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A Critical Analysis of the Public Perception of the Nigeria Police Force

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ABSTRACT

This research critically analysed the public perception of the Nigeria Police Force within the context of procedural justice. A total number of 216 respondents comprising 165 males, 46 females and 5 preferred not to say participated in the study. Twenty-Two (22) questions self-developed questionnaire approved by the ICJS Research Ethics Committee was used to collect data from the respondents via Bristol Online Surveys using various social media platforms. The raw data were analysed using the Likert scale of measurement, 1-5: 1 representing strongly disagreed and 5 strongly agreed. Three variables were used in the evaluation of policing in Nigeria. The public perception of Nigeria Police Force is summarised in means scores on these variables as follows: Trustworthiness: 2.53 indicating the public in the research sample lack trust and confidence in the Nigeria policie; Procedural Justice: 2.16, the public in the research sample think that policing in Nigeria is not within the confines of the law and also not in line with the international best practices; lastly, Effectiveness: 2.47 showing the public in the research, sample think the police performance is poor and has negative views on the nature of security and safety in Nigeria. Three hypotheses predicted the difference in the public perception of Nigeria police using demographic features (gender, literacy and ethnicity) were formulated and tested using independent t-test and Analysis of Variance (ANOVA), respectively. It was found that gender and literacy have no effect on the public perception of the NPF, while the results on ethnicity, shows there is a significant difference in the public perception of the police. Recommendations were made in line with the international best practices and procedural justice the expectation of policing that will improve the quality of policing and the image of the force in both voluntary and involuntary encounters with the police thereby enhancing the policepublic cordial relationship and collective efforts in the fight against crime in Nigeria.

KEY WORDS: PERCEPTION; POLICING; PROCEDURAL; JUSTICE; LAW.

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I. INTRODUCTION

Policing remains an integral function of various administrations around the globe. The police service is a delicate balancing act between maintaining law and order as mandated by the government for employers towards safeguarding the public interest of the citizens. Adherence to procedural justice or not in the process of protecting these interests of the public determines the degree of confidence and perception that the citizenry has on their police force. Historically speaking, the constitutional order in various countries has tasked the police with the core duties of detecting, preventing and deterring crime, arresting criminals, in addition to the preservation of laws and orders by safeguarding citizen's lives and belongings (Weitzer, 2002). There are several versions of views about policing in Nigeria on the media platforms, (Makinde, 2013; Usman, 2016; Gistmania, 2010; Winsor, 2015), many are sometimes built on hearsay. Consequently, there is a need to research and evaluate the views of the public about policing in Nigeria. This study provides avenues to assess public opinions on policing and explores public ratings in the process of ensuring domestic security. Importantly, it will serve as a tool of modification for Nigeria police in areas of accountability, enhancement of police-public bond, and the advocacy for democratic and normative policing.

Research Aim

This research is aimed to critically examine the public perception of the Nigeria Police Force within the context of a procedural justice framework.

Research Objectives

- i. To analyse literature on procedural justice.
- ii. To explore public perception of the Nigeria Police Force through the use of a questionnaire and design a methodological framework upon which these perceptions will be analysed.

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- iii. To reflect findings on existing theories on police and procedural justice.
- iv. To analyse findings from the literature with primary research results.

II. METHODOLOGY

Design

This research was in three phases, namely the conceptual, narrative, and experimental research phases. At the conceptual stage, the research question was primarily how the public perceives the Nigeria police force, and for the study, hypotheses were formulated. The predictions were evolved because of the involvement of the researcher in the phenomenon under scrutiny. The narrative phase entailed planning and organising of the research design. An appraisal of the scholarly literature was done to broaden knowledge of the content and concepts. The empirical research phase covered data collection, analysis and ultimately interpretation. The gathering of data included qualitative information, which was collected through Bristol Online Surveys. The survey responses were pre-coded, 1 was assigned for the strongly disagree opinion 5 stood for strongly agree opinion based on the five-point Likert Scale.

Hypotheses

Below are the hypotheses of the research:

- i. "There is a significant difference in the public perception of the Nigeria police force based on gender.
- ii. There is a significant difference in the public perception of the Nigeria police force based on the level of literacy.
- iii. There is a significant difference in the public perception of the Nigeria police force based on ethnicity."

Instruments

The Bristol Online Surveys administered as an attitude measurement scale using survey questions structure through a Likert scale. The survey comprised 29 items; the first five was used for the collection of demographic information. The survey comprised questions sourced from the study's hypotheses; they were semi-structured and close-ended. Scheufele and Tewksbury (2007) depicted the development of items useful for the measurement of public perception on police, which incorporates essential analysis and reliability measures. Participant's evaluations were used in the testing of the validity of study instruments.

Data Collection and Analysis

A link was provided to members of some social media platforms who are affiliated with various Nigerian community organisations, such as college student clubs and professional organisations. All responses were collected electronically and stored in a secure database to safeguard the integrity of the study. Lastly, data were analysed using computer software called Statistical Programme for Social Sciences (SPSS) version 23.0. Descriptive statistics such as frequency, mean, standard deviation and percentage were used to describe the demographic characteristics of participants. Reliability Cronbach's Alpha was performed on the scales to determine the strength of items and their reliability. Independent sample t-test and Analysis of Variance (ANOVA) were used to test the statistical difference in the perception of Nigerians about the police in Nigeria. The level of significance was determined at 0.05 (5%).

Participants

A total of 219 respondents submitted their responses, out of which 216 (representing 100% of the completed response rate) were valid with 3 invalids. The yielded sample size was adequate to detect the Nigerians views about policing. Aimed at narrowing the terrain of this analysis of policing in Nigeria focused was on the eminence of procedural justice at both local and national levels. Participants filled a closed-ended demographic form, which enabled them to straightforwardly self-identify their ethnicity, age, gender, and the highest level of educational attainment.

III. RESULTS AND ANALYSIS

Measures

This study focused on three variables, which the measurement will be based on namely: trustworthiness, procedural justice and effectiveness as presented below:

"Table 1: Descriptive statistics of scale items

"SNO	Items	Mean	Std
	Trustworthiness (Cronbach's Alpha = 0.89)		
1	The Nigeria police are trustworthy.	2.11	1.28
2	I have confidence in the Nigeria police force.	2.13	1.29
3	I am proud of the Nigeria police force.	2.29	1.32
4	I would encourage someone around me to join the police.	2.67	1.45
5	The Nigeria police are often dishonest.	3.86	1.25
6	The Nigeria police are usually honest.	2.13	1.21
	Procedural Justice (Cronbach's Alpha = 0.95)		
7	The Nigeria police act in a professional manner	2.22	1.18
8	Nigeria Police are concerned about respecting a citizen's individual rights.	2.05	1.23
9	People often receive fair outcomes from the Nigeria police	2.25	1.20
10	The Nigeria police use rules and procedures that are fair to everyone.	2.01	1.12
11	The Nigeria police clearly explain the reasons for their actions to people they deal with.	2.13	1.22
12	The Nigeria police always act within the law.	1.99	1.10
13	The Nigeria police take account of the needs and concerns of people they sworn to protect.	2.15	1.23
14	The Nigeria police sincerely try to help people with their problems.	2.47	1.28
	Effectiveness (Cronbach's Alpha = 0.92)		
15	The Nigeria police provide avenues where unfair decisions to be corrected.	2.47	1.24
16	The Nigeria police respond promptly to calls about crimes.	2.12	1.23
17	The Nigeria police are always ready to assist victims of crime.	2.44	1.28
18	The Nigeria police are always able to provide the required assistance to the public.	2.38	1.21
19	Crime levels in my neighbourhood have changed for the better in last 12 months.	2.58	1.33
20	I feel safe walking in my neighbourhood in the night.	2.42	1.29
21	Overall, my neighbourhood is a good place to live in terms of security.	2.91	1.31
22	Overall, the Nigeria police are doing a good job in my neighbourhood.	2.43	1.35"

[&]quot;Response set ranged from 1 = strongly disagree to 5 = strongly agree."

Procedural Justice

Public assessment of policing as presented in questions 1-6 in the table above is negative which is an indication that policing in Nigeria is contrary to the Nigeria Police code of conduct principle three, rule one, which states that "Police officers shall provide every person in our society with professional, effective and efficient law enforcement services" (p.9). This result confirms the position of CSO Panel (2012) "That philosophy manifests in the attitude of police officers as they deal with ordinary members of the public, whether as suspects or victims, where they exhibit high levels of incivility, unprofessionalism, lawlessness, arbitrariness, insensitivity and corruption. Unsurprisingly, this attitude fuels distrust and lack of confidence" (p.52).

Trustworthiness

Results from 7-14 in the table above manifested that most respondents have the perception that the police in Nigeria is not trustworthy. Respondent believed the police is not honest when applying the law due to the manner in which they handle the public (Endong, 2018). The results show that most people do not have confidence in the entity and the responses can be associated with some variables. Endong, (2018) claimed that the police show a lack of confidence even in its administrative policies and in applying the law due to the manner in which they handle the public. Also, the CSO Panel (2012) affirmed that "With a perceived rise in violent crimes such as robbery, kidnaping, homicide and terrorism, the apparent inability of the police and other security agencies to solve them by bringing perpetrators to justice has left the public not only losing confidence in the police but also resigned to their fate or resorting to self-help in seeking solutions to their crime and security problems" (p.55). According to Mollen's Commission (1994), the most common cause of the loss of confidence of the public is insensitivity and corruption, which have fostered distrust and antagonistic relationship between police and the public. Whenever a group or a person is tagged dishonest, people turned out to be afraid of dealing with such a group or person wholeheartedly.

Effectiveness

Negative results from 14-22 in the table above may be among other reasons as a result of the assertions made by Friday (2016) "Delayed responses to crime incidences will result, if the police divisions are not spatially evenly distributed and certain areas are left unserved while more than one police divisions serve others" (p.4). According to him, "The implication of accessibility to delayed responses is not farfetched. This is because areas of high accessibility are easily accessed and can access other areas within the same transportation network and beyond" (p.5). These findings correlate with Berger & Huntington, (2002); Obioha & NISER, (2004) who claimed that police are not doing enough to address insecurity.

Testing of Research Hypotheses Hypothesis One

The hypothesis projected a "significant difference in the public perception of the Nigeria police force based on gender". The result of the independent sample t-test in table 2 below shows "there is no statistically significant difference in public perception of the Nigerian police" amongst male and female participants ($t_{(209)}$ =- 1.44; P>0.05) as shown below:

Variables		N	Mean	Std	df	T	p-value	Remarks
	Male	165	49.56	22.08				
Public	Female	46	54.76	19.15	209	-1.44	0.149	Not significant
perception								

Note: Std= *Standard deviation; df*= *Degree of freedom*

Table 2: Summary of independent t-test showing the difference in gender on public perception of the NPF

The result further shows that the mean scores (M=54.76) of female participants on public perception of Nigeria police was slightly higher (indicating a positive perception) than mean scores (M=49.56) of male participants. This finding implied that "There is no evidence to suggest that there is a statistically significant difference in the mean score of public perception of the Nigeria police" among males and females in the population. Therefore, alternative (HA) hypothesis on gender is hereby rejected.

Hypothesis Two

The hypothesis projected a "significant difference in the public perception of the Nigeria police force based on the level of literacy". The result of ANOVA in Table 3 below shows that "there is no statistically significant difference in public perception of Nigeria police based on the level of literacy: $(F_{(3,212)}=1.09; P>0.05)$ " as shown below:

Variables		N	Mean	Std	Df	F	p-value	Remarks
	Primary	1	33.00	-				
Public perception	Secondary	14	57.35	22.96	3,212	1.09	0.353	
	Tertiary	196	50.17	21.46				Not significant
	None of the above	5	40.20	15.89				

Table 3: Summary of ANOVA showing the difference of level of literacy on public perception of NPF

The result further shows that the mean scores (M= 57.35) of secondary level of education on public perception of Nigeria police was not statistically different from the mean scores (M= 33.00) of primary, mean scores (M=50.17) of tertiary levels of education and mean scores (M=40.20) of those who preferred not to say. This implies that public perception of participants on Nigeria police force is the same across the levels of education. This finding implied that "there is no evidence to suggest that there is a statistically significant difference in the mean score of public perception of the Nigeria police on literacy level in the population". Therefore, the alternative (HA) hypothesis on literacy is hereby rejected.

Hypothesis Three

The hypothesis projected a "significant difference in the public perception of the Nigeria police force based on ethnicity". ANOVA results in Table 4 below indications that "there is a statistically significant difference in public perception of Nigeria police force based on ethnicity $(F_{(4,211)}=3.52; P<0.01)$ " as shown below:

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Vari	ables	N	Mean	Std	Df	F	p-value	Remarks
	Hausa	17	55.88	25.57				
	Yoruba	42	47.50	24.80				
Public perception	Igbo	38	41.89	16.79				
					4,211	3.52	0.008	Significant
	Tiv	72	56.23	19.36				
	Prefer not	47	48.61	20.96				
	to say							

Table 4: Summary of ANOVA showing the difference of ethnicity on public perception of Nigerian Police Force

The result further shows that the mean scores (M= 56.23) of Tiv on public perception of Nigeria Police Force was slightly higher and statistically different from the mean scores (M=55.88) of Hausa, mean scores (M=47.50) of Yoruba and mean scores (M=41.89) of Igbo and mean scores (M=48.61) of those who preferred not to say. This implies that public perception of participants on Nigeria Police Force is significantly different across ethnicity. This result implied that "There is evidence to suggest that there is a statistically significant difference in the mean score of public perception of the Nigeria police on literacy level in the population". Therefore, alternative (HA) hypothesis is accepted

IV. DISCUSSION OF THE MAJOR FINDINGS, RECOMMENDATION AND CONCLUSION Discussion of the Major Findings

People differentiate between right and wrong based on the established rules and standards that govern interpersonal interactions. In democratic societies, the constitution takes precedence as the supreme law of the land. Section 17 (1) of the 1999 constitution Law of the Federation as amended states that "the State social order is founded on ideals of Freedom, Equality and Justice. (2) in furtherance of the social order- (a) every citizen shall have equality of rights, obligations and opportunities before the law" as suchLaws should be obeyed to by all citizens regardless of class, tribe, religious and political affiliations. The discussion will focus on Justice, the Rule of Law, and Equality, which depend on the impartial application of constitutional values both in principle and in spirit. As the enforcers of law and orders, policing determine the public's perception of "justice, the rule of law and equality".

Justice

To be perceived as just, the Nigerian police force would have to treat people without partiality. Moreover, to be considered adherent to justice, every officer would be required to adhere to ethics and be morally upright. Justice is about the acceptance that human beings rely on rules to interact with one another articulated in the conduct of wrong and right. The Nigeria police force is expected to impose authority, which is fair and just, by the country's constitution (Mastrofski, Jonathan-Zamir, Moyal, & Willis, 2016). In this section, we shall evaluate the perception of the Nigerian public on the conduct of their police force in their interactions with them. Resentment for the injustices brings about widespread distrust and lack of confidence by citizens on the Nigeria police force.

The results affirm CSO, (2012) findings that victims of rape are sometimes reluctant to report crimes to as they alleged receiving unfriendly and shameful outcomes. When only a few people to get positive outcomes upon reporting a particular crime, victims of similar crimes sometimes tend to ignore reporting these occurrences to the police, meaning that victims stand zero chances of getting justice for wrongs suffered.

The Rule of Law

Respondents were asked whether "the Nigeria police force follows the rules and procedures that are fair to the public" 60% disagreed, indicating that Nigerians observed the failure of the police in abiding by the law and acting outside the context of procedural justice. The perceived lack of procedural integrity goes against principle three of the Nigeria police code of conduct, which states that, the "Police officers shall perform their duties and apply the law impartially and without prejudice and discrimination" (p. 9). It is likely that the Nigeria police are undermining the role of protecting citizens. This trend is likely to tarnish the image of the Nigeria police and further undermine the rule of law as a principle and determinant of justice and equity (Worden, 1995).

Equity

Sections 42 (1)(b) of the 1999 constitution Laws of the Federation provides that "a citizen of Nigeria shall not be accorded any privilege or advantage that is not accorded to citizens of Nigeria that are of other communities, ethnic groups or due to their place of origin, sex, religion or political opinion". All

citizens, regardless of their religion, ethnic group or social class should be treated in the same manner and receive the same level of commitment from the representatives of the law dealing with their cases (Legewie, 2016). The study indicates that uniformity in the execution of police functions is a myth in Nigeria as the police there exhibit different levels of commitment when dealing with different people (Joshua, 2018).

Recommendations

For optimum output and craving good image of the police, officers should be trained in proper codes of conduct and communication skills. According to OSCE (2009), "Effective communication is the lifeblood of a police service, whether written, spoken, informal or formal, internal or external. Good communication skills are needed to breach cultural barriers and bridge gaps between people" This knowledge will help them in their relationships with the citizens.

The police should be urged to involve the public in crime participation and decision-making, (CSO, 2012, p.11). For instance, if the police are looking for criminals, engaging the members of the public can help in the quick arrest of the offender. Lack of good rapport of police with the general the host community will likely lead defect in the fight against crime. Police officers should get instructions on how to treat victims of crime, (IACP, 2010). They should get clear rules, which they should follow to the latter, failure to which action is taken. Taking severe steps towards a corrupt police officer will help the other officers to abide by the law as expected.

Also, the police should be urged to live an exemplary life for the citizens in a way of obeying the law, (Code of conduct, 2012, p.7). This will be achievable by strictly adhering to international best practices and policing within the framework/context of procedural justice. Showing the public the lead will help them gain the confidence of their police, thereby assist the police in information gathering that will prevent the occurrence of planned crimes and assist in the arrest of criminals. Interested applicants to join the force should be properly examined to employ only patriotic and empathetic are enlisted. This is because a patriotic citizen will work without fear of favour.

Harsh consequences should be set aside for any police officers found wanting. United Nations (2004) maintained "Effective mechanisms shall be established to ensure internal discipline and external control as well as the effective supervision of law enforcement officials." (p.60). Crimes such as corruption, aid in criminal activity and bribery should not be tolerated.

The police should be urged to be fair in their judgment in case an issue arises. Gaining trust from the public will also make their working environment conducive to work in comfortably. Holding award giving sessions for police officers, and rewarding the most hardworking and fruitful police officer will help the police operate under the law. By paying the best police at following the law, the other police officers will be motivated, and they will feel the urge to do the right thing and be rewarded.

Conclusion

The police forces in every country are expected to develop a good relationship with the public for the effective practice of procedural justice. This way the public will find it easier to report crime and to comply with the law. The police should set a good example for its citizens by doing the right thing and thus obey the rule of law. This research shows that the public has a negative perception of the policing in Nigeria that they believe is caused by the failure of the police force to obey laws in dealing with the people. The sample of survey respondents believed that "the Nigeria police do not act in a professional manner" against the provisions of the Code of Conduct principle one. They are expected to apply minimal force in restricting a citizen in a case where an offence has been committed. Nevertheless, it is likely that the police overlook some of the privileges of citizens. Their behaviour has earned them defamatory names, which is likely to lead them to have hatred towards the public, whom they are expected to serve impartially.

The research result indicated that the Nigeria police also "failed to use rules and procedures that are fair to all members of the public". They thus failed in the principle three of the Nigeria police code of conduct, which requires personnel to perform duties without prejudice or discrimination. Also, the police failed in explaining their reasons for taking their actions to people, which might cause distrust among the officers and the citizens. Transparency and communication are vital in maintaining good relations. Also, the results from respondents revealed that the police did not act within the law. The results are likely to be triggered by poor coordination of the police meeting with the citizen's and the treatment they got might have led them to think that the police act outside the confines of the law. Similarly, this research shows that the Nigeria police are not trustworthy. Likely, the reason for that is the increase in poor engagement of the public, poor treatment by the police and ineffective community policy initiatives. The manners in which the police handle the public made citizens feel that they are disrespecting the law. The ineffectiveness of the Nigeria police might have led citizens to lack trust as indicated by the results showing that the Nigeria police failed to respond promptly to calls on crimes. In addition, the research results portrayed failure in providing and prioritising security services to victims of crime which leads to negative perception aired by the members of the public.

The results of this research presented the Nigeria police force as an organisation that operates outside the context of procedural justice, which led to the enormous negative perception. It is likely that a mere mention of the word police to some will elicit facial expressions of disdain which is contrary to the general expectation of how a cordial police-citizen relation should create a positive perception, recognition and acceptance.

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