Police Service in Kitwe was very poor, as only 7(14%) rated it to be effective, while none of the respondents rated the performance to be very effective.

Members of the public were asked why they thought the police were not performing up to the expectations of the public and the following reasons were prominent: corruption was cited to be very high within the Zambia Police Service and members of the public were of the view that this maybe was due to the following reasons: poor remuneration of the police service and high cost of living, greedy police officers, as they are seen associating with jail boys or Jarabos (jail boys who are involved in illegal copper dealings) who usually give them money, thus the police end up being compromised.

Some were of the view that police officers like begging for transport, fuel and stationary from complainants and suspects, hence maybe compromised by either the suspect or complainants, thus may end up not being fair when dealing with complaints.

Furthermore, some respondents attributed this to lack of adequate funding from the government, hence they lack logistics to meet public expectations. However, some respondents said that Zambia Police Service always complains of shortage of manpower, though sometimes when the President visits or when quelling demonstrations, manpower is always available.

Some also attributed the shortage of manpower to the following reasons; that the population and townships were increasing but the number of police officers, police stations and posts are not increasing at the same pace. Others stated that the police officers in Kitwe are seen guarding private institutions where they are paid and manning traffic check points, hence leaving few officers to attend to the community, thus leading to slow response to reports, lack of street patrols and lack of visiting scenes of crime or take too long to visit the scenes of crime. Furthermore, some respondents attributed this to lack of professionalism in the police service in Kitwe, maybe due to lack of ethics, rules and regulations to instil discipline and that senior officers are also compromised by corrupt officers within the system hence do not take action against erring officers.

Political interference was also cited by some of the respondents and blamed this on lack of independence of the office of the Inspector General of Police because this person is hired and fired at any time, thus fails to act when the hiring powers are on the wrong side. Others blamed the lack of seriousness by the government to equip the police service with all the necessary logistics, and the complex bureaucratic procedures in reporting erring officers and dealing with cases. Others blamed the recruitment and promotions procedures in the Zambia Police Service as the cause of poor performance. They said that there are some hard working officers but they have never been promoted, maybe due to corruption, favouritism, nepotism and tribalism in the recruitment and promotion procedures.

The study went further to examine if age, income, educational level and sex had any effect on public perceptions of performance of the Police in meeting public expectations as shown in the table on the next page.

Table2.13: Meeting Public Expectations by respondent’s Age

Age	Meeting Public Expectations			Total number of respondents
	Yes	No	Not Sure	
18-25 years	8	16	0	24
26-35 years	16	29	0	45
36-45 years	15	36	1	52
46-55 years	7	11	0	18
Over 55 years	5	4	2	11
TOTAL	51	96	3	150

Out of 24 respondents who were aged 18-25years sampled, 8 (33%) admitted that the performance of the police service in Kitwe was meeting public expectations as compared to 16 (67%) respondents who denied. This established that more young people sampled perceived the police performance not to be meeting public expectations. Furthermore, most of those aged between 26-35years, 29 (64%) denied that the police in Kitwe were meeting public expectations, while 16 (36%) admitted that they were doing so, out of the 45 sampled. This was the same for the other two categories as those between 36-45years, 15 (29%) admitted, 1 (2%) was not sure and 36 (69%) denied that the police in Kitwe were meeting public expectations. Also it was seen that most respondents of those aged between 46-55years 11(61%) held the view that the police were not meeting public expectations in Kitwe, as compared to only 7 (39%) who thought otherwise out of the 18 sampled. It was only different for the last category, as the table above shows that out of the 11 respondents above 55years 5(46%) held the view that the police in Kitwe were meeting public expectations, as compared to 4 (36%) who denied it, while 2 (18%) of them were not sure. The study revealed that most respondents regardless of their age perceived the performance of the police in Kitwe not to be meeting public expectations.

Table2.14: Meeting Public Expectations by Respondent’s Gender

Sex	Meeting Public Expectations			Total number of respondents
	Yes	No	Not Sure	
Male	28	44	3	75
Female	23	52	0	75
Total	51	96	3	150

Out of 96 respondents who held the view that the Zambia Police Service in Kitwe were not meeting public expectations, 52 (54%) of them were female, while only 44 (46%) of them were male and out of the 51 respondents who stated that the police service in Kitwe were meeting public expectations, 28 (55%) were males, while 23 (45%) were females. Also out of the 75 males sampled 28 (37%) admitted that the police were meeting public expectations, 44 (59%)

stated otherwise and 3 (4%) were not sure. Out of the 75 females sampled 52 (69%) of them denied that the police service were meeting public expectations, while 23 (31%) of them admitted that the police were meeting public expectations.

Thus the study established that more female respondents perceived the police officers as not performing well to meet public expectations compared to their male counterparts.

Table2.15: Meeting Public Expectations by respondent’s level of Education

Education level	Meeting Public Expectations			Total number of respondents
	Yes	No	Not Sure	
Primary	6	15	1	22
Secondary	25	34	1	60
College	14	28	1	43
University	6	19	0	25
Total	51	96	3	150

There was no significant difference in responses between those that were more educated and less educated, as seen from the above table. In all categories there were more respondents who denied that the Zambia Police Service in Kitwe were meeting public expectations.

The study established that the perceptions were more negative than positive in all the categories of education level. For example out of the 22 respondents who attained primary education 15 (68.2%) stated that the police service was not meeting public expectations, while only 6 (27.3%) stated that the police service was meeting public expectations and 1 (0.5%) was not sure; out of

the 60 respondents who attained secondary education 34 (57%) denied while 25 (41%) admitted and 1 (2%) was not sure when asked to state whether or not the police performance was meeting public expectations. Out of the 43 respondents who attained college level education, only 14(33%) held the view that the police service performance was meeting public expectations, while 28 (65%) denied that view and 1 (2%) was not sure. Even the 25 university level respondents sampled, 19 (76%) denied that the police performance was meeting public expectations, as compared to only 6 (24%) who stated otherwise.

The study established that regardless of the education level, most respondents perceived the performance of the police service not to be meeting public expectations.

Table 2.16 Meeting Public Expectations by respondent’s level of Income

Monthly Income	Meeting Public Expectations			Total number of respondents
	Yes	No	Not Sure	
Below K1 m	18	36	2	56
K1,000,001-K2m	17	18	1	36
K2,000,001-K3m	8	21	0	29
Above K3m	8	21	0	29
Total	10	137	3	150

The study went further to probe public perceptions of the performance of the Zambia Police Service in meeting public expectations by respondent’s income and it was revealed that in all categories the majority of the respondents held the view that the police were not meeting public expectations. As it can be seen from the above table that out of 56 respondents who netted income below 1 million Kwacha, 36 (64%) of them denied that the police were meeting public

expectations, while 18 (32%) of them admitted that the police were meeting public expectations, whereas 2 (4%) were not sure. It was also revealed that out of 36 respondents interviewed who netted income between K1, 000, 000 and K2 million, 18 (50%) of them were of the view that the police were not meeting public expectations, while 17 (47%) of them stated otherwise and 1(3%) was not sure. In the last income brackets the results were similar as it can be seen that out of 29 respondents in both brackets 21 denied that the police were meeting public expectations while 8 admitted. The study, therefore, established that regardless of the income netted most respondents denied that the police were meeting public expectations.

Overall, the study revealed that most respondents from the general public perceived negatively the performance of the Zambia Police Service in meeting public expectations regardless of their age, education, income and gender. The study went further to examine the public perceptions of the performance of the Zambia Police Service in preventing crime which is one of the policing outcomes.

PREVENTING CRIME

Table 2.17: Public Perception of the Effectiveness of the Zambia Police Service in Preventing Crime

Responses	Frequency	Percentage
Yes	10	6.7
No	137	91.3
Not Sure	3	2
Total	150	100

In order to examine the public perception of the effectiveness of the Police in preventing crime in Kitwe, respondents were asked to state whether the police were effective in preventing crime. Of the 150 respondents interviewed using structured questionnaires, 10(6.7%) held the view that the

Zambia Police Service in Kitwe was effective in preventing crime, while 137(91.3%) denied that the police service was effective in preventing crime and 3(2%) of them were not sure.

The study went further to ask the respondents who stated that the police service was effective in preventing crime to rate the effectiveness of the police in preventing crime. Out of the 10 who admitted the police were effective in preventing crime, 4(40%) rated the effectiveness as poor and 6(60%) rated it as good. From the study it seems to be clear that the general perceptions of the effectiveness of police in preventing crime in Kitwe were negative. The respondents were further asked to give possible reasons for such poor performance and they gave various reasons of which some were similar to those given on why they are failing to meet public expectations. Some of the reasons included the following;

- Lack of patrols of the streets which was attributed to shortage of manpower, transport, fuel, and other logistics. However, they pointed out that even if the police are fond of complaining of manpower they are usually seen guarding private institutions such as banks and when it came to traffic duties it seems the police have no man power problems.
- Lack of cooperation and help from the members of the public who sometimes keep criminals in the communities they live. Some also said that the police are not funded adequately to enable them extract information from the public.
- Police officers are fond of begging for money from members of the public. Sometimes police have ended up begging from criminals who usually need favors.

The study went further to investigate if age, sex, education and income had any effect on the public perceptions of the effectiveness of Zambia Police Service in Prevention of crime in Kitwe.

Table2.18: Public Perception of the Effectiveness of the Zambia Police Service in Preventing Crime by respondent’s Age

Age	Preventing Crime			Total number of respondents
	Yes	No	Not Sure	
18-25 years	2	22	0	24
26-35 years	3	42	0	45
36-45 years	2	49	1	52
46-55 years	1	17	0	18
Over 55 years	2	7	2	11
Total	10	137	3	150

It can be seen from the above table that the majority of the respondents, regardless of the age, stated that the Zambia Police Service was not effective in preventing crime when they were asked to state whether or not the Zambia Police Service was effective in preventing crime. Out of the 150 respondents of various ages, 137 denied that the police were effective in preventing crime, only 10 of them admitted and 3 were not sure. For instance out of 24 respondents who were aged between 18-25 years, 22(92%) of the denied that the police in Kitwe were effective in preventing crime while only 2(8%) admitted that the police were effective in preventing crime; out of 45 respondents sampled who were aged between 26-35 years 42(93%) of them denied that the police were effective in preventing crime compared to only 3(7%). Even those who were aged between 36-45 years 49(94%) out of the 52 sampled denied that the police were effective in preventing crime, whereas only 2(4%) admitted that they were effective and 1(2%) was not sure. Out of 18 respondents sampled aged between 46-55 years 17(94%) denied, while 1(6%) admitted that the police were effective in preventing crime, and out of 11 respondents aged over 55 years 2 (18%) held the view that the police were effective in preventing crime, 2 (18%) respondents

were not sure and 7 (64%) held the view that the police were not effective in preventing crime. It may be said, therefore, that the study deduced that all ages, whether old or young, perceived the effectiveness of the Zambia Police Service in preventing crime negatively.

Table2.19: Public Perception of the Effectiveness of the Zambia Police Service in Preventing Crime by Respondent’s Gender

Sex	Preventing Crime			Total number of respondents
	Yes	No	Not Sure	
Male	5	67	3	75
Female	5	70	0	75
Total	10	137	3	150

Respondent’s sex had no effect on the public perceptions of the police as the majority of the respondents (137), whether male or female, perceived the police in Kitwe not effective in preventing crime and only 10 stated that the police were effective when asked to indicate whether or not the police are effective in preventing crime, and 3 were not sure. Out of the 75 female respondents sampled 70(93.3%) denied, only 5(6.7%) admitted that they were effective. Out of the 75 male respondents sampled 67(89.3%) of them denied that the police were effective in preventing crime, 5(6.7%) admitted that the police were effective in preventing crime, and only 3(4%) were not sure. It can, therefore, be said that the study deduced that regardless of the respondent’s gender, most of the respondents were of the perceived that the police in Kitwe were not effective in preventing crime.

Table2.20: Public Perception of the Effectiveness of the Police in Preventing Crime by respondent's level of Education

Education level	Preventing Crime			Total number of respondents
	Yes	No	Not Sure	
Primary	1	20	1	22
Secondary	7	52	1	60
College	2	40	1	43
University	0	25	0	25
Total	10	137	3	150

Education also seems not to have any effect of the perceptions of the Zambia Police Service in Kitwe. As can be seen from the above table, all categories of education, majority of respondents 137 (91.3%) denied that the police service was effective in preventing crime when they were asked a question to indicate whether or not the Zambia Police was effective in preventing crime, while only 10 (6.7%) admitted and only 3 (2%) were not sure. Out of the 22 respondents who attained primary education 20 (91%) held the view that the police service was effective in preventing crime compared 1 (4.5%) who did not think that the police were effective and 1 (4.5%) was not sure. Out of the 60 who attained secondary school, 52 (87%) did not think that the police in Kitwe were effective in preventing crime, while 7 (11.6%) thought that the police were effective and 1 (1.4%) was not sure. Out of the 43 college educated respondents 40 (93%) stated that the police were not effective in preventing crime, 2 (4.7%) of them stated that the police were effective in preventing crime and 1 (2.3%) was not sure. And for those who attained university education, out of the 25 sampled, all of them did not think that police in Kitwe were effective in preventing crime. The study, therefore, deduced that most respondents, regardless of their education level, did not think that the police were effective in preventing crime.

Table2.21: Public Perception of the Effectiveness of the Zambia Police Service in Preventing Crime by Respondent’s level of Income

Monthly Income	Preventing Crime			Total number of respondents
	Yes	No	Not Sure	
Below K1 m	8	46	2	56
K1,000,001-K2m	1	34	1	36
K2,000,001-K3m	0	29	0	29
Above K3m				
Total	1	28	0	29
	10	137	3	150

Regardless of the respondent’s level of income, most of them perceived that the police in Kitwe were not effective in preventing crime. Out of the 56 respondents sampled who were getting less than 1 million kwacha, 46(82.1%) of them thought that the police in Kitwe were not effective in preventing in crime, while 8 (14.3%) thought that the police were effective and 2(3.6%) were not sure; 34 (94%) out of 36 respondents sampled netting income between 1,000,001-2 million kwacha did not think that the police were not effective in preventing crime,1(3%) thought otherwise and 1(3%) was not sure. 29 out of 29(100%) who were netting income between 2,000,001-3 million kwacha denied that the police were effective in preventing crime, and 28 (97%) out of 29 respondents who were netting income above 3 million kwacha denied that the police were effective in preventing crime as compared to only 1(3%) who admitted that they were effective.

The study further revealed that most respondents from the general public regardless of their age, gender, education level and monthly income perceived negatively the performance of the Zambia Police Service in Kitwe in preventing crime.

SOLVING CRIME

Table2.22: Public Perception of the Effectiveness of the Zambia Police Service in Solving Criminal Cases

Responses	Frequency	Percentage
Yes	47	31.3
No	100	66.7
Not Sure	3	2
Total	150	100

In order to examine the public perception of the effectiveness of the Zambia Police Service in Solving Criminal cases in Kitwe, the respondents were asked to indicate whether or not the police in Kitwe were effective in solving criminal cases. Out of the 150 respondents interviewed, only 47(31.3%) stated that the police in Kitwe were effective in solving criminal cases compared to 100(66.7%) who stated that the police were not effective, and 3(2%) were not sure. Thus, the study established that the majority of respondents interviewed held the view or perceived that the police in Kitwe were not effective in solving criminal cases.

To probe further, respondents who perceived that the police in Kitwe were effective in solving criminal cases were asked to rate the effectiveness of the police in solving criminal cases. Out of the 47, who were affirmative, 32 (68.3%) of them, stated that the police effectiveness of solving criminal cases in Kitwe was good, while 13(27.7%), stated that it was poor and 2(4%) stated that the police effectiveness of solving criminal cases was very poor. From the results we can see that none of the respondents rated the effectiveness as very good.

The study revealed that the public perception of the effectiveness of the Zambia Police Service in Solving Criminal cases was negative, as most respondents denied that the police were effective in solving criminal cases.

The study went further to probe the reasons the public held for the failure of the police in solving criminal cases in Kitwe and the respondents from the members of the public gave various reasons. Most respondents said that the police service seem to lack logistics such as transport, fuel, stationary and forensic equipment such as cameras, equipment need to lift finger prints , foot prints and DNA facilities to examine these pieces of evidence found at the scene of crime to help solve or investigate the criminal cases.

Some respondents indicated that there was need to decentralise the forensic department to all Districts so that evidence can easily be organised and enable cases to be sent to court without delay. This has led officers to fail to solve complicated cases such as Burglary and theft cases which have no witness, robbery and so on, thus they end up being closed undetected. Some respondents said that due to lack of transport Police Officers take long to reach the scene of crime.

However, most respondents blamed corruption in the police service as the root cause of the failure to solve criminal cases. They said that culprits with a lot of money seem to be given police bonds but those with no money end up finding themselves in the prisons. Those with money even, if found with a case to answer, appeal and find themselves spending their jail sentences outside the prison.

Table2.23: Public Perception of the Effectiveness of the Zambia Police Service in Solving Criminal cases by Respondent’s Age

Age	Solving Crime			Total number of respondents
	Yes	No	Not Sure	
18-25 years	7	17	0	24
26-35 years	14	31	0	45
36-45 years	14	37	1	52
46-55 years	7	11	0	18
Over 55 years	5	4	2	11
Total	47	100	3	150

As can be seen from the table above out of the 24 respondents sampled from the general public aged between 18-25 years, 17(71%) of them denied that the police service in Kitwe was effective in solving criminal cases while 7(29%) admitted that the police were effective when they were asked to state whether or not the Zambia Police Service in Kitwe was effective in solving criminal cases. For those aged between 26-35 years, 31(69%) of them did not think that the police in Kitwe were effective in solving criminal cases compared to 14(31%)who thought that the police were effective out of the 45 sampled. Of the 52respondents aged between 36-45 years, 37(71%) of them did not think that the police in Kitwe were effective in solving criminal cases, while 14(27%) thought the police were effective and 1(2%) was not sure. This was similar even for those who were aged between 46- 55 years as out of 18respondents sampled 11(61%) of them denied that the police were effective in solving criminal cases while 7(39%) stated that the police were effective. However, those who were aged over 55 years, out of the 11 sampled 5(45.5%) of them did perceive the police to be effective in solving criminal cases, 4(36.4%) perceived the

police to be effective and 2(18.1%) were not sure. However, the survey revealed that most of the respondents in most age categories perceived negatively the effectiveness of solving criminal cases of the Zambia Police Service in Kitwe apart from only those who were above 55 years.

Table2.24: Public Perception of the Effectiveness of the Zambia Police Service in Solving Criminal cases by Respondent’s Gender

Sex	Solving Crime			Total number of respondents
	Yes	No	Not Sure	
Male	23	49	3	75
Female	24	51	0	75
Total	47	100	3	150

The study went further to probe if the sex of respondents had any effect on the public perception of the effectiveness of the Zambia Police Service in solving criminal cases. The study revealed that out of the 75 male respondents sampled, 49(65%) of them did not perceive the police in Kitwe to be effective in solving criminal cases compared to 23(31%) who perceived the police to be effective and 3(4%) were not sure. This was similar even for the female respondents but there were a little more females than males who did not perceive the police service in Kitwe to be effective in solving criminal cases as out of 75 female respondents sampled 51(68%) of them stated that the police were not effective while only 24(32%) who stated that the police service was effective. The study, therefore, revealed that there were no significant differences, based on gender regarding the respondents’ perception of the effectiveness of the police in Kitwe in solving criminal cases.

Table2.25: Public Perception of the Effectiveness of the Zambia Police Service in Solving Criminal Cases by Respondent’s Level of Education

Education level	Solving Crime			Total number of respondents
	Yes	No	Not Sure	
Primary	7	14	1	22
Secondary	23	36	1	60
College	12	30	1	43
University	5	20	0	25
Total	47	100	3	150

The study probed if the level of education had any effect on the public perception of the effectiveness of the Zambia Police Service in solving criminal cases in Kitwe district. The study revealed that most of the respondents, in all education levels, thought that the police were not effective in solving criminal cases (100 respondents) compared to only 47 respondents who thought that the police in Kitwe were effective in solving criminal cases and 3 were not sure out of the 150 sampled. Out of the 22 respondents sampled who attained primary education 1(4%) was not sure, 7(32%) of them did think that the police in Kitwe were effective in solving criminal cases and 14(64%) thought the police were not effective in solving criminal cases, while out of the 60 respondents who attained secondary education, 36(60%) stated that the police service in Kitwe were not effective in solving criminal cases compared to (38%) who stated that the police were not effective and 1(2%) was not sure. The gap even widened between those who perceived the effectiveness of the Zambia Police Service as positive and those who perceived it as negative when it came to those who attained college level education as 1(2%) was not sure, only 12(28%) perceived the police effectiveness of solving criminal cases positively and 30(70%) respondents perceived the police effectiveness in solving criminal cases negatively out of the 43 respondents sampled. Out of the 25 respondents sampled who attained university

education 20(80%) held the view that the police in Kitwe were not effective in solving criminal cases compared to only 5(20%) who held the view that the police were effective. Overall, the study noted that more respondents, regardless of their level of education, were of the view that police in Kitwe were not effective in solving criminal cases.

Table2.26: Public Perception of the Effectiveness of the Zambia Police Service in Solving Criminal Cases by Respondent’s level of Income

Monthly Income	Solving Crime			Total number of respondents
	Yes	No	Not Sure	
Below K1 m	18	36	2	56
K1,000,001-K2m	16	19	1	36
K2,000,001-K3m	6	23	0	29
Above K3m	7	22	0	29
Total	47	100	3	150

As can be seen from the above table, out of 56 respondents sampled who got monthly income below 1 million kwacha, 2 (4%) respondents were not sure, 18 (32%) respondents held the view that the police in Kitwe were effective in solving criminal cases and 36 (64%) of them were of the view that the police in Kitwe were not effective in solving criminal cases. While those who were getting a monthly income between 1,000,001 and 2 million kwacha, out of the 36 respondents sampled, 1 (3%) was not sure, 16 (44%) perceived that the police were effective in solving criminal cases and 19 (53%) stated that the police were not effective. Of the 29 respondents who were getting an income between 2,000,001 and 3 million kwacha, 23 (79%) of

them were of the view that the police were not effective in solving criminal cases and only 6 (21%) were of the view that the police were effective. Furthermore, out of the 29 respondents sampled who were getting more than 3 million kwacha, 22 of them denied that the police were effective in solving criminal cases representing 76% and only 7 admitted that the police were effective in solving criminal cases representing 24%. The study revealed that most respondents in all income levels held the view that the Zambia Police Service in Kitwe were not effective in solving criminal cases, thus, the level of income had no effect on the public perception of the Zambia Police Service effectiveness in solving criminal cases.

Overall the study revealed that the perceptions of police service in solving crime were negative regardless of age, gender, education level and income.

Actual Police Perceptions of the Performance of the Zambia Police in Meeting public Expectations and Police Rating of the Police Performance in Meeting Public Expectations in Kitwe

In order to avoid being biased the researcher also interviewed 50 police officers who were also given a chance to air their views on how they perceived their performance. The police officers who were interviewed were asked to indicate as to whether or not the police performance in Kitwe was meeting the public expectations. Out of the 50, the majority of the police officers 35 (70%) held the view that the police in Kitwe met the public expectations as compared to 15(30%) who held a contrary view. This may have been that the officers were biased and defensive in their responses, as this may explain why the researcher faced hostilities when collecting data such as refusal to be interviewed, resentment and being chased from some offices. In the follow up question police officers who stated that the police were meeting public expectations in the above question were asked to rate the performance of the police in meeting public expectations in Kitwe.

It was seen that out of the 35 police officers who held the view that the police were meeting public expectations, 18 (36%) of them rated the performance as fairly effective, 15 (30%) rated the performance as effective, while 2 (4%) rated the performance as very effective and the 15 (30%) did not answer this question because they held the view that the police were not meeting

the public expectations in the former questions. The above data also established that even among the police officers the perception of their performance is not very positive, as it can be seen that even those who indicated that the police were meeting public expectations, 18 rated the performance as fairly effective and only 15 rated the performance as effective.

Asked on what could have been the constraints faced by the Zambia Police Service in Kitwe in their operations, the prominent responses from police officers were as follows,

- Corruption due to poor conditions of service and poor working environment in the Zambia Police Service,
- Poor or inadequate funding to the Zambia Police Service by the government hence leading to; lack of logistics such as transport, stationary, fuel, uniforms, modern equipment in the department of forensic , lack of computers, shortage of manpower, poor infrastructure, limited number of police officers, police stations and post as compared to the increase of the population,
- Lack of capacity building and workshops,
- Lack of motivation due to poor condition of service and poor work environment to the extent that officers are told to use their initiatives to deliver services,
- Corruption, tribalism, and nepotism within the rank and file that is in promotions, transfers, deployments and accommodation,
- The funds meant for the operations of the Zambia Police Service do not trickle down to the districts, stations and posts maybe due to misappropriation of funds or greediness and
- Lack of excellent knowledge of security management.

The study went further to investigate if age, sex, education and rank of the police officers had any effect on the perceptions of the police officers. The study revealed that age had no effect on police officers' perceptions of the performance of the Zambia Police Service in meeting public expectations. This was the same for sex, rank and gender as it seemed that the police officers were defensive of their institution regardless of their age, sex, gender and rank. There was a minimal or small difference when it came to look at education and police perceptions of the performance of the Zambia Police Service in meeting public expectations. It was seen that out of 7 police officers sampled who attained University education 4 (60%) stated that the police

service in Kitwe were not meeting public expectations, as compared to 3 (40%) who admitted that the police were meeting public expectations but, however, in other categories of education most respondents admitted that the police service was meeting public expectations. Overall the survey established that police respondents held the view that the police performance was meeting public expectations.

Actual Police Officers' Perceptions of the Effectiveness of the Zambia Police Service in Preventing Crime in Kitwe

The researcher also interviewed 50 police officers to indicate whether or not the police in Kitwe are effective in preventing crime. Out of these, 35(70%) held the view that the police in Kitwe are effective in preventing crime and 15(30%) did not think that the police are effective in preventing crime. It was the same as responses given by police officers when asked whether or not the police in Kitwe were meeting public expectations. Even in this section the police officers seemed to be defensive and protecting their institution. This showed a positive perception among police officers of their performance in preventing crime. In order to probe this further the police officers who stated that the police in Kitwe were effective in preventing crime were asked a follow up question to rate the performance of the police in preventing crime.

Actual Police Officers Rating of Zambia Police Service Performance in Preventing Crime Kitwe

From the results, only 2(4%) of the police officers interviewed stated that the performance of police in preventing crime as very good, 29(58%) stated that the performance as good and only 4(8%) stated that the performance in preventing crime as poor. This actually shows, to some extent, that even within the police service, there are police officers who felt that they were not performing very well.

The study gave chance to the officers to outline the constraints they faced in preventing crime and they stated as follows:

- Corruption is high among officers,

- Poor funding by government, hence leading to lack of logistics such as, limited manpower, lack of vehicles, fuel, modern technology for effective communication in preventing crime,
- Due to lack some of the above logistics such as fuel and vehicles, police officers are compromised by law breakers because of begging for the logistics.
- Incompetence on the part of investigations sections because some officers are deployed to investigations section through corruptions, nepotism and tribalism,
- Poor cooperation from the members of the public,
- Increase in organized crime and white collar crime,
- Lack of patrols because most officers are detailed to guard private institutions and traffic check points,
- Lack of consultation from experienced officers and ineffective supervision because of corruptly promoted junior officers to supervisory ranks,
- Lack of retraining and reforms in the police training, for example in new methods of conducting investigations,
- Limited number of police officers, police stations and police posts as compared to increase of the population and townships and Poor response to reports

The survey further showed that regardless of age, sex, education and rank most respondents perceived that the performance of the Zambia Police Service in Kitwe in preventing crime was positive. The responses were very similar to those given when asked to state whether or not the police in Kitwe were meeting public expectations. Overall all the above mentioned variables had no effect on police perceptions of the performance of the Zambia Police Service in Kitwe in preventing crime. It seemed the police officers continued to be protective of their institution

Actual Police Perceptions of the effectiveness of the Zambia Police Service in Solving Crime in Kitwe

We have seen in the preceding sections in this chapter that most police officers perceptions of police performance in meeting public expectations and preventing crime were positive. It was the case even when it came to police officer's perceptions of police effectiveness in solving criminal cases as 35(70%) of the police officers were of the view that the police in Kitwe were

effective in solving criminal cases compared to only 15(30%) who stated that the police were not effective in solving criminal cases. This showed that most police officers felt that they, Zambia Police Service in Kitwe, were effective in preventing crime. Related to the above the police respondents who admitted that the police in Kitwe were effective in solving criminal cases were further asked to rate the effectiveness of the police in solving criminal cases.

Actual Police Officers Rating of the Zambia Police Service Effectiveness in Solving Criminal Case in Kitwe

29 (58%) police officers rated the performance of police service in solving crime as good, 4 (8%) rated the effectiveness of solving criminal cases as poor and only 2 (4%) rated the same as very good. The study established that most police officers rated the effectiveness of solving criminal cases as good and only 2 (4%) rated it as very good. The study went further to ask the police officers to highlight some of the problems they face as they carry out their duties in solving criminal cases and the most prominent were as follows;

- Most blamed high corruption for the poor performance of the Zambia Police Service,
- Poor funding from the government especially to vital sections like the forensic has led to the delay of justice in the name of gathering evidence. This also leads to lack of vital logistics such as transport, fuel, stationary , allowances for officers, adequate number of police officers and stations which much the increase in population and townships,
- Lack of decentralization of the forensic section to provinces, districts or stations if possible to enhance speedy solution to crime.
- Interference in certain cases of interest by superior officers and politicians thus denting the image of the police in Kitwe as corrupt or compromised politically.
- lack of training and workshops to inculcated new skills of how to solve crime,
- Failure by police to visit scenes of crime,
- Incompetence on the part of the investigators because some officers are deployed to the section through corruption, nepotism and tribalism,
- Lack of motivation due to poor conditions of service,
- Poor leadership within Zambia Police Service,
- Police officers leaking vital information to members of the public and

- Lack of cooperation from the members of the public, in the sense that members of the public sometimes do not disclose information to the police about law breakers who stay with them in the community, due to the lack of trust and confidence.

So far the data we have dealt with concerning police officers seems to indicate that the 35 police officers continued to be biased and defensive of their responses. This continued even when it came to probe whether or not age, sex, education and rank had any effect on the police officers perceptions and the survey revealed that age, sex, rank and education had no effect on the police officers perceptions.

There was a bit of difference when it came to probe whether or not one's education level had any effect on the police perception of the effectiveness of the Zambia Police Service in solving crime as it was revealed that out of the 7 respondents who attained university education level, 5 (71%) denied that the police were effective in solving crime as only 2 (29%) admitted that they were effective. This was one of the few categories where the survey revealed that most respondents denied compared to those who admitted that the police were effective in solving crime. However, out of the 10 police officers who attained college education level 7 (70%) admitted that the Zambia Police Service was effective in solving crime while only 3 (30%) denied that the police were effective. Out of the 33 respondents sampled who attained secondary school education 26 (79%) of them perceived that the police were effective in solving crime while only 7 (21%) denied that the police officers in Kitwe were effective in solving crime. The study revealed that in the last two categories dealt with the majority of the respondents admitted that the Zambia Police Service in Kitwe were effective in solving crime while a few denied that. Overall, the study revealed that regardless of the age, sex, education and rank most of the respondents were of the view that the police in Kitwe were effective in solving crime.

SUPPORTING LITERATURE/RESEARCH

The findings can be supported by a research done by Russel Bradley (1998) of Home Office Policing and Reducing Crime Research, Development and Statistic Department in London in which he looked at public expectations and perceptions of policing where he stated that if the police are to influence the views and expectations of these dissatisfied groups, it needs

specifically to focus on their interest and so build a working relationships with them. As our research found that poor funding was to some extent to blame for poor performance of the police in Kitwe so did Bradley Russel attributed such failure to lack of understanding of the public expectations by the police. He stated that for the police to better meet public expectations and know how they might influence and manage them, they need to understand and know the public expectations as the basis and guidance to police on reallocating of resources with a view to meet these expectations. In short the police should not be providing services which the police think the public needs or in a manner the police think would satisfy the public but instead they should cultivate working relationships with the public through educative, persuasive and reassuring communications skills in order to know the public expectations though the public views and allocate the resources towards meeting those expectations. (Bradley Russel library.npia.police.uk/./fprs96.pdf.).

SUMMARY

Under this chapter the study revealed that most respondents from the general public held the view that the performance of the Zambia Police Service in Kitwe was not meeting public expectations. Even most of those who stated that the performance of the police service was meeting public expectations rated the effectiveness of the police service in meeting public expectations as fairly effective. It was however also established that most police officers who were sampled defended the Zambia Police Service as most of them were of the view that the police performance was meeting public expectations. Most respondents from the general public also stated that the police were not effective in preventing and solving crime. However, most police officers interviewed stated otherwise. The respondents from both categories held these views regardless of their age, gender, education and income for the respondents from the general public and age, gender, education and rank for the police officers. These respondents gave various reasons for their views of which corruption, lack of logistics, poor administration, poor conditions of service and work environment were prominent.

CHAPTER THREE

Public Perceptions of the Zambia Police Service Policing Process

Introduction

This chapter discusses the findings related to process oriented standards which included fairness, appropriate use of force, civility and integrity. In short this chapter looked at how the police do their work or police behaviour when working or as they provide the police services or outcomes discussed in the preceding chapter. It further analyses the results of whether or not age, sex, education level, and income had any effect on public perceptions. Section one looks at police service fairness and use of appropriate force, while section two looks at exhibition of civility and integrity.

Section One

Police Service Fairness

This section looks at the public perceptions of the fairness of the police when enforcing the law or whether the public views the actions of the police as free from bias, dishonesty and injustice. It further analyses whether the public feels that the police use appropriate force when enforcing the law as allowed by the law.

Table 3.1

Responses	Number of Respondents	Percentage
Yes	17	11.3
No	125	83.3
Not Sure	8	5.3
Total	150	100

The study asked the respondents whether or not the Zambia Police Service in Kitwe was fair when enforcing the law. Out of the 150 respondents, 125(83.3%) of them perceived the police as not being fair, 17(11.3%) did perceive the police as fair and 8(5.3%) were not sure. The study, therefore, established that most people perceived the police in Kitwe as not being fair when handling cases. In order to probe this further the respondents were asked to give reasons for the above answers and those who did not perceive the police as fair gave the following reasons;

- Corruption is high among the police officers in Kitwe as they like to side with the rich and that Police Officers in Kitwe are not fair because they like begging and demanding for things such as fuel, money, food, water, stationary, transport, sex from female complainants and accused persons and so on. This erodes fairness as police end up being compromised by those who have money or those who are willing to do what they have asked for.
- The police officers sometimes seem to victimize people even those who are innocent and the police officers make the process to seem long in order to make people pay them.
- People who are not literate or enlightened are made to pay for the police bond but those who are educated or represented by lawyers are bonded without paying anything.

Those who said that the police are fair indicated that it is not all the officers who are not fair but there are some officers who are fair despite working under poor conditions of service. They stated that the bad eggs in the Zambia Police service are the ones denting the image of the Zambia Police Service.

Fairness by Age

Table 3.1.1

Age	Fairness			Total number of respondents
	Yes	No	Not Sure	
18-25 years	2	22	0	24
26-35 years	7	37	1	45
36-45 years	4	44	4	52
46-55 years	3	14	1	18
Over 55 years	1	8	2	11
Total	17	125	8	150

It can be seen from the table above that most respondents in all age categories gave a negative response when they were asked to indicate whether or not the Zambia Police Service in Kitwe are fair when enforcing the law. For instance, out of the 52 respondents sampled aged between 36-45 years, 44 (84%) denied that the police were not fair compared to only 4 (8%) who admitted that the police were fair when handling cases and 4 (8%) of them were not sure. 37 (82%) of the respondents aged between 26-35 years were of the view that the police in Kitwe were not fair when enforcing the law while only 7 (16%) stated that the police were fair and 1 (2%) was not sure. It was also seen that 22 (92%) out of 24 respondents sampled aged between 18-25 years stated that the police were not fair when enforcing the law compared to only 2 (8%) felt that the police in Kitwe were fair. In short out of the 150 respondents from all age groups 125(83%) held the view that the police were not fair compared to only 17(11%) who were of the

view that the police were fair while 8(6%) were not sure, thus, the research established that most respondents regardless of their age stated that the police were not fair when enforcing the law.

Table3.1.2: Fairness by Gender

Sex	Fairness			Total number of respondents
	Yes	No	Not Sure	
Male	9	61	5	75
Female	8	64	3	75
Total	17	125	8	150

Furthermore, the research sought to examine whether sex of respondents had any effect on their perceptions. To this effect, the question asked to the respondents was to indicate whether or not the police in Kitwe are fair when enforcing the law. Of the 75 male respondents sampled 61 (81%) did not think that police in Kitwe were fair when enforcing the law compared to only 9 (12%) who thought that the police were fair and 5(7%) were not sure. whilst out of the 75 female respondents sampled 64 (85%) stated that the police were not fair when enforcing the law while only 8 (11%) who stated that they were fair and 3 (4%) of them were not sure. Of the 125 respondents who were of the view that the police were not fair 64(51%) of them were female while 61(49%) were male thus there were more females than males who did not think that the police in Kitwe were fair but there difference was not that huge as it was only 3 respondents representing 2%. It was also deduced that there were more males 9(53%) who thought that the police were fair when enforcing the law compared to females 8(47%) out of the 17 respondents who held the view that the police were fair while 8 were not sure. The research established that most respondents regardless of their sex stated that the police in Kitwe were not fair when enforcing the law.

Table3.1.3: Fairness by Educational Level

Education level	Fairness			Total number of respondents
	Yes	No	Not Sure	
Primary	0	21	1	22
Secondary	7	52	1	60
College	7	31	5	43
University	3	21	1	25
Total	17	125	8	150

The study went further to probe whether level of education had an effect on public perceptions of fairness of the police in Kitwe when enforcing the law. The respondents were asked to indicate whether or not the police in Kitwe are fair when enforcing the law. Of the 22 respondents interviewed who attained primary education 21 (95%) of them stated that the police were not fair as compared to none who stated that they were fair and 1 (5%) was not sure. Out of the 60 respondents interviewed who attained secondary school education 52(86%) of them stated that the police were not fair as compared to only 7(12%) who stated that they were fair and 1(2%) was not sure. whilst out of the 43 college education respondents 31 (72%) of them stated that the police were not fair as compared to only 7 (16%) who stated that they were fair and 5 (12%) of them were not sure. 21(84%) out of 25 respondents who attained University education stated that the police are not fair whereas only 3(12%) stated that police were fair and 1 (4%) was not sure. The study, therefore, established that most respondents 125 (83%) in all education categories stated that the police were not fair as compared to only 17 (11%) who indicated that they were fair and 8 (6%) respondents were not sure out of the 150 respondents interviewed. In short, the study revealed that no matter the education level, most respondents held the view that police in Kitwe were not to be fair in the course of their duty when enforcing the law.

Table3.1.4: Fairness by Income level

Monthly Income	Fairness			Total number of respondents
	Yes	No	Not Sure	
Below K1m	5	49	2	56
K1,000,001-K2m	4	30	2	36
K2,000,001-K3m	4	25	0	29
Above K3m				
Total	4	21	4	29
	17	125	8	150

In furthering the probing, the research investigated the perceptions of respondents of various income levels as categorized above and it was found that out of the 56 respondents interviewed who netted income below 1 million Kwacha, 49(88%) stated that the police were not fair as compared to only 5(9%) who stated that police were fair while only 2(4%) were not sure. Out of the 36 respondents who netted an income of between 1,000,001 and 2 million Kwacha 30(83%) stated that the police were not fair as compared to only 4(11%) who stated that police were fair while only 2(6%) were not sure. 25 (86%) out of the 29 respondents who were interviewed who netted income between 2,000,001 and 3 million Kwacha stated that the police are not fair whereas only 4 (14%) stated that they were fair whilst out of the 29 respondents interviewed who netted income above 3 million 21(72%) of them said that the police are not fair as compared to only 4(14%) who said that they are fair and 4(14%) were not sure. The study, therefore, established that most respondents in all income categories perceived the police not to be fair when enforcing the law as out of all the 150 respondents interviewed 125(84%) stated that the police were not fair as compared to only 17(11%) who stated that the police were fair and only 8(5%) were not sure.

Use of Force

Table 3.2

Responses	Frequency	Percentage
Yes	80	53.3
No	61	40.7
Not Sure	9	6
Total	150	100

Members of the public were asked to indicate whether the Police use appropriate force when enforcing the law. Out of 150 respondents interviewed 80(53.3%) stated that the police in Kitwe use appropriate force, while 61(40.7%) denied that the police use appropriate force and 9 (6%) respondents were not sure. The results established that most respondents 53.3% perceived that police officers use appropriate force when enforcing the law.

In order to probe this further, respondent were asked to give various reasons. Members of the public who stated that the police use appropriate force gave the following reasons;

- They said that the police usually use force when one or the person does not comply with their directives or if the groups they are dealing with are violett.
- Others indicated that mostly the police send police callouts when one is required to report for interrogations unless one is regarded to be a hard core suspects or fails to report when the callout was issued.

The respondents who stated that the police did not use appropriate force also gave the following reasons;

- Police Officers in Kitwe beat up people when they are on patrols even for no apparent reason or before anybody can give an explanation.

- While others said that officers use firearms when dealing with unarmed people who usually want to carry out peaceful demonstrations, for example Copperbelt University students.
- Others indicated that police officers usually arrest people anyhow for idle and disorderly behavior even if one is coming from work without according such a person time to explain where she or he was coming from and she or he was going.

Use of Appropriate Force by Age

Table 3.2.1

Age	Use of Appropriate Force			Total number of respondents
	Yes	No	Not Sure	
18-25 years	12	12	0	24
26-35 years	25	17	3	45
36-45 years	25	23	4	52
46-55 years	15	3	0	18
Over 55 years	4	5	2	11
Total	81	60	9	150

It can be seen from the results above that out of 150 respondents sampled 81 (54%) indicated that the police were using appropriate force when enforcing the law as compared to only 60(40%) respondents who stated that they were not using appropriate force and only 9(6%) were not sure. The results showed that there were differences in a way various age groups perceive the police in the use of appropriate force as out of 24 respondents interviewed who were aged between 18- 25 years 12(50%) were of the view that the police use appropriate force and 12(50%) also stated that the police use appropriate force when they were asked to state whether or not the Zambia Police Service in Kitwe were using appropriate force when enforcing the law.

Whilst in the following three categories of age there were more respondents who did think that police use appropriate force than those who thought that police don't use appropriate force except for the age group over 55 years. For instance, of the 45 respondents aged between 26- 35 years, 25(56%) were of the view that the police use appropriate force as compared to only 17(37%) of them denied that police use appropriate force while 3(7%) were not sure. Those aged between 36-45 years out of the 52 respondents interviewed 25(48%) stated that police use appropriate force as compared to 23(44%) of them who said that police do not use appropriate force while 4(8%) were not sure.

Out of the 18 respondents aged between 46- 55 years 15(83%) of them did think that police use appropriate force as compared to only 3(17%) who thought that police did not use appropriate force. However, when it came to respondents aged above 55 years who were interviewed, out of the 11, 4(37%) said that police use appropriate force as compared to 5(45%) who them stated that police use appropriate force while 2(18%) of them were not sure. The study established that apart from those aged between 18-25 years where it was 50-50 and those above 55 years where more respondents stated that the police were not using appropriate force but in all the other age groups most respondents stated that the police were using appropriate force when enforcing the law.

Use of Appropriate Force by Gender

Table 3.2.2

Sex	Use of Appropriate Force			Total number of respondents
	Yes	No	Not Sure	
Male	35	34	6	75
Female	46	26	3	75
Total	81	60	9	150

The study also established out that out of the 75 male respondents interviewed 35(47%) stated that the police in Kitwe were using appropriate force when enforcing the law while 34(45%) denied, and 6(8%) were not sure. Out of the 75female respondents interviewed 46(61%) of them admitted that the police were using appropriate force when enforcing the law as compared to only 26(35%) who denied the same and only 3(4%) were not sure. The difference between those females who admitted and denied was considerable which went up to 20(27%) as compared to only 1(2%) respondents in the male category.

The study, therefore, established that more female respondents perceived that the police were using appropriate force when enforcing the law as compared to their male counterparts. This is maybe due to the reason that police officers are taught to be careful when dealing with female complainant or suspects thus they take precautions when performing their duties.

Use of Appropriate Force by Education Level

Table 3.2.3

Education	Use of Appropriate Force			Total number of respondents
	Yes	No	Not Sure	
Primary	11	9	2	22
Secondary	32	26	2	60
College	22	18	3	43
University	16	7	2	25
Total	81	60	9	150

The study went further to probe whether or not the level of education attained had any effect on perception of the use of appropriate force by the police in Kitwe when enforcing the law and the results were as tabulated in table 3.9. It was found that out of the 22 respondents interviewed who attained primary education,11(50%) admitted that the police in Kitwe were using Appropriate force as compared to 9(41%) of them who denied, and 2(9%) were not sure. Whilst

of the 60 respondents who attained secondary school education 32(53%) of them admitted that the police were using appropriate force, 26(43%) denied, and 2(4%) were not sure. 22(51%) respondents out of the 43 interviewed who attained college level education admitted that the police were using appropriate force when enforcing the law as compared to 18(42%) of them who denied, and 3(7%) were not sure.

Even those who attained university education most of them indicated that the police were using appropriated force when enforcing the law as 16(64%) out of the 25 interviewed were of the view that the police use appropriate force as compared to only 7(28%) who indicated otherwise, and 2(8%) of them were not sure. The study established that most respondents in all education categories perceived the police to be using appropriate force when enforcing the law as 81(54%) respondents out of the 150 respondents held the view that police use appropriate force, 60(40%) denied and 9(6%) respondents were not sure

Use of Appropriate Force by Income

Table 3.2.4

Monthly income	Use of Appropriate Force			Total number of respondents
	Yes	No	Not Sure	
Below K1m	31	21	4	56
K1,000,001- K2million	19	15	2	36
K2,000,001- K3million	13	16	0	29
Above K3million	18	8	3	29
Total	81	60	9	150

Out of the 56 respondents interviewed who were netting income below 1 million Kwacha, 31(55%) of them indicated that the police were using appropriate force when enforcing the law whereas 21(38%) of them denied, and 4(7%) were not sure. Those who were netting income between 1,000,001 and 2 million Kwacha out of the 36 interviewed 19(53%) admitted that police in Kitwe use appropriate force, 15(42%) stated otherwise and 2(5%) were not sure, whilst out of 29 respondents interviewed who were netting income between 2,000,001 and 3 million Kwacha 16(55%) of them were of the view that police do not use appropriate force when enforcing the law while 13(45%) said that police use appropriate force. This was the only income bracket where more respondents held the view that police do not use appropriate force in the course of their duties when enforcing the law when asked to state whether the police use appropriate force when enforcing the law. 18(62%) respondents out of the 29 respondents netting above 3 million Kwacha stated that police use appropriate force when enforcing the law as compared to only 8(28%) who denied that police use appropriate force and 3(10%) were not sure. However most of the respondents 81(54%) indicated that the police were using appropriate force as compared to 60(40%) who indicated otherwise and only 9(6%) were not sure.

Section two

This first looks at whether the public feels that the police exhibit civility or whether the public feels that the police exhibit politeness and courtesy in behavior and speech. Secondly the section analyses whether the public feels that the police exhibit integrity or whether the public feels that the police adhere to moral and ethical principles, soundness of moral character, honesty, uprightness, consistency and freedom from corruption in their actions.

Exhibition of Civility

Table 3.3

Responses	Frequency	Percentage
Yes	75	50
No	63	42
Not Sure	12	8
Total	150	100

When the respondents were asked to state whether the Police Officers exhibit civility when enforcing the Law, 75(50%) respondents stated that the police in Kitwe exhibit civility, as compared to only 63(42%) who stated to the contrary, and 12(8%) were not sure. This established that people perceived that Police Officers exhibit civility when enforcing the law.

Those who admitted that police exhibit civility gave the following reasons for their reasons;

- Police Officers in Kitwe usually send callouts if they want to summon one to the Police stations unless one is not comply that's when they send come with force.
- Police Officers in Kitwe usually mingle with the members of the public and they are not fond of only associating with their fellow Police Officers.
- Police Officers usually use excessive force when dealing with a very violet crowd or person.

Those who denied that police exhibit civility had the following reasons;

- Police Officers use abusive language when dealing with the members of the public for example insults even to very senior citizens of the country.
- The Police Officers use excessive force (guns) even to unarmed citizens and some respondents said Police Officers lack dialogue and conflict resolution skills.
- Police Officers beat up innocent people even when they did not give such a person time to explain.
- Police are brutal and have bad attitudes towards members of the public for they are rude, beat up journalists and abuse their authority.

Civility by Age

Table 3.3.1

Age	Civility			Total number of respondents
	Yes	No	Not Sure	
18-25 years	12	12	0	24
26-35 years	22	20	3	45
36-45 years	22	23	7	52
46-55 years	15	3	0	18
Over 55 years	4	5	2	11
Total	75	63	12	150

Out of the 24 respondents interviewed aged 18-25 years, 12(50%) admitted that the police exhibit civility when enforcing the law and 12(50%) denied that the police were exhibiting civility. While of the 45 respondents interviewed who were aged between 26- 35 years 22(49%) of them did think that police in Kitwe exhibit civility compared to 20(44%) of them who thought

that police do not exhibit civility whereas 3(7%) were not sure when they were asked to state whether the police in Kitwe exhibit civility when enforcing the law. However, out of 52 respondents who were aged between 36-45 years, most of them 23(44%) were of the view that police do not exhibit civility compared to 22(42%) of them who were of the view that police exhibit civility whereas 7(13%) were not sure. 15(83%) out of 18 respondents interviewed who were aged between 46-55 years stated that the police in Kitwe exhibit civility when enforcing the law while only 3(17%) stated otherwise. For those who were above 55 years, most of them 5(45%) indicated that the police do not exhibit civility, while 4(36%) indicated that they do exhibit civility and 2(18%) were not sure. The study established that the responses given by different age groups varied as in some age groups for example those between 26- 35 years and those between 46-55 most of them admitted that police in Kitwe exhibit civility, while those aged 36-45 and those above 55 years most denied that police in Kitwe exhibit civility whereas those between 18-25 years it was 50-50 scenario between those who admitted and denied.

However, overall, most respondents 75(50%) out of 150 did think that police in Kitwe exhibit civility compared to 63 (42%) who did not think that police exhibit civility and 12(8%) were not sure. The study, therefore, established that most respondents in various age groups perceived that the police exhibit civility when enforcing the law.

Civility by Gender

Table 3.3.2

Sex	Civility			Total number of respondents
	Yes	No	Not Sure	
Male	33	34	8	75
Female	42	29	4	75
Total	75	63	12	150

Out of the 75 males interviewed 33(44%) stated that police in Kitwe exhibit civility, 34(45%) of them stated otherwise and 8(11%) were not sure when they were asked to state whether or not the police in Kitwe exhibit civility when enforcing the law while 42(56%) out of the 75 females interviewed stated that the police in Kitwe exhibit civility, 29(39%) of them denied, and 4 (5%) were not sure. However, out of 75 respondents who admitted that police in Kitwe exhibit civility, 42(56%) of them were females and 33(44%) were males.

The study, therefore, established that more females perceived the police officers to be exhibiting civility as compared to males who held the same view.

Civility by Educational Level

Table 3.3.3

Education level	Civility			Total number of respondents
	Yes	No	Not Sure	
Primary	11	9	2	22
Secondary	31	28	1	60
College	18	20	5	43
University	15	6	4	25
Total	75	63	12	150

The study went further to probe whether the level of education had any effect on the public perception of the police in Kitwe exhibiting civility when enforcing the law. Out of 22 respondents who attained primary education interviewed, 11(50%) of them stated that the police

exhibit civility when enforcing the law, 9(41%) denied, and 2(9%) were not sure. 31 (52%) out of 60 respondents who attained secondary education said that the police exhibit civility, 28(46%) denied, while 1(2%) was not sure. The trend in the distribution of data was even similar to those who attained University education as 15(60%) out of the 25 respondents interviewed stated that the police exhibit civility, 6(24%) denied, and 4(16%) were not sure. However there was a difference with regard to respondents who attained College education as 20(47%) out of 43 respondents stated that the police don't exhibit civility when enforcing the law, 18(42%) stated that the police exhibit civility and 5(12%) were not sure. The study established that most respondents 75(50%) out of 150 admitted that the police exhibit civility as compared to 63(42%) who denied and 12(8%) were not sure.

Civility by Income Level

Table 3.3.4

Income	Civility			Total number of respondents
	Yes	No	Not Sure	
Below K1m	31	22	3	56
K1,000,001-K2m	16	17	3	36
K2,000,001-K3m				
Above K3m	11	17	1	29
Total	17	7	5	29
	75	63	12	150

As results in the above table shows 56 respondents who netted income below 1 million Kwacha were interviewed and out of these 31(55%) admitted that the police exhibit civility when enforcing the law while 22(40%) denied, and 3(5%) were not sure. 36 respondents who netted income between 1,000,001-2 million Kwacha were interviewed and out of these most of them 17(47%) denied that the police in Kitwe were exhibiting civility, 16(44%) admitted that they

exhibit civility while 3 (9%) were not sure. 17(59%) out of 29 respondents who netted income between K2,000,001-K3 million denied that the police in Kitwe exhibit civility when enforcing the law while 11(38%) admitted that they exhibit civility and 1(3%) was not sure. Out of 29 respondents who netted above 3 million kwacha 17(59%) of them admitted that the police exhibit civility 7(24%) denied, and 5(17%) were not sure. The study established that most respondents 75(50%) admitted the police in Kitwe exhibit civility as compared to 63(42%) who denied that and 12(8%) were not sure. However the perceptions between incomes varied, for example those who netted below 1 million kwacha and above 3 million Kwacha most of the respondents admitted that the police exhibit civility while in the other two income brackets most respondents denied that the police exhibit civility.

Exhibition of Integrity

Table 3.4

Responses	Number of Respondents	Percentage
Yes	15	10
No	130	86.7
Not Sure	5	3.3
Total	150	100

Respondents were also asked to indicate whether Police Officers in Kitwe exhibit integrity during the course of their daily duties. Out of the 150 respondents of the general public interviewed, 130(86.7%) were of the view that police in Kitwe do not exhibit integrity, 15(10%) of them thought the police exhibit integrity while 5(3.3%) were not sure. The study established that most respondents perceived the police in Kitwe as lacking integrity.

Asked to state the reasons why they indicated that Police Officers in Kitwe lack integrity most respondents gave the following reasons;

- Corruption was again cited as the main reason for the loss of integrity as officers like siding with the rich, begging for money, food, beers, stationary, transport, etc and sometimes male police officers like taking advantage of female complainants soliciting for sex so that they sort out their problem hence such behavior erodes integrity.
- Some respondents stated that police officers are fond of drinking beers on duty.
- Lack of professionalism and transparency when dealing with cases.
- Other respondents said that officers in Kitwe like associating with Jarabos (jail boys) who buy them beers and other necessities.
- They mishandle cases if they have been given something as inducement thus this ends up to acquittals and discharges in the courts of law.

Integrity by Age

Table 3.4.1

Age	Integrity			Total number of respondents
	Yes	No	Not Sure	
18-25 years	2	22	0	24
26-35 years	4	40	1	45
36-45 years	5	45	2	52
46-55 years	3	15	0	18
Over 55 years	1	8	2	11
Total	15	130	5	150

Under this section, the researcher endeavored to present findings with regard to age of respondents and public perception of the police exhibiting integrity in their operations in Kitwe. To this end, the respondents were asked to indicate whether or not the police officers in Kitwe

exhibit integrity. Of the 24 respondents who were aged between 18-25 years, 22(92%) of them denied that the police in Kitwe exhibit integrity as compared to only 2(8%) who admitted that they exhibit integrity, thus most of the respondents in this age group perceived that the police in Kitwe do not exhibit integrity. 40(89%) out of 45 respondents interviewed aged between 26-35 years denied that the police in Kitwe exhibit integrity in their operations as compared to 4(9%) who admitted that they exhibit integrity while 1(2%) was not sure hence one may say that the study deduced that most respondents in this age group perceived that the police in Kitwe do not exhibit integrity in their operations. 45(87%) respondents interviewed aged between 36-45 years denied that the police in Kitwe exhibit integrity whereas 5(9%) admitted that the police exhibit integrity and 2(4%) were not sure. Of the 18 respondents interviewed aged between 46-55 years 15(83%) of them denied while 3(17%) admitted that the police in Kitwe exhibit integrity. 8(73%) out of 11 respondents interviewed aged over 55 years denied that the police exhibit integrity as compared to only 1(9%) who stated otherwise whereas 2(18%) were not sure.

The study established that most respondents in all the age groups perceived that, the police do not exhibit integrity as 130(87%) respondents out of 150 denied that the Police exhibit integrity as compared to only 15(10%) who stated otherwise and 5(3%) who were not sure.

Integrity by Gender

Table 3.4.2

Sex	Integrity			Total number of respondents
	Yes	No	Not Sure	
Male	9	63	3	75
Female	6	67	2	75
Total	15	130	5	150

The study found that out of 75 male respondents interviewed 63(84%) of them stated that police in Kitwe do not exhibit integrity, while 9(12%) did think that police exhibit integrity and 3(4%) were not sure when they were asked to indicate whether or not the police in Kitwe exhibit integrity when enforcing the law as shown by the table above. It was also revealed that 67(89%) out of 75 female respondents interviewed were of the view that police do not exhibit integrity, while 6(8%) of them did think that police in Kitwe do exhibit integrity and 2(3%) were not sure when they were asked the same question as the males. The study also revealed that there were more females 67(52%) than males 63(48%) who denied that the police in Kitwe exhibit integrity out of the 130 respondents who denied that the police in Kitwe exhibit integrity in their operations while out of the 15 respondents who admitted that the police in Kitwe exhibit integrity in their operations 9 (60%) of them were males and 6(40%) were females. The study, therefore, revealed that there were more males than females who admitted that the police in Kitwe exhibit integrity. However, overall the study revealed that most respondents 130(87%) denied that the police exhibit integrity in their operations as opposed to 15(10%) respondents who stated otherwise and 5 (3%) were not sure.

Integrity by Educational Level

Table 3.4.3

Education	Integrity			Total number of respondents
	Yes	No	Not Sure	
Primary	0	21	1	22
Secondary	6	52	2	60
College	6	35	2	43
University	3	22	0	25
Total	15	130	5	150

As can be seen from the table above, out of 22 respondents who attained Primary education, 21(95%) of them denied that the police in Kitwe exhibit integrity in their operations and 1(5%) was not sure, while 52(87%) out of 60 respondents who attained Secondary education denied that the police exhibit integrity, 6(10%) of them admitted that the police exhibit integrity whereas 2(3%) were not sure. Of the 43 respondents interviewed who attained college education 35(81%) stated that the police do not exhibit integrity as compared to only 6(14%) who admitted that the police exhibit integrity whereas 2(5%) were not sure. Out of 25 respondents who attained University education, 22(88%) denied that the police exhibit integrity in their operations as compared to only 3(12%) respondents who stated otherwise. This study revealed that regardless of one's education level, most respondents captured in the survey denied that the police exhibit integrity as 130(87%) respondents out of 150 interviewed did not think that police in Kitwe exhibit integrity as compared to only 15(10%) respondents who thought police exhibit integrity and 5 (3%) were not sure.

Integrity by Income Level

Table 3.4.4

Level of Income	Integrity			Total number of respondents
	Yes	No	Not Sure	
Below K1m	5	49	2	56
K1,000,001-K2m	2	32	2	36
K2,000,001-K3m	3	26	0	29
Above K3m				
Total	5	23	1	26
	15	130	5	150

The research revealed similar results as in the case of education. From the table above it can be seen that out of the 56 respondents interviewed who were netting income below 1 million Kwacha 49(88%) of them denied that the police exhibit integrity when enforcing the law whereas 5(9%) of them admitted that the police exhibit integrity, and 2 (3%) were not sure. For those who netted income between 1,000,001 and 2 million Kwacha, out of 36, 32(88%) denied that the police exhibit integrity as compared to only 2(6%) who admitted that the police exhibit integrity, and 2(6%) of them were not sure. For those who netted income between 2,000,001 and 3 million Kwacha, out 29 respondents interviewed, 26(90%) denied and 3(10%) admitted that the police in Kitwe exhibit integrity in their operations. And out of 29 respondents who netted income above 3 million Kwacha, 23 (80%) of them denied that as compared to 5(17%) who admitted that the police in Kitwe exhibit integrity, while 1(3%) was not sure.

The study revealed that most respondents in all the income brackets captured denied that police in Kitwe exhibit integrity in their operations because out of 150 respondents interviewed, 130(87%) held the view that police in Kitwe do not exhibit integrity as compared to only 15(10%) who stated that police in Kitwe exhibit integrity whereas only 5(3%)were not sure.

SUMMARY

The chapter dealt with policing processes which included police fairness, use of appropriate force, exhibition of civility and exhibition of integrity in police course of action. It was revealed that most respondents regardless of age, sex, education and income observed that the police are not fair when enforcing the law and cited corruption, beg for logistics, and victimization of innocent people among many reasons. However, when it came to the use of appropriate force and civility most respondents perceived that the police in Kitwe use appropriate force and exhibit civility when enforcing the law and they further stated that police officers are only forced to use excessive force when a person is violet and has failed to comply with police directives while others said that the police usually send callouts before they resort to using force. However, a good number also denied that the police use appropriate force and exhibit civility when enforcing the law and these respondents cited the following reasons; police officers beat up people for no apparent reason when in patrols, police officers use firearms when dealing with unarmed people

and that police officers arrest people without giving a chance for people to explain especially when it comes to idle and disorderly behavior. The study further revealed that regardless of age, gender, education and income most respondents held the view that the police in Kitwe did not exhibit integrity and the following reasons were mostly highlighted for the lack of integrity; corruption, lack of professionalism and transparency, police officers associating with jarabos or jail boys, beer drinking on duty and mishandling of cases hence leading to acquittals.

CHAPTER FOUR

PUBLIC CONFIDENCE AND TRUST IN THE ZAMBIA POLICE SERVICE IN KITWE

Introduction

The Police Service is a very important institution in the process of democracy and maintenance of law and order. For the Police Service to receive support from the community, the public needs to have confidence and trust in the Police Service. This chapter looks at public confidence and trust in the Police Service.

Public Confidence in the Police Service in Kitwe

Respondents were asked to state whether or not they had confidence in the police in Kitwe, and 102 (68%) denied having confidence in the police in Kitwe, while 45 (30%) admitted having confidence in the police in Kitwe and 3 (2%) stated that they were not sure because they have just relocated to Kitwe.

Table 4.1

Responses	Frequency	Percentage
Yes	45	30
No	102	68
Not Sure	3	2
Total	150	100

Those who admitted that they had confidence in police when asked to give reasons for their confidence in the police in Kitwe, most of them said that they have nowhere else to go, so they just need to have confidence in the police. They also said that they believed that if properly equipped with logistics and adequately funded the police can do better than they are doing.

Those who denied having confidence in the police in Kitwe gave the following reasons for the loss of confidence in the Zambia Police Service;

- Most respondents stated that corruption was very high among the Zambia Police Officers in Kitwe.
- Some said that, the Zambia Police Officers in Kitwe like drinking beer on duty.
- Other respondents indicated that crime reports are not followed adequately especially if the complainant has no money to give the Police Officers for transport and other logistics such as fuel food and so on.
- Others blamed their loss of confidence to the habit of begging among most Police Officers. They said they even fear going to the Police Stations because they know that immediately they reach the police station , the police officers will be begging for money, hence for them to go to the Police they need to have enough money in the pocket to distribute to the police officers. This habit actually may make the officers to be easily compromised by people with criminal minds.
- Some respondents indicated that Police Officers like associating with the so called jail boys or jarabos who are fond of stealing copper.
- Also some respondents blamed the loss of confidence to the poor justice system of which the police officers are part of. They indicated that police officers mishandle some cases which lead to acquittals and sometimes delay taking cases to court and that Police Officers lack the ability to deal with some cases maybe due to lack of adequate education in modern policing techniques.

Confidence by Age

The study went further to investigate public confidence in the Zambia Police Service in Kitwe by respondent's age groups. 19 (79%) out of 24 respondents aged between 18-25 years denied having confidence in the police in Kitwe compared to 5 (21%) who stated they had confidence in the police. out of the 45 respondents interviewed who were aged between 26-35 years, 30 (67%) stated that they had no confidence in the Zambia Police Service in Kitwe while only 15 (33%) stated otherwise. The survey also revealed that out of 52 respondents aged between 36-45 years, 38 (73%) of them denied having confidence³ in the police in Kitwe as compared to 13 (25%) who admitted that they had confidence in the police and 1 (2%) was not sure.

Table 4.1.1

Age	Confidence			Total number of respondents
	Yes	No	Not Sure	
18-25 years	5	19	0	24
26-35 years	15	30	0	45
36-45 years	13	38	1	52
46-55 years	8	9	1	18
Over 55 years	4	6	1	11
Total	45	102	3	150

The study went further to investigate public confidence in the Zambia Police Service in Kitwe by respondent's age groups. 19(79%) out of 24 respondents aged between 18-25years denied having confidence in the police in Kitwe compared to 5(21%) who stated they had confidence in the police. Out of the 45 respondents interviewed who were aged between 26-35 years, 30(67%) stated that they had no confidence in the Zambia Police Service in Kitwe while only 15(33%) stated otherwise. The survey also revealed that out of 52 respondents aged between 36-45years 38 (73%) of them denied having confidence in the police in Kitwe as compared to 13 (25%) who admitted that they had confidence in the police and 1 (2) was not sure.

Furthermore, out of 18 respondents aged between 46-55years, 9(50%) of them denied having confidence in the police in Kitwe while 8 (44%) admitted having confidence in the police in Kitwe and 1(6%) was not sure. For those above 55 years, 6 of them denied having confidence in the police in Kitwe, whereas 4 admitted having confidence in the police and 1 was not sure representing 55%, 36% and 9% respectively.

Overall the survey revealed that most respondents did not have confidence in the police in Kitwe. It was also established that regardless of age most respondents denied having confidence in the police as out of 150 respondents interviewed, 102 (68%) of them denied having confidence in the police in Kitwe.

Confidence by Gender

They study also analyzed whether or not gender of respondents had an effective on public confidence in the police in Kitwe and the results were as shown in the table below;

Table 4.1.2

Sex	Confidence			Total number of respondents
	Yes	No	Not Sure	
Male	24	48	3	75
Female	21	54	0	75
Total	45	102	3	150

Out of the 75 male respondents interviewed 48 (64%) of them denied having confidence in the police whereas only 24 (32%) admitted having confidence in the police in Kitwe and 3 (4%) of them were not sure.

The study, therefore, revealed that most male respondents denied having confidence in the police in Kitwe. 54 (72%) out of 75 female respondents interviewed denied having confidence in the police as compared to only 21 (28%) who admitted having confidence in the police. The study noted that most female respondents did not have confidence in the police in Kitwe. It can also be seen that out of 102 respondents who denied having confidence in the police in Kitwe 54 (53%) were female whereas 48 (47%) male, hence we may say that more female respondents denied having confidence in the police in Kitwe than male counterparts.

It was further revealed that more males admitted having confidence in the police than female respondents as 24 (53%) out of 45 respondents who admitted having confidence were male as compared to 21 (47%) female respondents who admitted. This could have been so because most females complained that Police Officers are fond of proposing love to female complainants and suspects.

Overall the study revealed that most respondents regardless of their gender did not have confidence in the police in Kitwe as 102 (68%) out of 150 respondents interviewed denied having confidence in the police service whereas 45 (30%) admitted and 3 (2%) were not sure.

Confidence by Educational Level

As can be seen from the table below, out of the 150 total number of respondents interviewed 102 (68%) respondents denied having confidence in the police, while 45 (30%) admitted having confidence in the police and 3 (3%) were not sure.

Table 4.1.3

Education	Confidence			Total number of respondents
	Yes	No	Not Sure	
Primary	3	18	1	22
Secondary	15	43	2	60
College	17	26	0	43
University	10	15	0	25
Total	45	102	3	150

Out of 22 respondents who attained primary school education 18 (82%) of them denied having confidence in the police in Kitwe compared to only 3 (14%) who admitted and 1 (4%) was not

sure. 43 (72%) out of the 60 respondents who attained secondary school education denied having confidence in the police service while 15 (25%) of them stated that they had confidence in the police service and 2 (3%) were not sure. Out of 43 respondents who attained college education 26 (61%) of them denied having confidence in the police compared to only 17 (39%) respondents who admitted. And 15 (60%) out of 25 respondents who attained University education denied having confidence in the police service whereas 10 (40%) admitted. The study has revealed that the percentage of those who denied having confidence in the police service was reducing as the education level increased, for instance, for those who attained primary education level it was 82%, it came down to 72% for those who attained secondary, 61% for those who attained college education and 60% for University education respondents. This could have been due to clear understanding of the role of the Police and their constraints by those with better education. Overall the study revealed that most respondents regardless of education level denied having confidence in the police in Kitwe as 102 (68%) out of 150 respondents denied having confidence in the police compared to 45 (30%) who admitted and 3 (3%) were not sure.

Confidence by Income

The study also analyzed whether or not respondent's level of income had an effect on public confidence in the police in Kitwe and the results were as tabulated below.

Table 4.1.4

Monthly Income	Confidence			Total number of respondents
	Yes	No	Not Sure	
Below K1 Million	14	41	1	56
K1,000,001-K2m	9	26	1	36
K2,000,001-K3m	8	20	1	29
Above K3m				
Total	14	15	0	29

	45	102	3	150
--	----	-----	---	-----

It can be seen from the above table that 41 (73%) respondents denied that police service having confidence while 14 (25%) admitted and 1 (2%) was not sure out of the 56 respondents netting income below K1 million Kwacha when they were asked to state whether or not they have confidence in the police service in Kitwe. Furthermore, it was revealed that out of 36 respondents who netted between K1 million and K2 million, 26 (72%) denied having confidence in the police service in Kitwe as compared to 9 (25%) who admitted having confidence in the police service in Kitwe whereas 1 (3%) was not sure. Of the 29 respondents who netted an income between K2 million and K3 million, 20 (69%) denied having confidence in the police service in Kitwe while 8 (28%) admitted and 1 (3%) was not sure. 15 (52%) out of 29 respondents who netted income above K3 million stated that they did not have confidence in Kitwe whereas 14 (48%) admitted having confidence in the police service.

The study, therefore, revealed that most respondents denied having confidence in the police service regardless of the income netted. The above figures were before the re-basing of the currency.

Overall, the study revealed that most respondents denied having confidence in the Zambia Police Service in Kitwe regardless of their age, gender, educational level and income level.

Public Trust in Police Service in Kitwe

Respondents were asked to state whether they have trust in the police service in Kitwe and out of the 150 interviewed 102 (68%) denied having trust in the police, 45 (30%) admitted that they had

trust in the police and 3 (2%) were not sure. The study established that most respondents denied having trust of the Zambia Police Service in Kitwe.

Table4.2

Responses	Frequency	Percentage
Yes	45	30
No	102	68
Not Sure	3	2
Total	150	100

When asked to give reasons for their answers, those who admitted having trust in the police in Kitwe stated that they had nowhere else to go and that the police officers are doing their best under very difficult conditions. Those who denied having trust in the police gave the following reason;

- Most of the respondents said corruption and the tendency of begging was to blame for the lack of trust in the Zambia Police Service. This has led to police officers to be unpredictable as sometimes even law breakers are released at police stations in very suspicious circumstances without the consent of the complainants.
- Lack of objectivity in their operations as they even speak for the culprits in order to be given money.
- Some respondents blamed lack of professionalism in the police service.
- Other respondents said that officers like proposing to female complainants and accused persons whenever they go to report at the police thus some officers have ended up being arrested for rape and defilement.

- Most people said that sometimes property is stolen when left in the hands of the officers thus the lack of trust.

Trust by Age

The results of public trust in the police service in Kitwe were similar to those which were revealed in public confidence in police.

Table 4.2.1

Age	Trust			Total number of respondents
	Yes	No	Not Sure	
18-25 years	5	19	0	24
26-35 years	15	30	0	45
36-45 years	13	38	1	52
46-55 years	8	9	1	18
Over 55 years	4	6	1	11
Total	45	102	3	150

The survey revealed that out of 24 respondents aged between 18-25 years, 5 (21%) of them stated that they had trust in the police in Kitwe whereas 19 (79%) denied that they had trust in the police. Of the 45 respondents interviewed aged between 26-35 years, 30 (67%) of them denied having trust in the police compared to only 15 (33%) who admitted. It was also revealed that 38 (73%) out of 52 respondents aged between 36-45 years denied having trust in the police service in Kitwe compared to 13 (25%) who admitted and 1 (2%) was not sure. It can be seen that out of 18 respondents who were aged between 46-55 years, 9 (50%) denied that they had trust in the police in Kitwe compared to 8 (44%) of them who admitted and 1 (6%) was not sure.

Out of 11 respondents aged over 55 years 4(36%) admitted having trust in the police in Kitwe whereas 6 (55%) of them denied and 1 (9%) was not sure.

Overall, the survey revealed that most respondents interviewed denied having trust in the police service in Kitwe regardless of their age as 102 (68%) out of 150 respondents denied having trust in the police service in Kitwe compared to 45 (30%) who admitted and 1 (2%) was not sure. The results were similar may because of the relationships confidence and trust share in our daily life. It is quite difficult for one to state they have confidence in something they do not trust or trust something one has no confidence in.

Trust by gender

Table 4.2.2

Sex	Trust			Total number of respondents
	Yes	No	Not Sure	
Male	24	48	3	75
Female	21	54	0	75
Total	45	102	3	150

Of the 75 male respondents interviewed, 24 of them stated that they had trust in the police service in Kitwe while 48 stated otherwise and 1 was not sure representing 32%, 68% and 4% respectively. The study, therefore, noted that most male respondents denied having trust in the police in Kitwe. 54 (72%) out of 75 female respondents denied having trust in the police service in Kitwe compared to 21 (28%) who admitted. It can be seen that the survey revealed that most female respondents denied having trust in the police service in Kitwe. It was also noted that out of 102 respondents who denied having trust in the police 54 were female and 48 were male, representing 53%, and 47% respectively.

The study, therefore, established that there were more female respondents than males who denied having trust in the police service in Kitwe. This may be attributed to the reason that most female respondents complained that police officers are fond of proposing love to complainants and suspects. On the other hand, it was also revealed that of the 45 respondents who admitted that they had trust in the police, 24 of them were male and 21 were female representing 53% and 47% respectively indicating that there were more male respondents who admitted having trust than female. Of the grand total 150 respondents interviewed 102 of them denied having trust in the police service in Kitwe, 45 of them admitted having trust and 3 were not sure representing 68%, 30% and 2% respectively. This revealed that the majority of respondents denied having trust in the police service in Kitwe

Trust by Educational Level

With regard to education level attained and public trust of the Zambia Police Service, it was revealed that of the 22 respondents interviewed who attained primary education, 3 of them admitted having trust in the police, 18 denied having trust in the police and 1 was not sure representing 14%, 82% and 4% respectively. This was the same even in the case of those who attained secondary education as it can be seen that out of 60 respondents interviewed 43 (72%) of them stated that they did not have trust in the police service in Kitwe compared to 15 (25%) who stated otherwise and 2 (3%) of them were not sure. It was also revealed that of the 43 respondents interviewed who attained college educations 26 (60%) of them also denied having trust in the police service in Kitwe compared to 17 (40%) who admitted. Out of the 25 university graduates interviewed 15 (60%) did not have trust in the police whereas 10 (40%) of them did have trust in the police service in Kitwe.

Table 4.2.3

Education	Trust			Total number of respondents
	Yes	No	Not Sure	
Primary	3	18	1	22
Secondary	15	43	2	60
College	17	26	0	43
University	10	15	0	25
Total	45	102	3	150

The study, therefore, revealed that most respondents in all the education categories captured stated that they did not have trust in the police service in Kitwe given that out of the 150 respondents interviewed 102 (68%) of them denied having trust in the police compared to only 45 (30%) who admitted having trust in the police and 3 (2%) of them were not sure. It can, therefore be stated that regardless of the respondent's level of education most respondents denied having trust in the police.

Trust by Income

Table 4.2.4

Monthly Income	Trust			Total number of respondents
	Yes	No	Not Sure	
Below K1million	14	41	1	56
K1,000,001- K2,000,000	9	26	1	36
K2,000,001- K3,000,001	8	20	1	29
Above K3m	14	15	0	29
Total	45	102	3	150

As it can be seen from the table above, it was revealed that most respondents in all income brackets stated that they did not have trust in the police service in Kitwe. for instance, of the 56 respondents who netted income below K1,000,000, 41 (73%) of them stated that they did not have trust in the police service as compared to only 14 (25%) of them who stated that they have trust in the police service and 1 (2%) was not sure and out of the 29 respondents who netted income between K2,000,001 and K3,000, 000, 20 (69%) of them denied having trust in the police service whereas only 8 (28%) of them admitted having trust in the police service and 1 (3%) was not sure. However, the gap between those who admitted and denied having trust in the police service in Kitwe was not that significant among the respondents who netted income above K3 million Kwacha as it can be seen that out of 29 respondents interviewed 15 (52%) of them denied having trust in the police service and 14 (48%) admitted having trust. Overall it can be said that most respondents, in all income brackets, denied having trust in the police service as it was seen that out of 150 respondents interviewed 102 denied having trust in the police service compared to 45 respondents who admitted and 3 were not sure representing (68%), (30%) and (2%) respectively. These figures were computed before the re-basing of the currency.

Actual Police Perceptions of Public Confidence in the Zambia Police Service in Kitwe

In order to probe this further the Police Officers were also asked to indicate whether they think the public has confidence in the Zambia Police Service. Out of the 50 police officers interviewed, 21 (42%) admitted that the public had confidence in the police in Kitwe, 20(40%) denied and 9(18%) were not sure. The study deduced, to some extent, that even within the police service there is doubt of whether or not the public had confidence in the police service.

The study went further to probe this by asking the respondents to give reasons for their answers. Those who admitted that the public had confidence in the police stated that police officers were doing very well under very difficult conditions but very few bad eggs in the Police are the ones denting the image of Zambia Police Service. Those who denied that the public had confidence in the police attributed the lack of public confidence to the following reasons;

- Incompetence on the part of investigators because some officers are deployed, transferred, and promoted to that section through corruption, nepotism and tribalism. This corruption within the rank and file of the police leads to wrong people to be recruited, transferred, promoted and deployed thus leading to poor performance of the Zambia Police Service hence eroding public confidence.
- Other police officers blamed the lack of public confidence to the public perception that every officer in Kitwe associates with jail boys or jarabos. While others indicated that a few officers who are close to jail boys or jarabos are to blame for the lack of public confidence because they end up denting the image of the police as a whole.
- Some attributed the lack of confidence to poor response to reports due to lack of transport and the tendency by some officers of being selective to reports to deal with, for example a case were they know they will benefit something.
- Most of these respondents blamed corruption due to poor salaries and lack of action taken on police officers involved in corruption. They further said that this corruption has even led to genuine, honesty, consistent and objective officers to be sidelined if he/she is perceived not to be corrupt by his/her fellow officers hence giving rise to dishonesty, inconsistency, and subjectivity in the police service in Kitwe. They said that has contributed to lack of fairness and professionalism where some clients with money are favored or dealt with first as compared to the poor clients.

- Others said that superior officers fail or fear to make independent decisions because they fear being fired, sidelined or dismissed from the service.
- Some of these respondents also blamed the lack of public confidence on lack of workshops, properly defined in service training and regular refresher courses for officers thus officers end up abusing human rights, victimize innocent people and make arbitrary arrests thus eroding public confidence.
- Poor judicial system was also blamed for the lack of public confidence because this lead to delayed justice, over detention and bad disposal tendencies of arrested persons thus eroding public confidence.
- Some police officers cited political interference in the operations of the Zambia Police Service where the police are told or given orders to arrest political opponents at all cost even where there is no evidence. They also said that even senior police officers like interfering in some cases of interest with such cases ending up being delayed to be taken to court or if they are in court the police prosecutors are instructed to find a way to withdraw or have the accused discharged. The cases are subject to adjournments until they find a loop hole for withdrawal by helping the accused reconcile with the complainant.

In order to probe further police perceptions of public confidence in the Zambia Police Service in Kitwe, the researcher went further to investigate perceptions of police officers of various ages of public confidence. It was revealed that 4 (57%) out of 7 Police Officers interviewed aged between 18-25 years stated that the public had confidence in the police service in Kitwe compared to only 2 (29%) of them who denied and 1 (14) was not sure. It was also revealed that in most age groups most Police Officers interviewed stated that the public had confidence in the police service in Kitwe apart from those aged between 26-35 years where 12 (57%) out of 21 Police Officers interviewed denied that the public had confidence in the police compared to 7 (33%) who admitted and 2 (10%) were no sure. Overall the study revealed that most police officers did think that the public had confidence in the police service in Kitwe as 21 (42%) out of 50 Police Officers admitted that the public had confidence in the police while 20 (40%) denied and 9 (18%) were not sure.

The study went further to probe if gender of respondents had an effect on the police perceptions of public confidence of the police service and it was revealed that out of 25 male Police Officers interviewed 12 (48%) of them were of the view that the public had confidence in the police compared to only 8 (32%) who denied that the public had confidence in the police and 5 (20%) were not sure. Of the 25 female respondents 12 (48%) of them did not think that the public had confidence in the police compared to 9 (36%) who thought otherwise while 4 (16%) were not sure. The study further revealed that there were more male respondents who admitted the public had confidence in the police service than their female counterparts as it was seen that out of 21 respondents who held the view that the public had confidence in the police service 12 of them were male compared to only 9 female. However, there were more female respondents among those respondents who did not think that the public had confidence in the police service than male respondents as it was seen that out of 20 respondents 12 (60%) of them were female compared to only 8 (40%) that were male. Overall, the study revealed that most Police Officers interviewed admitted that the public had confidence in the police service but the difference was not significant as out of the 50 police officers interviewed 21 (42%) of them were of the view that the public had confidence in the police service whereas 20 (40%) denied and 9 (18%) were not sure. Given the fact that the difference between police officers who thought that the public had confidence in the police and those who did not think that the public had confidence in the police was not significant, this may justify why it was revealed that most members of the public had no confidence in the police.

The study further revealed that out of the 33 police officers interviewed, who attained secondary education level, 15 (46%) of them admitted that the public had confidence in the police service in Kitwe compared to 11 (33%) who stated otherwise and 7 (21%) were not sure. It was also revealed that out of 10 police officers who attained college education 4 (40%) of them were of the view that the public had confidence in the police while 5 (50%) of them denied that the public had confidence in the police and 1 (10%) was not sure. This was the case even for those officers who attained University education as it was seen that most of them denied that the public had confidence in the police in Kitwe as 4 (57%) out of the 7 police officers interviewed did think that the public had confidence in the police compared to 2 (29%) of them who did not think so and 1 (14%) was not sure. The study revealed that most police officers who were more

educated denied that the public had confidence in the police but the difference was not significant between those who admitted and those who denied. However, overall it was revealed that most police officers held the view that the public had confidence in the police.

Actual Police Perceptions of Public trust in the Police Service in Kitwe

The research went further to ask the police officers to indicate whether they think the public trust them or not. Out of the 50 respondents interviewed 21 (42%) stated that the public had trust in the police service in Kitwe, while 9(18%) indicated not sure and 20(40%) of the respondents said no. So one would say even among the police officers there are those who believe that they are not trusted by the public.

In order to probe this further the police officers were asked to give reasons for their answers and those who held the view that the public did not trust the police gave the following reasons;

- Some of the respondents blamed the bad image of the police on negative reporting from the members of the press which included electronic and print.
- Most of these officers blamed corruptions due to poor salaries and conditions of service. The corruption leads to delayed justice, over detentions, mishandling of cases by police officers which lead to acquittals and discharges under suspicious conditions.
- Some of the respondents said that ineffective leadership was to blame because promotion, deployment, recruitment and transfers are based on corruption, tribalism and nepotism as opposed to being based on merit and experience thus ineffective officers are appointed to critical positions which need proper judgment of situations of prevailing circumstances.
- Others said that the negative public attitudes towards the police which may be due to negative reporting by the members of the press or journalists.
- Most respondents also said that police officers are fond of begging for money, fuel, food, water and so on this actually makes the police officers to seem easily bribed as they end up compromised.

- Some respondents blamed lack of transparency, objectivity, honest and consistency in the operations of the Zambia Police Service.

The research went further to investigate if age, sex, education and rank of the police officers had any effect on the perception of the police officers on public trust in the police service in Kitwe. The study revealed that the results were similar to those given when looking at police perceptions on public confidence in the police. For instance it was revealed that out of 7 respondents who were aged between 18-25 years 4 (57%) of them stated that the public had trust in the police compared to 2 (29%) who denied and 1 (14%) was not sure. In all age categories most police officers admitted that the public had trust in the police service apart from those who were aged between 26-35 years where out of 21 respondents interviewed 12 (57%) denied that the public had trust in the police compared to 7 (33%) who admitted that the public had trust in the police and 2 (10%) were not sure. Overall, it was revealed that most police officers perceived that the public had trust in the Zambia Police Service as it was seen that out of 50 police officers interviewed 20 (40%) denied that the public had trust in the police compared to 21 (42%) who admitted and 9 (18%) were not sure. However, the difference was not significant hence one may say that this justify why most members of the public denied having trust in the police service.

It was also revealed that out of 25 male police officers interviewed 12 of them stated that the public had trust in the police service while 8 stated that the public did not have trust in the police service whereas 5 were not sure representing (48%), (32%) and (20%) respectively. The survey, therefore, revealed that most male police officers admitted that the public had trust in the police service. On the other hand the study revealed that most female officers interviewed denied that the public had trust in the police service in Kitwe as out of 25 female respondents interviewed 12 (48%) denied that the public had trust in the police service in Kitwe while 9 (36%) of them admitted that the public had trust whereas 4 (16%) were not sure. It was further revealed that out of the 20 officers who denied that the public had trust in the police 12 of them were female while 8 were male representing (60%) and (40%) respectively indicating that there were more females who denied than males. It was also seen that there were more males who admitted that the public had trust in the police than their female counterparts as out of 21 respondents who admitted that the public had trust in the police service in Kitwe 12 of them were male while 9 were female

representing (57%) and (43%) respectively. However, overall it was established that out of the 50 police officers interviewed most of them admitted that the public had trust in the police who represented 21(42) as compared to 20(40%) who denied while 9 (18%) were not sure.

The study revealed that out of 33 police officers who attained secondary education 15 (46%) of them stated that the public did have trust in the police while 11 (33%) denied and 7 (21%) were not sure. However, it was revealed that most officers who attained college education denied that the public had trust in the police as 5 (50%) out of 10 officers interviewed denied that the public had trust in the police compared to 4 (40%) who admitted and 1 (10%) was not sure. Even for those who attained University education out of 7 officers interviewed 4 (57%) of them denied that the public had trust in the police while 2 (29%) of them admitted that the public had trust in the police service in Kitwe and 1 (14%) was not sure.

The study revealed that most police officers in all rank file captured stated that the public had trust in the police apart from the superior officers of which out of 5 of them 2 (40%) denied that public had trust in the police while only 1 (10%) of them admitted and 2 (40%) were not sure.

SUPPORTING LITERATURE/RESEARCH

Corruption was also cited to be the major cause of failure by police to meet public expectations such as preventing crime, solving crime and working according to policing processes hence their failure to win public confidence and trust. This can be supported by researches done by Transparency International, Zambia on Bribe Indexes. In these researches the Zambia Police Service topped the research results as the public institution whose officers asked for bribes, public institutions whose officers demand largest bribes and whose officers demand bribes most frequently in the 2005, 2007 and 2009 bribe index surveys.

The research findings can be further supported by Zambia Police Service annual reports of 2004, 2007 and 2008 which cited various problems affecting the police force in the course of their duties. The problems cited are similar to some cited in this study, for example, accommodations, inadequate transport and inadequate manpower. It was noted in these reports that more than 5000

police officers were not accommodated in police houses hence most of them stay in rented houses most of whom are paying for themselves from their little salaries. The reports further stated that the police was unable to refund them due to insufficient funds. Even if the reports did not directly cite poor salaries and funding as some of the problems faced by the police, it can be seen from the statements above that they are part of the problem. It was also stated that the accommodation problems was compounded by the non-clearance of retirees, widows and widowers who are still occupying police houses waiting to be given terminal benefits and repatriation allowances. The waiting period was said to be too long as it sometimes reaches as long as five years.

The reports further stated that although the government through the Ministry of Home Affairs made an effort to procure motor vehicles for Zambia Police, the problem still falls far short of the required demand for motor vehicles. The reports further stated that most rural stations do not have operations vehicles.

It was also revealed in these reports that the police strength stood below 15 000 officers thus this was fall short of the required number as that meant that one police officer was responsible of policing 667 people in a 10 million populated country. These problems are similar to some of the constraints cited in our report.

The survey findings can also be supported by a study done by Talha Syed of the centre for the Study of Violence and Reconciliation in 1997 in which he wanted to seek to identify the major effects of corrupt act on the criminal justice system, police relations with the public and the organisational culture of the police. In our study it was revealed that most respondents noted that corruption was the cause for loss of public trust and confidence in the police even Talha Syed also noted in his study that one impact that basically all corrupt activities have was that they decrease public trust and confidence in as well as respect for the police. The corrupt act reduces the confidence people have in the fairness, integrity and honesty of police officers. Syed also noted that loss of confidence and trust may have severe harm that may include deterioration in relations between citizens and police officers and as a result reduces the effectiveness of policing in a community. In his research he established that a large number of arrests are made due to the

community cooperating with the police or reporting crimes to the police. He stated that without such public involvement, police efforts in fighting crime are severely hampered. It was emphasised that police officers needed to realize that unless people reported crimes, provided evidence, served as witnesses and when on juries believed police testimony, criminals would not be convicted. Furthermore, it was also pointed out that perceptions of high corruption in the Zambia Police Service result in a lack of trust and confidence in the police as members of the public perceive the police not to exhibit honesty, fairness, integrity; professionalism and so on hence may even end up losing respect for the police hence it was pointed out that the police should always make efforts to repair relations between the public and the police hence enabling information flow between the two which would result to more arrests being made and reduce crime eventually(Syed,1997).

Overall, the study has revealed that there are several shortcomings that adversely affect the work of police officers in Kitwe District. It is important, and reassuring, to also note that even some police officers, who participated in the study, are aware of, and expressed the desire to have such shortcomings corrected.

CHAPTER SUMMARY

The majority of the respondents from the general public stated that they did not have trust and confidence in the Zambia Police Service in Kitwe. However, most of them cited corruption, begging, associating with Jarabos or jail boys, drunkardness on duty, lack of professionalism, lack of transparency to mention but a few as the reasons for their loss of trust and confidence in the police service in Kitwe. The respondents denied having trust and confidence in the police service in Kitwe regardless of their age, gender, education level and income. The study further revealed that most police officers were supporting their institution as most of them said that the public had trust and confidence in the police service in Kitwe. However there were a reasonable number of police officers who said that they were not sure whether or not the public had trust and confidence in the police service in Kitwe. The difference between those who admitted and those who denied that the public had trust and confidence in the police service was not significant. Some police officers who denied that the public had trust and confidence in the

police service in Kitwe blamed this lack of trust and confidence to corruption, some of their colleagues associating with jarabos or jail boys, poor performance and lack of professionalism and so on. It seemed the results were similar in these two variables.

CHAPTER FIVE

Conclusion and Recommendations

Introduction

This chapter presents conclusions of the study in form of short summaries in line with research objectives and it even cites literature which supports some of the findings in the study. Necessary recommendations for the study are also given to provide feedback to the Zambia Police Service, the government and other stakeholders.

Conclusion

Firstly, the study sought to establish the perception of the public on the performance of the police service. It sought to establish whether the public felt that the performance of the Zambia Police Service in Kitwe was meeting public expectations and examine the public perception of the effectiveness of the police in solving and preventing crime. Secondly, the study was aimed at establishing whether the Zambia Police in Kitwe exhibit fairness, civility, integrity and use of appropriate force when enforcing the Law. Thirdly, the study sought to establish whether the public had trust and confidence in the Zambia Police Service in Kitwe. Fourthly the study gave a chance to respondents to give suggestions of what should be done to improve police performance thus lead to positive public perception. However the study was carried out for academic purpose as a partial fulfilment of the requirement for the Masters of Public Administration (MPA).

The study revealed that most respondents from the general public regardless of their age, gender, education level and level of monthly income perceived negatively the performance of the Zambia Police Service in Kitwe in meeting public expectations, preventing and solving crime. These respondents attributed this to a lot of reasons but these were some of the prominent; corruption, lack of logistics, poor work culture, administrative problems, poor police strategies, associating with Jarabos (jail boys), begging and so on. Some of these reasons such as corruption begging and associating with Jarabos (jail boys) were also cited as the reason why police officers in Kitwe were perceived by most respondents not to exhibit integrity and fairness. However, it was revealed that the majority of respondents regardless of their age, gender, level of education and income level stated that the police in Kitwe use appropriate force and exhibit civility when enforcing the law as it was stated that police officer usually send callouts to suspects before

using force. The respondents stated that sometimes the police are compelled to use force if a person or a group of people is not complying with police directives.

Corruption, begging, associating with jarabos (jail boys) and general poor police performance, lack of transparency and accountability were cited for the lack of trust and confidence Zambia Police Service in Kitwe.

However, most police officers perceptions concerning police performance in Kitwe were positive regardless of their age, gender, education level and level of monthly income. It seemed the police officers were defensive of their organisation. Police Officers who stated otherwise gave various reasons for their statement of which these were prominent; corruption in the process of promotions, deployment, recommendations to more lucrative sections, lack of logistics, poor condition of service and work environment and so many more.

In order to find the remedies for some of the reasons for the perceived poor performance of the police, as perceived by the public, the respondents were given an opportunity to offer their suggestions or views to improve the performance of the Zambia Police Service. The respondents pointed out that, there is need to promote high level of integrity and ethical code of conduct among the police officers as they are concerned in the delivery of public services. It was noted that the activities of the Zambia Police Service and their superiors have to be regulated by the code of conduct. This requires improving supervisory and monitoring capacity on the enforcement of law and order, probing the character of the police officers being recruited or deployed in various sections by ensuring that they are deployed through merit by subjecting them to examinations. It was further noted that erring officers should be punished not just transferred to another station or post. The disciplinary code of conduct and ethical code of conduct would instil discipline in the Zambia Police Service.

Furthermore, it was pointed out that there is need to improve funding to the police service so as to enable the police service buy needed logistics, improve the conditions of service and environment for the police officers, in order to reduce corruption as it may increase their ability to resist, reject, arrest corruption and motivate the police officers to work hard. This would also

enable the Police Service build more police stations, posts and recruit more police officers to match the increase in population, townships and compounds and transfer police officers regularly to avoid overstaying at one police station or post where they become compromised.

In order to reduce political interference, it was suggested that the office of the inspector general should be given a tenure of office were he/she would not be hired and fired at the presidents peril. This may enable the inspector general of police work professionally as the police play a very important role in the process of democracy.

Furthermore, it was advocated that the police service should be sending officers for training and re-training, hold workshops, hold police open days, create public watchdogs or hot line, put in place legislation aimed at protecting and rewarding whistle blowers to encourage more reports of corruption, immoral acts and abusive behaviour of the police officers in order to improve transparency, police image and enhance police public relations. This should be coupled with government political will as a pillar to fight corruption.

The respondents further stated that the police command and all stakeholders should enhance sensitization campaigns to citizens on corruption issues. They said that an informed citizenry will be decent and less likely to be involved in corruption but instead, be concerned in the fight against the phenomenon. In this regard the open days should be used to inform the members of the public about police work so that they understand the whole process of police work and reporting erring officers. They said that in the same way the surveyors of corruption activities should be more strategically appearing to the informers though invisible to the perpetrators of corruption. They said that the anti corruption officers should further improve their probing techniques, by being seen on the breeding ground of corruption practices than waiting for reports from their offices.

It was pointed out that the police officers usually do not even give advice or warning even when the member of the general public was not aware of the offence committed. The police officers opt to intimidating the culprit instead of educating the said person, thus most respondents

advocated that the police service should also assume the role of educating the public seriously instead of arresting all the time.

Some respondents also noted that for anything to work out the Zambia Police Service Command should first accept that corruption exists in the system and not being defensive of the system.

Police Officers were also asked to give their suggestions of what should be done to improve the performance of the Zambia Police Service and they gave the following of which some of them were similar to the ones given above. The Police Suggestions included the following;

Advocated that the government should increase adequate and sustainable funding to the Zambia Police Service so that they buy necessary tools such as motor vehicles, forensic equipment, computers, fuel, communication radios, uniforms, cameras, recorders, stationary and more funds to build police stations, posts, housing, recruitment of more police officers so that they suit the increase in the population, townships and compounds.

It was also noted that the police corruption could neither be won nor lost by using a single approach of persecuting and convicting those found guilty, but government should also seriously consider awarding reasonable salaries and other remuneration incentives to the police officers, so that they can be guaranteed a decent standard of living with their families. This would complement the law enforcement efforts, as it would increase their ability to resist, reject, and arrest corruption. On the other hand, it may also instantly, restore their lost personal and institutional integrity.

Some of the police officers advocated for improving the justice system including the judicial system so that delays are either minimised or eradicated completely. This may help in building the image of the Zambia Police Service and the Judiciary.

Furthermore, a good number of the respondents pointed out that the police command should start promoting, recruiting and deploying officers on merit and experience and not based on corruption, tribalism, nepotism and patronage. They said this may help to motivate some officers who are sidelined. Others went further to advocate for a new promotion and deployment criteria

which must be based on education, experience and wisdom, and those officers earmarked for promotions or deployment must be subjected to examinations in various fields of modern policing to gauge their competences. While other Police Officers stated that the police service should also train a lot of officers in information technology and equip the service with modern technology to enable police officers investigate cyber crime and modern management courses for superior officers to enhance their managerial skills. This should also include workshops, retrain and change the police training curriculum.

Police officers also advocated for the enhancement of the transparency and accountability in the allocation, disbursement and use of resources allocated to the Zambia Police Station so that the resources trickle down to the districts, stations and post which as of then they were not given any resources.

Overall, the study has revealed that there are several shortcomings that adversely affect the work of police officers in Kitwe District. It is important, and reassuring, to also note that even some police officers, who participated in the study, are aware of, and expressed the desire to have such shortcomings corrected.

Recommendations

Introduction

This study makes several recommendations which if implemented may enhance public perception of the performance of the police. In view of the study findings, the following recommendations falling within two sub- headings namely police training and administrative reforms, have been suggested with a view to improving the overall performance of the police in general and in turn enhance public perception of police performance. The other recommendations are aim at the objectives in the study.

Police Training

- The police should be educated so that they recognise the consequences of corruption very early in their careers.
- The police service should ensure that the instructors are reliable and skilled to ensure quality training. The police administration should consider sending instructors in all their training schools for further education so that they start offering certificate, diploma and degree courses to police officers and private security companies which are in line with community security and public order, for example courses in investigations, victim support, traffic, forensic science in conjunction with University Teaching Hospital, and so on. This would enable officers to specialize and may help to improve on performance. These private security officers should be subjected to screening for any criminal offences by making them go through finger prints examination this may reduce crimes where private security officers are involved.
- The training should emphasise on use of force and treatment of suspects and the government should ensure that provisions relating to police use of lethal force are enshrined in the constitution, nation laws or regulations are in line with international human rights standards. The national legislation should be amended where necessary to ensure that the principles of necessity and proportionality in the use of force are reflected in the law.
- The curriculum should also include courses relating to conflict resolution and crises negotiations.
- The police administration should encourage police officers to go for further education and scholarships should be available and procedures for applying for the same scholarships should be transparent. These scholarships should be offered based on merit.

Administrative Reforms

- The police should also establish a clear recruitment, promotion, transfers and deployment procedures based on experience, merit and performance. If possible aptitude test or exams should be introduced.

- The government should consider reforming the composition of police and prisons commissions so as to see more neutral people take up the positions as opposed to former senior police officers who have relatives and children in the police service hence these senior officers engaged at the commission may be tempted to promoting these relatives and children at the expense of hard working police officers.
- The office of the Inspector General of Police should be given tenure of office to ensure job security so that the Inspector General performs professionally without any political interference or without fearing that if he/she steps on the toes of the appointing authorities he/she may be fired.
- The government should increase funding to the Zambia Police Service so as to enable the system improve their work conditions.

Public Perception of effectiveness of the Police in Preventing and Solving Crime

In order to positive public perceptions of the above topic the government and police administration should endeavour to implement the following:

- The police administration should consider reviewing the training curriculum for police recruits where they even specialize in various tasks done by the police after the six (6) months general police duties training programme. Police recruits should be made to specialise in the following tasks; investigations, forensic, public order, para military, victim support, cyber crime (IT) and so on.
- The police establishment should be increased so that more police stations are built in various residential areas which only have police posts, which are mainly run by untrained neighbourhood watch officers for example Mulenga, Kapoto, Zambia, Race course, Kandabwe compounds and so on. These compounds have high crime rates and criminals usually like hiding in such high density residential areas hence the need for the presence of the police. Such compounds are not easily accessible by providing roads and ensuring that the houses have house numbers.
- The government should also ensure that they recruit a lot of police officers so as to reduce the ratio between the general population and police officers.

- The police administration should equip the police officers with all the logistics needed and equip the forensic department with all required resource. The administration should actually decentralise the forensic section to all provinces and districts, if possible even police station.
- The police administration should ensure that the criteria or procedure for career advancement within the police service include professional police conduct and should be based on merit, expertise and experience.

Public Perceptions of the Police Fairness

The police administration should implement the following which may help to enhance public perceptions of police fairness in their operations:

- The police service should ensure that they take the people arrested to court within the stipulated timeframe and ensure a fair trial.
- The police administration should be seen to be serious with fighting corruption within the system and deliberate rules and regulations should be put in place to curb the scourge and those found wanting should be punished accordingly.

Public Confidence and Trust in the Zambia Police Service in Kitwe

In order to enhance public confidence and trust in the police, the police administration should endeavour to implement the following:

- The police administration should promote transparency, accountability and cooperation with the members of the public as most of their operations are public based hence there is no need of being so secretive. In order for them to work well they need information from the members of the public hence there is need to cultivate a relationship of mutual trust, confidence and cooperation with the members of the public. This would enhance public trust and confidence in the police. This can be done by enhanced police open days and even conduct lectures at schools, markets, colleges and universities. This would help in information flow between the police and the public since they trust and have confidence in each other hence helping in preventing and solving crime and ultimately meeting public expectations professionally.

- The police service should encourage partnerships with the nongovernmental organisations to ensure better reporting of, and action against, the crimes of rape and domestic violence.
- Furthermore, the police administration should put in place laws to protect and reward whistle blowers who may be police officers or members of the general public in corruption cases. The police should be encouraged to put suggestion boxes so that the general public can deposit their suggestions.
- The police administration should ensure that police officers who report for various duties are provided with all the necessary logistics so as to reduce corruption, begging and the so called use of initiative to find logistics needed for duties taught to police officers. In short the government should improve the conditions of work and logistics made available to the police officers.
- The police training should impart public relations techniques in the officers so as to ensure that the recruits have skills of how to treat complainants, victims of crime such women and children.

It is hoped that the recommendations generated by the study findings have great potential to enhance the performance of the police service in general and that of the police officers in Kitwe in particular.

Suggestions for further research

Professionally, every piece of research justifies and clarifies the major issues under consideration. However, in the process of doing so, it raises other critical issues either related to the current study or contrary to it that need to be further addressed. This study has brought out a number of issues that need to be equally clarified. These topics which need further research include the following:

1. The factors that lead to negative public perception of the performance of the Zambia Police Service
2. Public perception of the performance of the individual sections within the Zambia Police Service, for example Traffic, Criminal Investigation, Victim Support Unit and soon.
3. Public satisfaction with the police performance.

SUMMARY

This chapter has given a general conclusion of the study and has highlighted key points under each research objective in form of conclusion. This chapter has also presented literature which supports some of the findings in the study. It has also provided necessary recommendations for the programme and suggested questions for further research.

BIBLIOGRAPHY

Annual report (1998), 'Zambia Police and Crime Statistics', Government Printers, Lusaka, Zambia.

Annual report (2004), 'Zambia Police and Crime Statistics', Government Printers, Lusaka, Zambia.

Annual report (2008), 'Zambia Police and Crime Statistics', Government Printers, Lusaka, Zambia.

Annual Report (2007), 'Zambia Police and Crime Statistics', Government Printers, Lusaka, Zambia.

AFRONET reports on Human Rights Violation in Zambia (1998).

Banton Michael, (1959), 'The Policeman in the Community' Tavistock publication Limited, Great Britain.

Benerfree Ablujit et al, (2002), 'Improving Police Effectiveness: The Rajasthan Experiment' University of India, India.

Brad Mystro, (2005), 'Public Evaluation of Police Performance in Anchorage', University of Alaska, USA

Chappy James, (2008), 'Why Do People Hate the Police', Tavistock Publication Limited, Great Britain.

Daniel Patrick B and Craig Walton, (2005), 'Handling Police Conduct in an Ethical Way Survey', University of Nevada, Las Vegas, USA.

Gallagher Catherine et al, (2001), 'The Public Image of the Police,' Mason University, Manassas, USA.

Garry Lafree, (1998), 'Losing Legitimacy, Street Crime and the Decline of Social Institutions in America, Boulder Co West view, USA.

Gossett A. Racheal, (2009), 'Factors that affect Perceptions of Improper Police Behaviour, Ohio University, USA.

Witle. J. Jeffrey, (2004), 'Identifying Elements of Customer Satisfaction in the Delivery of Police Service', Ohio Police Department, USA.

Johnson C, (2000), 'Why some Police Agencies do not Achieve the Results they Expect from Community Policing Programmes', University of New York, USA.

Mpongwe Gabriel, (2005), 'Perceptions of Mini Bus Operators on Traffic Police in Lusaka' Section of Research, Police Headquarters, Lusaka, Zambia.

Musonda F. X., (2002), 'History and Reformation of the Zambia Police', UNZA Press, Lusaka, Zambia.

Maguire Mike et al, (2009), 'Improving Public Confidence in the Police', New York, USA.

Mwanamwalye Gabriel, (2011), 'Plight of the Police', Post News Papers (27/11/2011)

Nkaka M. B, (2007), 'Police Reforms, Restructuring and the Police, Human Rights Records; A case study of Lusaka and Kafue District', University of Zambia, Lusaka, Zambia

Paternoster et al, (1997), 'Do fair Procedures Matters? The effect of Procedural Justice on Spouse Assault Law and Society Review 31:163-204

Russel Bradley, (1998), 'Public Expectations and Perceptions of Policing', Home Office Policing and Reducing Crime Research, Development and Statistics Department, London (Bradley Russel Library.npia.police.UK/../fprs96.pdf)

Swaton Bruce et al, (1998), 'How the Public Sees the Police', Australian Institute of Criminology, Trends and Issues in Crime and Criminal Justice, Australia.

Talha Syed, (1997), 'Violence and Reconciliation', South Africa

Tyler Tom, (1990), 'Public Trust and Confidence in Legal Authorities: What do majority and Minority group members want from Law and Legal Institutions? Behavioural Sciences and the Law 19:215-235

Varwell, (1978), 'Police and the Public' Northcote House Publishers Ltd, UK

Witle A. Jeffrey, (2004), 'Identifying Elements of Customer Satisfaction in the Delivery of Police Service', Ohio Police Department, USA

WWW.theiacp.org, 'Police Leadership', (2002).

www.aic.gov.au/documents/2/1/1%25

Zambia Bribe Index, (2005), Transparency International, Zambia

Zambia Bribe Index, (2007), Transparency International, Zambia

Zambia Bribe Index, (2009), Transparency International, Zambia

Appendix 1

Plan of Time Line

The proposed plan for the research started on the 1st July, 2011 to July, 2012.

DATE	ACTIVITY	REMARKS
July 2011 to October 2012	<ol style="list-style-type: none"> 1. Introduction, background, literature search. 2. proposal writing 3. Pilot study 	Literature review and background information was so challenging due to Police confidentiality.
October 2011 to February 2012	<ol style="list-style-type: none"> 1. Data collection 2. Data compiling 3. Data analysis 	Quantitative data was analysed using statistical package of social sciences (SPSS) and qualitative data was analysed manually in form of descriptions, explanations and interpretations.
February 2012 to January 2013	<ol style="list-style-type: none"> 1. Report writing 2. Seeking supervisor advice 3. Finalizing and Submission 	prove quite challenging because the supervisor Dr P Lolojih was on leave pending his end of contract hence Dr Mafuleka was over loaded as he had to supervise me and other colleagues.

Appendix 2

BUDGET

Date	Description	Units	Cost per Unit	Total
1 stjuly,2012	1. Transport to compounds or field	10	5	50
	2. Transport to Lusaka from kitwe	20	60	1200
	Accommodation in a lodge in Lusaka	20	150	3000
	Food	30	20	600
	Printing and binding for supervisor	7	30	210
	Printing and binding copies for examination	6	30	180
	Stationary	4	100	400
Total		97	395	5640

Appendix 3-Questionnaire for the General Public

The University of Zambia

Directorate of Research and Graduate Studies

School of Humanities and Social Sciences (HSS)

Department of Political and Administrative Studies (PAS)

Masters of Public Administration Program 2010-2012

Research Questionnaire on Public Perception of the Performance of the Zambia Police in Kitwe District

Instructions

- Indicate your answers to each question by ticking in the appropriate box or filling in the spaces provided.
- Do not write your name or any identity on this questionnaire as the study is anonymous.
- Write answers where open ended questions have been asked and space for writing provided.
-

Characteristics of the Sample

- | | | |
|---------|------------------|-----|
| 1. Age: | (a) 18- 25years | [] |
| | (b) 26- 35years | [] |
| | (c) 36- 45years | [] |
| | (d) 46- 55years | [] |
| | (e) Over 55years | [] |
| 2. Sex: | (a) Male | [] |
| | (b) Female | [] |

3. Highest Level of Education attained

- (a) Primary []
- (b) Secondary []
- (c) College []
- (d) University []
- (e) Others {specify}.....

4. Marital Status

- (a) Single []
- (b) Married []
- (c) Divorced []
- (d) Widowed []
- (e) Other {specify}.....

5. Level of Income per month

- (a) Below 1 million Kwacha []
- (b) 1,000,001 to 2 million Kwacha []
- (c) 2,000,001 to 3 million Kwacha []
- (d) Above 3 million Kwacha []

Public Perceptions of the General Performance of the Zambia Police Service in Kitwe

6. Is the performance of the Zambia Police Service in Kitwe meeting public expectations?

- (a) Yes []
- (b) No []
- (c) Not sure []

7. If yes to question 6, how do you rate the performance of the Zambia Police Service in Kitwe?

- (a) Not effective []
- (b) Fairly effective []
- (c) Effective []

- (d) Very effective []
- (e) Not sure [] (skip Q 8)

8. Give reasons for your answers if any

.....

.....

.....

.....

.....

.....

.....

.....

Public Perceptions of the Effectiveness of the Zambia Police Service in Preventing Crime in Kitwe

9. Is the Zambia Police Service in Kitwe effective in preventing crime?

- (a) Yes []
- (b) No []
- (c)Not sure []

10. If yes to question 9, how do you rate the effectiveness of the Police is preventing crime in Kitwe?

- (a) Very Poor []
- (b) Poor []
- (c) Good []
- (d) Very Good []
- (e) Not sure [] (skip Q11)

11. Give reasons if any for your answers

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

Public Perception of the Effectiveness of the Zambia Police in Solving Crime in Kitwe

12. Is the Zambia Police in Kitwe effective in solving crime?

- (a) Yes []
- (b) No []
- (c) Not sure []

13. If yes to question 12, how do you rate the effectiveness of the Zambia Police Service in solving crime in Kitwe?

- (a) Very Poor []
- (b) Poor []
- (c) Good []
- (d) Very Good []
- (e) Not sure [] (skip Q14)

14. Give reasons if any for your answers.

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

Public Perceptions of the Fairness of the Zambia Police When Preventing and Solving Crime in Kitwe

15. Are the Police in Kitwe fair when enforcing the law?

- (a) Yes []
- (b) No []
- (c) Not sure []

16. Give reasons for your answer if any.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

17. Do the Police use appropriate force when enforcing the law?

- (a) Yes []
- (b) No []
- (c) Not sure []

18. Give reasons for your answers if any.....

.....

.....

.....

.....

.....

.....

.....

.....

19. Do the Police exhibit civility when enforcing the law?

- (a) Yes []
- (b) No []
- (c) Not sure []

20. Give reasons for your answer if any.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

21. Do the Police exhibit integrity when enforcing the law?

- (a) Yes []
- (b) No []
- (c) Not sure []

22. Give reasons for your any

.....

.....

.....

.....

.....

.....

.....

.....

.....

Public Confidence and Trust in the Police Service in Kitwe

23. Do you have confidence in the Police Service in Kitwe?

- (a) Yes []
- (b) No []
- (c) Not sure []

24. Give reasons for your answer if any.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

25. Do you have trust in the Police Service?

- (a) Yes []
- (b) No []
- (c) Not sure []

26. Give reasons for your answer

.....

.....

.....

.....

.....

.....

.....
.....

PUBLIC SUGGESTIONS OF WHAT SHOULD BE DONE TO IMPROVE ZAMBIA POLICE SERVICE PERFORMANCE IN KITWE DISTRICT

29. What do you think should be done to improve the performance of the Zambia Police Service?

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

END, THANK YOU

Appendix 4-QuestionnaireforPoliceOfficers

University of Zambia

School of Humanities and Social Sciences

-Directorate of Research and Graduate Studies

Department of Political and Administrative Studies (PAS)

MastersofPublicAdministrationProgram2010-2012

ResearchQuestionnaireonPublicPerceptionofthePerformanceoftheZambiaPoliceinKitweDistrict

Instructions

- Indicate your answers to each question by ticking in the appropriate box or filling in the spaces provided.
- Do not write your name on the questionnaire as this study is anonymous.
- Write answers where open ended question have been asked.

Characteristics of the Sample

10. Age:
- | | | |
|-----|--------------|-----|
| (a) | 18- 25 years | [] |
| (b) | 26- 35 years | [] |
| (c) | 36- 45 years | [] |
| (d) | 46- 55 years | [] |
| (e) | Over 55years | [] |

11. Sex:
- | | | |
|-----|--------|-----|
| (a) | Male | [] |
| (b) | Female | [] |

12. Highest level of education attained

- | | | |
|-----|-----------|-----|
| (a) | Primary | [] |
| (b) | Secondary | [] |

- (c) College []
- (d) University []
- (e) Others {specify}.....

13. Marital Status

- (a) Single []
- (b) Married []
- (c) Divorced []
- (d) Widowed []
- (e) Others {specify}.....

14. Level of Income per month

- (a) Below 1 million Kwacha []
- (b) 1,000,001 to 2 million Kwacha []
- (c) 2,000,001 to 3 million Kwacha []
- (d) Above 3 million Kwacha []

6. Current Rank

- (a) Superior officer []
- (b) Subordinate officer []
- (c) Other ranks {specify}.....

Police Perceptions of the General Performance of the Zambia Police Service in Kitwe

7. Do you think your performance as the Zambia Police Service is meeting public expectations in Kitwe?

- (a) Yes []
- (b) No []
- (c) Not sure []

8. If yes to question 7, how do you rate the performance of the Zambia Police Service?

- (a) Not effective []
- (b) Fairly effective []

- (b) Effective []
- (c) Very effective []
- (d) Not sure []

9.If no to question 7, what are the constraints preventing the police from meeting the public’s expectations in Kitwe?

.....

.....

.....

.....

.....

Police Perceptions of the Effectiveness of the Zambia Police Service in Preventing Crime in Kitwe

10. Is the Zambia Police Service effective in preventing crime in Kitwe?

- (a) Yes []
- (b) No []
- (c) Not sure []

11. If yes to question 10, how do you rate the effectiveness of the Police is preventing crime?

- (a) Very Poor []
- (b) Poor []
- (c) Good []
- (d) Very Good []
- (e) Not sure []

12.If no to question 10, what are the constraints hindering the police in Kitwe from preventing crime?

.....

.....

.....

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

Police Perception of the Effectiveness of the Zambia Police in Solving Crime in Kitwe

13. Is the Zambia Police effective in solving crime in Kitwe?

- (a) Yes []
- (b) No []
- (c) Not sure []

14. If yes to question 13, how do you rate the effectiveness of the Zambia Police Service in solving crime in Kitwe?

- (a) Very Poor []
- (b) Poor []
- (c) Good []
- (d) Very Good []
- (e) Not sure []

15. If no to question 13, what are the problems faced by the Zambia Police Service in Kitwe when solving crime?

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

Public Trust and Confidence in the Zambia Police Service in Kitwe

16. Do you think the police are trusted by the members of the public?

- (a) Yes []
- (b) No []
- (c) Not sure []

17.If no to question 16, what are the reasons for the lack of trust?

.....

.....

.....

.....

.....

18. Do you think the public has confidence in the Zambia Police in Kitwe?

- (a) Yes []
- (b) No []
- (c) Yes []

19. If no to questions 18, what are the reasons for the lack of confidence?.....

.....

.....

.....

.....

.....

Police Suggestions of What Should Be Done to Enhance the Performance of the Zambia Police Service in Kitwe

20. What do you think should be done to enhance the performance of the Zambia Police Service in Kitwe?

.....

.....

.....

.....

End, Thank You