Confidence-Building and Parameters of Trust in Police

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ORIGINAL ARTICLE

ABSTRACT: The current study deals with the ways of confidence building versus police and determines indices of trust-in- police. Thus, ways of confidence- building and trust-in- police indices have been examined and identified by conducting documentary- librarian exploratory method and through benefitting from viewpoints of the well- known domestic and foreign scholars and experts. Afterwards, by adopting the realized questionnaire which its validation was confirmed by Face Validity and its reliability by means of Cronbach's Alpha Coefficient and with reference to attitudes from police experts, these parameters were finally verified and classified based on their priority. The results indicate that some factors like religious belief and good deed, justice administration, honesty, affection and kindred, personality, public supervision, police authority and task- doing and law enforcement, as some agents for confidence- building are purposed while some elements are respectively considered as trust-in-police indices such as participation in disciplinary affairs, sense of security, satisfaction with police, interaction with police, obedience to law/ rule of law (action based on disciplinary regulations) police authority and hope to future.
Keywords: Trust Index, Police, Societal Participation, Sense of Security

INTRODUCTION

Creation of trust (confidence building) is one of the paramount positive performances of a cultural system. Preservation and increasing confidence among people is the task for the responsible institutions and organizations that each of them may affect on doing their tasks from certain perspective at definite level. Due to its pivotal role and status in society and widely interaction with different social classes, police is an organization that may inflict huge and irrecoverable loss to body of societal value- system if it commits absenteeism or ignore the cultural delicate points of the society; in other words, the blow which security forces may deal to societal structure because of their possible shortcoming and negligence in doing tasks, will be followed by the most threatening internal and external problems for the country.

If non- confidence scene in the society is followed by lack of trust in police then it may emerge wide problems at social levels including iconoclasm (anomaly), lack of empathy in public arena, alteration and downplaying values (commitment, honesty, collective consciousness etc), disorder in creation of societal identity and omission of correlation and it will provide ground for arising deviations and thus threatening of public security directly and indirectly. Therefore with respect to appearance of wide societal developments and changes and rising urbanism, unemployment of youths, increase city outskirt settlements, emergence of new and complex crimes committed by professional criminals, police's performance is very sensitive in increase of mental security of people in society and societal trust in this

organization and to each other so in order to realize this objective (reducing vulnerability and creation of societal immunity etc.), some measures should be taken including culture building within social strata and groups by means of the latest and most advanced tools.

Due to nature of its tasks, police interacts and communicates with the citizens at high level. Without public participation, it is impossible to give services to the people and establish order and security. For this reason, police should always put a special attention high on agenda to ways of attracting public participation seriously.

As the most trustful security force, police will be benefitted from pubic empathy and cooperation by its positive performance and attraction of people's trust in addition to doing its tasks properly by taking a society- oriented approach and increase its organizational ability doubly since public presence and participation and increasing societal trust are some of requirements for professional activity of security forces in our community toady. To realize this purpose, the appropriate culture should be made and intact executive plans and projects should be put for police on its agenda (Saedi; 2008:2).

Questions of Research

What factors may attract public confidence in police? What are some parameters of trust- in- police?

Research History

In dictionaries several meanings are used for term "*confidence*" out of which one can refer to: Reliance, backing, assurance, certainty, faith and trust. Trust stands for confidence and in theosophist

terminology it means reliance on what is before God and seclusion from what is not before Him. Similarly, this term has been mentioned several times in Holy Quran and God has invited believers to trust in Him.[*]

There are numerous synonymies and concepts, which relate typically to confidence (trust). In Persian language and literature and public culture (folklore) of Iranian community as well as many other nations, there are some words and concepts, which are used in different sentences despite of having different origin (cognate). At the same time, they may strike meanings close to "trust" in mind. It seems that people employ these words when they have a sense of confidence to others or surrounding conditions. When audiences hear these concepts from someone, they make sure that speaker express meaning of "trust" by means of such lexicons.

The most important concepts and terms which are related to word "confidence" are as follows: Legitimacy, popularity, reliability, trust, optimism, support, respect, sense of security, belief and certainty, assurance, repute, and reliance (Moazen Jami; 2003: 42).

From sociological view, trust should be considered both as result and outcome of a process and convincing performance of public opinion and a very essential societal capital and basis for political system and social structure or essence and cornerstone for societal relations. Trust denotes efficiency of political system and public satisfaction caused by sum of efficiency (of confidence) and legitimacy. Although trust is not always along with legitimacy, but it is strictly related to this term and any increase or decrease in this factor may affect on increase or decrease of legitimacy (Hashemi; 2004: 2).

As one of the experts in Theories of Reconstruction, Redfield argues that one of the important problems that exist in Developing Countries and Third World Nations, especially in small communities, is lack of societal trust. In an study which has been conducted in Italy, it is demonstrated that at its all levels, public trust leads to social capital and development and accordingly difference among efficiency of organizations at north and south of a country is originated from the rate of social trust and capital (Azkia,1991:56,70).

With respect to globalization and dynamic process of global interdependence, Piotre Sztompka (Polish Sociologist) has mentioned two topics of trust and cooperation as one of the basic presuppositions in facing with world developments (Sztompka, 2005:58).

Dugan considers correctness of police command as the reason for obedience to police that caused by legitimacy and confidence while he believes that if police makes mistake or not this point is referred to the higher body (Dugan, 1999:286).

Johnson and Colman argue that there are two elements of trustee and trusted ones in a confidence-based relation, so if confidence exists, actors have honesty, sharing nature and cooperation and trust in each other. (Amir Kafi, 2001:18).

Quoted from Eisenstaedt, Chalapi writes: "The paramount issue of societal order is social trust and correlation for Durkheim and to some extent for Tunis; in other words, without integration and type of confidence, maintenance of social order will not be possible (Chalapi, 1996:12).

By purposing the transaction and expression of the profits behind this definition, Zimmel has introduced trust as the most important requirements for transaction. According to him, society will be disintegrated without public confidence of people (Behzad, 2005:4).

Robert Putnam argues that trust is considered as valuable source of capital so that if there is a lot of confidence in a government to the same extent political growth and social development will occur in this society. Trust is the main pivot for social capital and it requires riskability (Motavali, 2005:124-129).

The effective factors on acquisition of societal trust in police

1) Religious Belief and Good Deed

"*Surely (as for) those who believe and do good deeds for them will Allah bring about love*" (Holy Quran: 19:96)

Abdi argues: To the extent that police acts successfully in creation of security and its maintenance and attracts public trust, it will approach closer to borders of popularity; namely, there two major parameters for realization of utility: One is rate of police's success in doing its missions, which include creation of security, peace and comfort and the latter is confidence- building among people (Abdi; 2003:39).

2) Justice Administration

Imam Ali (PBUH) in his well- known letter, addressing to *Malek Ashtar* (his commander) states: you could rely on public trust in government when they make sure of administration of justice in all affairs. The best affairs for all people as well as for a just ruler comprises of three characteristics: 1- It should act better and superior and closer to moderateness in enforcement of right; 2- It should be wider and broad- based in justice range; and 3- It should more attractive and pleasant in terms of drawing public satisfaction.

3) Honesty

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[2]- For example, see also verses 23, 30 and 67 of Suras Maedeh, Talaq and Josef, respectively in Holy Quran.

The foremost reason for non- confidence is lack of sincerity in people's speech or of organizations and discordance among behavior and speech, which typically leads to kind of avoidance that is the important and distinct sign of non- confidence. Confidence makes eyes more lenient and human's sight optimistic. It is obvious if confidence is not misused, no one will consider it as the same as credulity (Mohammadi Reyshahri; 2004:241).

4) Affection and Kindred

Chalapi argues that emotional attachment may create commitment and social loyalty and interest are also the main constituent elements of societal and moral norms. Thus, without a type of emotional attachment, normal order will be impossible. Emotion (kindred) is the basis for societal normal order. Sense of attachment to group, mutual societal trust, and bilateral friendship are some main characteristics of social correlation. All of them stem from emotional dependence (Chalapi, 1996:101).

5) Personality

Maxwell expresses: "Respect is definitely an essential basis for duration of leadership. How leaders acquire respect? With rational decision makings, confession to mistakes and prioritization of goodness and expediency for their subordinates and organizations rather than their own private issues; you could not create confidence only by giving lip- service to trust. Trust is always created by achieving the results and through showing their personality integrity at any time and with a behavior, which is followed by a sign of paying personal attention to the people (Quoted from Moazen Jami; 2003:83).

6) Public Supervision

What is definitely evident in this point that Public Supervision Office, as a linking chain, should convey people's message immediately and accurately and by observance of safekeeping nature to the relevant ranks in Police ir (NAJA). It is clear that some issues like ways of telephone call, voice, tone, gender and audio-lingual conducts of phone operators are crucially effective on confidence building and enrichment of communication routes for constant public contacts (Doagooyan, 2004:95).

7) Police Authority

Trust is equal to efficiency of (political) system and lack of efficiency of this system is due to lack of governmental authority. Secretary of National Security Supreme Council states that a weak government will promptly lose public trust in socio-political structure. We need to an authoritative government to preserve public confidence (Moazen Jami, 2003:54).

8) Task Doing and Law Enforcement

In today communities, frameworks, procedures and structures are the bases for rate of confidence. It means rational trust and modern confidence based on defined structures and according to this fact that how procedures and structures have been defined. Modern confidence is based on system and framework of societal structures and textures. Thus, it is not important who the policeman that stands up in an intersection is and or son of which person he might be. This point is significant that he wears this uniform. It is not important how a well- tempered or handsome person he is, but instead it is vital that he is responsible to do such task. Therefore, by writing fine for any driver, he creates a legal duty for citizens and citizens shall admit it (Hashemi, 2004:4).

Parameters of trust-in-police are as follows:

1) Social Confidence and participation in Disciplinary Affairs

From Lehman's point of view, confidence is a social mechanism in which human's expectations; actions and behavior are led and regulated. Eventually, according to his opinion, if rules are executed properly in the society and legitimate power is enforced by the related authorities, we will witness cooperation and participation of community members at all levels where this is one of the confidence outcomes and it also strengthens trust in others itself (Behzad, 2004:272).

Putnam deems confidence as a social capital that causes communication and optimal participation of members in a society and finally it will provide their mutual interests. From his view, mutual trust and communication in a network are deemed as sources that exist in actions done by members of society. Putnam mainly focuses on concept of confidence and he believes that confidence is a precious source of capital so if there is a lot of confidence in a government to the same extent political growth and social development will increase further (Motavali, 2005: 124).

2) Confidence and Sense of Security (Safety)

Non- confidence is a sign for a type of sense of insecurity and risk from others and this may signify the weakness of social links and chains and denote a type of generalized pessimism; but under confident conditions, person may feel a sense of comfort and security for presence in the group of other people and transaction and give and take with them (Ghodrati et al, 2009:21).

Abraham Maslow, as a humanist psychologist, was one of the first researchers who has purposed fundamental comments about complex and complicated nature of sense of insecurity and he mentioned fourteen signs for this feeling among them sense of non- confidence is one sign (Ibid: 94).

3) Trust and Interaction with Police

Confidence is facilitator and prerequisite for successful public participation and cooperation. Interaction either does not form without confidence or it may be very weak and fragile. Trust causes confidence in communication and a positive attitude toward the opposite side and the interacted organization. Acquiring confidence is very crucial for the organizations that are directly related to people (Shayegan; 2007:7).

4) Trust and Satisfaction with Police's Performance

After referring to researching backgrounds of different persons regarding confidence, Abbaszadeh deduces that economic and occupational satisfaction affects on formation of social trust (Abbaszadeh, 2004:272).

Concerning to counteract, H. Kaufman argues that those persons who extremely trust on others may reflect low rate of hostility and high level of peaceful behavior while people with lesser confidence indicate aggressiveness at high level and peaceful behavior at low level (Behzad; 2004:5).

5) Trust and Police Authority

The Supreme Leader of Islamic Republic of Iran expresses:

- The more you sacrifice your own for the people, the people further trust in you (relationship among altruism and confidence acquisition);

- You should attract all people's trust entirely. How it will be done? To some extent, people share in this regard but to the greater extent, it is on your onus. Affection, trust and sense of confidence are something that will not be realized without effort and desire of one, who should be trusted (necessity of confidence acquisition).

- Pondering on popular nature of government may be tractable.

- Religious devotion is not enough so efficiency shall be improved.

- In government and different bodies of the system, orientation should be based on preserving spirit of religious devotion and presence of government before Almighty God.

Remarks of Supreme Leader are about governmental officers in general and not police particularly since this requires efficiency, indefatigability and sense of power in governmental officers (Moazen Jami; 2003:42).

6) Trust and Obedience to Police (of legal commands issued by police officials and officers)

Cox suggests that if we trust in each other, our relations will be more effective with family, friends, neighbors, colleagues, patients, healthcare workers, and different groups and communities. The society,

where a climate of non- confidence governs and it lacks positive experiences and expectations, will encounter with basic and serious problems regarding obedience to law, crime, suicide, hostility, healthcare conditions and other social parameters. At the same time by focusing on factor of trust in formation of societal capital, he purposes this point that it will be very difficult to convince a group of people to adopt healthier life style if this message is expressed by those ones, who are not so highly trusted in. He implies this point that confidence is at low level may cause antisocial behavior.

Previous Studies:

Firoozabadi (2005) has examined techniques of promotion of societal capital in Iran and considered conceptual elements in his study as the main components of social capital including public, social and political information, public confidence, organizational confidence, and informal participation etc.
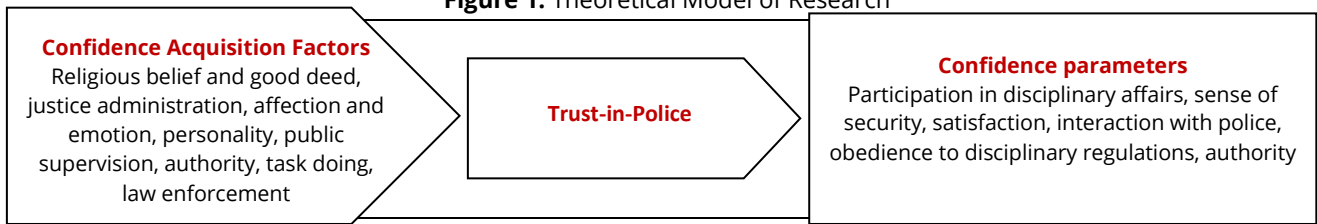
In his MA thesis, Saedi (2008) has reviewed the impact of execution of police special projects for public confidence building to this organization and concluded that implementation of these plans has affected on people's satisfaction, participation in police- driven projects, police's authority, reducing of crimes, sense of security, obedience to law, and thus increase of public trust-in- police.

In an essay under title of strategies for creation and increase of trust-in female police and by means of comments and views from scholars and experts in the field of social sciences, Shayegan has come to this result that police needs to public participation and acquisition of their confidence in order to administer social order and security.

METHODOLOGY

This study is of applied type in terms of kind and goal. To collect the needed information, some documentary- survey methods have been employed so that it has been initially tried to identify and take note and fiche from written sources including books, essays, documents, scientific reports and the related dissertations and then to exploited from them duly in the process of research. Following to this trend, for the sake of final verification and priorities of the extracted parameters, a realized questionnaire was prepared and then after confirmation of its validity and reliability by conducting Cronbach Alpha Test and with reference to the comments given by police experts, this questionnaire was used as measurement tool. Finally, deductive analysis and in some cases interpretive analysis have been also used in the process of data analysis and conclusion.

Figure 1. Theoretical Model of Research

Confidence Acquisition Factors
Religious belief and good deed, justice administration, affection and emotion, personality, public supervision, authority, task doing, law enforcement

Trust-in-Police

Confidence parameters
Participation in disciplinary affairs, sense of security, satisfaction, interaction with police, obedience to disciplinary regulations, authority

Review of Police Experts' Comments

For final confirmation and order preference of the extracted parameter, a realized questionnaire was provided and after verification of validity and reliability through conducting Cronbach's Alpha Test, comments of police experts were used. Similarly, deductive analysis and in some cases interpretive analysis were utilized in data analysis process and conclusion. Statistical population of this study consists of 180 students in commanding course and headquarters of Police University (as full time), who have employed for at least 10 years in disciplinary affairs and they are considered as experts in this regard.

Table 1. Frequency of Experts' Comments

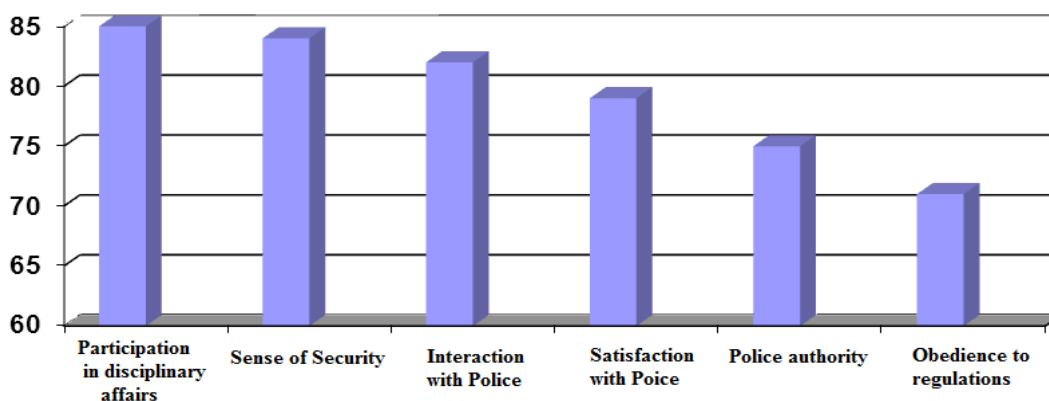| Review trust-in-police relationship by statistical indices derived from disciplinary experts		
Option	**Frequency Very agreed and agreed**	**Frequency Percentage Very agreed and agreed**
Trust-in-police causes public participation in disciplinary affairs.	152	84.97%
Trust-in-police causes increasing sense of security.	151	83.88%
Trust-in-police causes further people's interaction with police.	147	81.66%
Trust-in-police causes people's satisfaction with police performance.	142	78.88%
Trust-in-police causes increasing in police authority from public view.	134	74.77%
Trust-in-police causes further public obedience to disciplinary regulations.	128	71.11%

Diagram 1. Frequency of Experts' Comments

RESULTS

1- Experts have considered unanimously confidence acquisition as an inevitable requirement for the relevant systems and organizations to the people.

2- Religious belief and good deed, observance of justice, honesty in working, affection and emotion (kindred), enjoying humanistic and value- driven personality, admission of public supervision, having authority and execution of regulations perfectly are some of important cases that may contribute to acquisition of people's trust in the organizations.

3- The most essential parameters for public trust- in- police include people's participation in police affairs, increasing sense of security, establishing interaction with police, rising satisfaction with police

performance, authority of police and people's obedience to disciplinary regulations.

4- Trust in police and satisfaction with it is a bidirectional relationship; namely, confidence will lead to satisfaction and also satisfaction causes confidence.

5- The persons who extremely trust in others may indicate the lower level of hostility and at the same time show peaceful behavior at high level; whereas, the people with lesser confidence indicate hostility at higher level and peaceful behavior at lower level (H Kaufmann).

DISCUSSION

1- By improving system efficiency and thus increase in hope and effectiveness sense, police increase feeling of public trust in itself and provide ground for their participation in disciplinary efforts.

2- With properly law enforcement in the society and exertion of legitimate power, police have provide the platform for cooperation and participation of members of society and promoted its position before public opinion.

3- Police tries to spread sense of security as an inevitable requirement among people by prevention from crimes commitment and tackling with criminals so that thereby to prepare the path more even for its further achievements rather than by acquisition of public confidence.

4- By encouraging religious values and contribution to promoting religious beliefs among personnel, police makes them ready to give sincere and altruist service and thereby to building confidence for itself in the society.

5- It requires for police to consider justice observance and acting according to legal bases in its interaction with people so that people find themselves to be exposed to law- bound and just police and deem it as trustee and credible at any time.

6- It is recommended to police to set affection and emotion and brotherly and taintless relationship as its model of behavior. This action creates confidence and it will contribute police in doing the assigned missions.

7- It is suggested to police to increase admission and correction of weak points and improvement of strong points regarding further public communication with police and eventually their confidence by upgrading self- regulation systems.

8- Since one of the major effective factors in citizens' sense of security is managers' behavior and performance in security and police sectors (executive, judicial etc.) and in the case of negative consequence for such behavior this causes formation of non- confidence to officials and creation of gap between police (organizations etc.) and people, so good

behavior, sweetly speech and intimate coordination and cooperation and giving services to them should be seriously taken into consideration.

11- Attentive, logical, knowledgeable and specialized addressing to police- related subjects is a necessity if it is ignored it may spread scope of non- confidence versus police. Police should exonerate itself from this defect. No one can ignore this fact that on some occasions the persons who have been suffered from delinquency may avoid from complaint and notifying the given crimes for several reasons since some factors like fear from criminal, non- confidence to police, unfamiliarity with their own rights may in turn cause the delinquency- stricken not to announce the crime.

12- Police authority and capability in facing with criminals and discovery of crime and campaign against delinquency should be considered as first priority since police's failure to meet people's requirements is one of factors for non- confidence.

13- With respect to this point that persons who enjoy sense of confidence at higher level, may reflect hostility at low level and extremely show a peaceful behavior, police should make its best effort for confidence creation.

14- A popular and value- oriented police is deserving creation of altruism spirit and affectionate and secured behavior. NAJA (Iranian Police) should create this spirit among its personnel by material and spiritual investment. It is evident that such spirit will be faced with mutual altruism and confidence from the people.

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