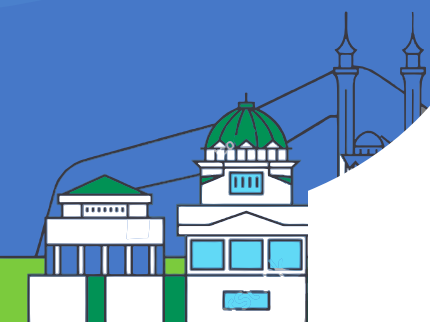




# GS-F Survey on Community Policing In Garki, Abuja

**SURVEY REPORT**

**MARCH  
2025**



# Acknowledgements

Profound gratitude to all individuals and organizations who contributed to the successful execution and completion of this survey.

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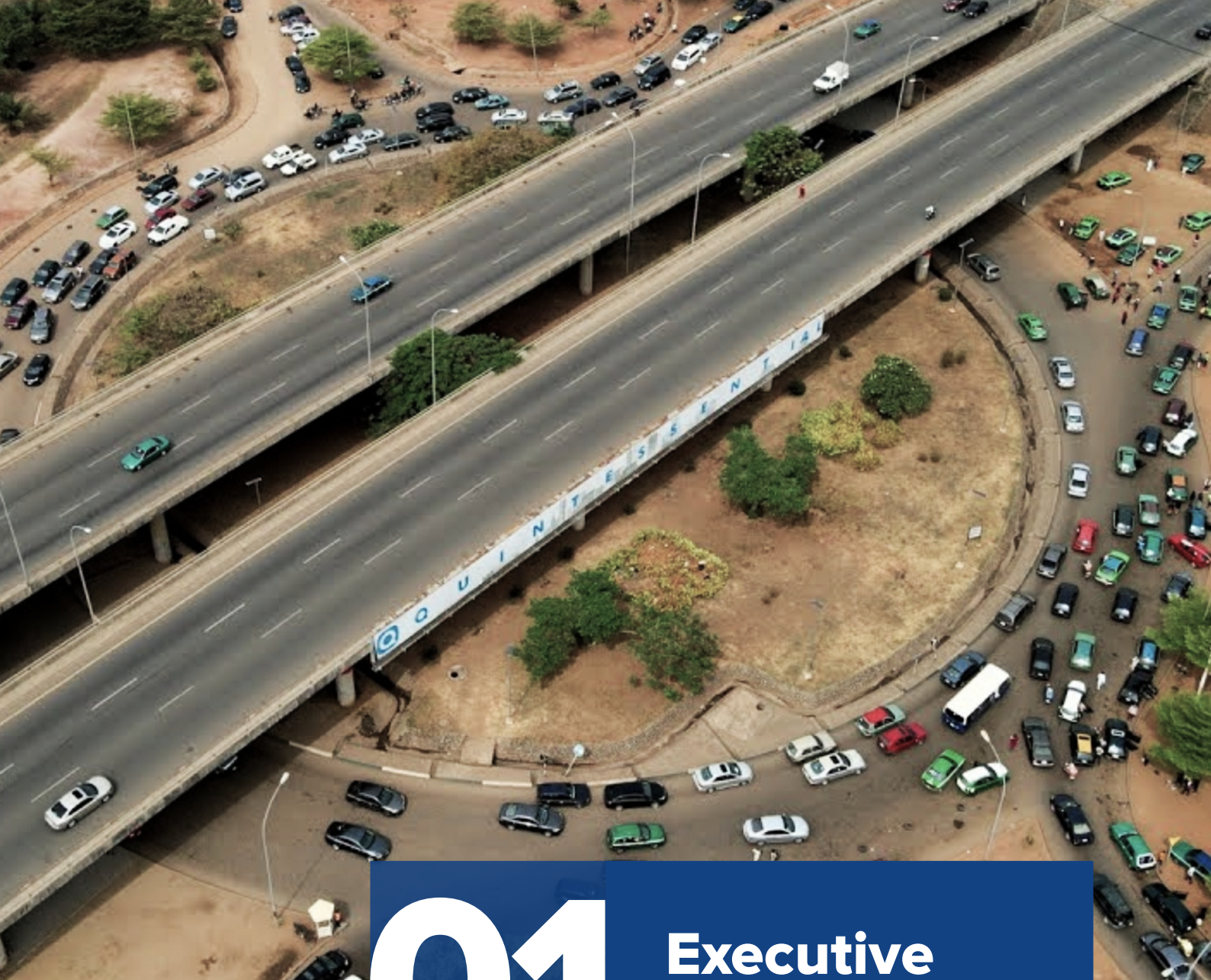
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# Abbreviations and Acronyms

|             |  |
|-------------|--|
| <b>ASP</b>  | Assistant Superintendent of Police       |
| <b>CP</b>   | Commissioner of Police                   |
| <b>CSP</b>  | Chief Superintendent of Police           |
| <b>DSP</b>  | Deputy Superintendent of Police          |
| <b>EA</b>   | Enumeration Area                         |
| <b>FCT</b>  | Federal Capital Territory                |
| <b>GSF</b>  | Global Security Sector Reform Foundation |
| <b>IGP</b>  | Inspector General of Police              |
| <b>NPF</b>  | Nigeria Police Force                     |
| <b>PCRC</b> | Police Community Relations Committee     |






# 01

## Executive Summary

- Methodology
- Sociodemographic Information
- Residents' Confidence/Trust in Police Officers
- Residents' Perception of Police Reform
- Police Officers' Perception of Police Reform
- Police-Public Relations
- Perceived Needs of Police Officers
- Preparedness of Police Officers for Community Policing

Community policing has become a cornerstone of modern law enforcement. People-oriented policing focuses on building trust and collaboration between law enforcement and the communities they serve. This study was undertaken in Garki, Abuja-Nigeria to: examine confidence/trust in police, people's perception of police reform, officers' perception of police reform, assess police-public relations, determine the needs of police officers and assess the preparedness of police officers for full-scale community policing. The study (consisting of two surveys) captured the opinions and attitudes of Police Officers in Garki as well as that of the residents and was duly approved by the 22nd indigenous IGP, Kayode Egbetokun.

Garki Area of the Federal Capital Territory (FCT), Nigeria was chosen for this survey. Garki, Abuja, located south of the City Centre, is seen as a principal administrative and commercial district consisting of 11 Areas numbered 1 to 11. Garki houses the FCT Command Headquarters of the Nigeria Police under the leadership of CP Tunji Disu and a Divisional Police Headquarters headed by CSP Usin Eteyen Usin.

-  **Methodology:** A sample size of 478 was adopted for the residents and 20 for the officers of the Nigeria Police. Data collection was done using the Mobile Computer-Aided Personal Interviewing (MCAPI) and deployed to all areas in Garki, Abuja with the assistance of 10 trained Enumerators. Data are presented in tables and charts.
-  **Sociodemographic Information:** Of the 478 residents of Garki, Abuja-Nigeria who willingly participated in this survey, 64% were male and 36% female, 71% were aged between 25 years and 44 years, and 50% self-employed. Among the participating police officers, 65% were male and 35% female, 50% aged 35-44 years, 40% were Inspectors and 45% have spent 20-24 years in service. The statistics suggest that many participating residents were in their active years that compel encounters with police and place them at vantage position to hold reliable opinions about the police in Garki. The significant numbers of years of the participating police officers qualifies them to speak from experience.
-  **Residents' Confidence/Trust in Police Officers:** 45% of the public expressed confidence/trust in police officers in Garki but with female residents (54%) trusting police more than the male residents (39%). It is also very interesting to note that 49% and 50% of the participants aged 25-34 and 35-44 years expressed distrust in the law-enforcers thereby confirming the widely reported disaffection between Nigerian youth and police. In addition, 48% of the self-employed residents, 54% of Civil Servants in Garki expressed trust in police.



**Residents' Perception of Police Reform:** Majority (86%) of the Garki residents underscored the need for reform. In terms of gender, 80% of the female and 90% of male Garki residents strongly felt that police need reform. Interestingly, the clamour for reform in Nigeria police cuts across all age groups but it was most pronounced among the residents aged 45-54 years (95%) and 35-44 (92%) probably based on their previous encounters.



**Police Officers' Perception of Police Reform:** 55% of police officers felt good or very good about the anti-corruption measures but 33% of the non-commissioned Sergeants felt bad. 50% of the participating police officers felt the reform was successful whereas 40% felt it was not successful. Of the participating officers, 25% indicated the reform should target either "improved equipment" or "stronger law-enforcement."



**Police-Public Relations:** On police-public relations, 55% of the participating police officers felt the relationship with the Garki public was "good" and 40% felt the relationship was "very good". The good police-public relations reverberate across ranks, as all Sergeants, 67% of Inspectors, 68% of ASPs, and all Senior Inspectors/DSPs attested to it. 47% of residents "had no personal experience" of police brutality though 29% knew about "specific cases" in the area. 49% of Garki residents expressed the willingness to "contact the police in an emergency," and 20% would seek help in private security outfits. 44% felt the police presence in their area was sufficient even though 42% felt the police presence in their areas was low. To strengthen public relations, 45% indicated regular "communication/feedback between police and citizens," 30% favoured "more transparency in decision-making," and 20% chose "increased police presence within community".



**Perceived Needs of Police Officers:** Majority (65%) of the participating officers were satisfied with NPF whereas 15% expressed dissatisfaction. On their biggest challenge, 45% of the officers chose "lack of resources," 25% indicated "lack of public support," and 20% "corruption". Equipment, Staffing, Better technology and improved inter-agency collaboration were the priorities of police officers in Garki.



**Preparedness of Police Officers for Community Policing:** Almost all (95%) felt well prepared for the daunting police duties in Garki even though 13% of the Inspectors felt very poorly prepared for police tasks. Despite the expressed preparedness, 45% still desired "better equipment," 20% "increased budget for training," and 15% "safety and security trainings."



# 02

## Synopsis & Introduction

- Specific Aims and Objectives
- Scope of Work
- Deliverables

This report presents the findings of a survey on community policing in Garki, Abuja, Nigeria, approved by IGP Kayode Egbetokun. The survey examines the confidence and trust in police officers, people's perception of police reform, police officers' perception of police reform, police-public relations, and the needs of police officers in Garki. The findings provide valuable insights into the current state of community policing in Garki and offer recommendations for improving police-public relations and promoting effective community policing.

Community policing is a vital component of modern policing, emphasizing the importance of building trust and cooperation between law enforcement agencies and the communities they serve. In Nigeria, community policing has become increasingly important in addressing the country's security challenges. However, the success of community policing initiatives depends on various factors, including the level of trust and confidence in police officers, people's perception of police reform, and the needs of police officers.

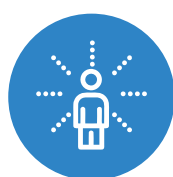
This study focuses on Garki, a district in Abuja, Nigeria's capital city. The survey aimed to investigate the current state of community policing in Garki, examining the relationships between police officers and the community, people's perception of police reform, and the needs of police officers. The findings of this study provide valuable insights into the challenges and opportunities facing community policing initiatives in Nigeria and offer recommendations for promoting effective community policing.

The report is structured into six main sections, each addressing one of the study's objectives:



**Confidence and Trust in Police Officers:**

This section examines the level of trust and confidence in police officers among residents of Garki.



**People's Perception of Police Reform:**

This section investigates people's perception of police reform in Nigeria, focusing on Garki.



**Police Officers' Perception of Police Reform:**

This section explores police officers' perception of police reform in Nigeria, focusing on Garki.



**Police-Public Relations:**

This section assesses police-public relations in Garki, examining the relationships between police officers and the community.



**Needs of Police Officers:**

This section determines the needs of police officers in Garki, focusing on the resources and support required to promote effective community policing.



**Preparedness of Police Officers for Community Policing in Garki:**

This section focuses on the readiness of police officers to drive full-fledged community policing strategy in Garki, the study location.

By examining these critical aspects of community policing, this study provides a comprehensive understanding of the challenges and opportunities facing community policing initiatives in Nigeria.

## 2.2 Specific Aims and Objectives

This study, undertaken at the instance of the Global Security Sector Reform Foundation (GS-Foundation), a non-profit organization based in Germany, has the following objectives:



## 2.3 Scope of Work

This project aims to investigate community policing in Garki, Abuja, examining confidence and trust in police officers, people's perception of police reform, police-public relations, and the needs of police officers.

## 2.4 Deliverables

The deliverables for the project include the following:





# 03

## Approach & Methodology

- Synopsis of Approach
- Implementation Steps

### 3.1 Our Approach

#### 3.1.1 Synopsis of Approach

Irrespective of the field of the field of study, every assessment/survey/analysis (be it gap, penetration, usage, accessibility or feedback) relies heavily on sampling and data collection. Without reference data, analysis will be totally impossible. Also, the accuracy of any analysis is somewhat directly proportionate to the methods of data sampling and collection.

Garki Area of the Federal Capital Territory (FCT), Nigeria was chosen for this survey. Garki, Abuja, located south of the City Centre, is seen as a principal administrative and commercial district consisting of 11 Areas numbered 1 to 11. Notable infrastructures in Garki include the Abuja International Conference Centre, Ministry of Defence, Ultra-Modern Market, Old Parade Ground and Hotels. Garki houses the FCT Command Headquarters of the Nigeria Police under the leadership of CP Tunji Disu and a Divisional Police Headquarters headed by CSP Usin Eteyen Usin.

The survey was designed to capture the opinions and attitudes of Police Officers in Garki as well as the residents. A sample size of 478 was adopted for the residents and 20 for the officers of the Nigeria Police. An important step in this project is the Stakeholders' Engagement meeting held with community leaders, youth leaders, religious leaders, members of the Police Community Relations Committee (PCRC) and the police officers before the actual survey was done.

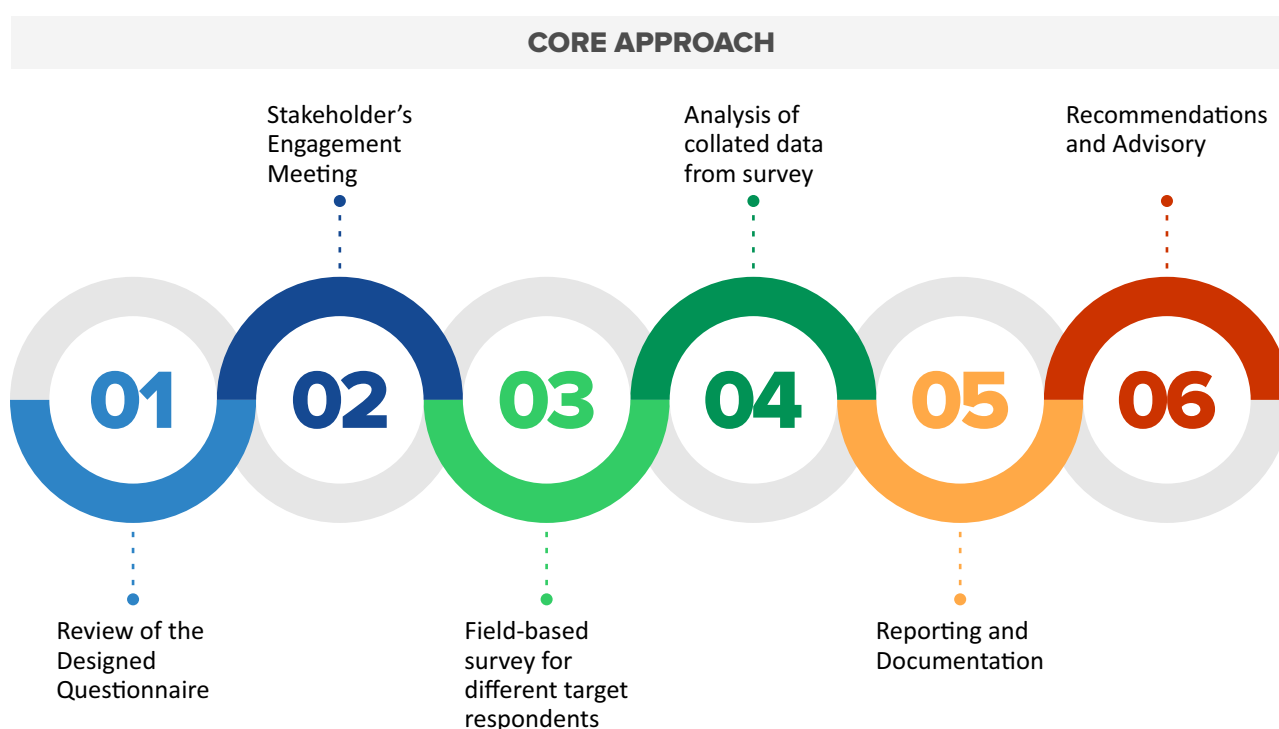


Figure 1: Core Approach

### 3.1.2 Implementation Steps

To execute the survey, the following steps were taken:

#### 1. Preliminary

- a. Literature review
- b. Methodology meeting
- c. Training of field enumerators
- d. Area of responsibility mapping

#### 2. Data Collection

- a. Scripting of tools
- b. Tool testing
- c. Data collection
- d. Quality control/data cleaning

#### 3. Data Analysis and Reporting

- a. Data analysis
- b. Data presentation
- c. Presentation of Draft Report
- d. Presentation of Final Report

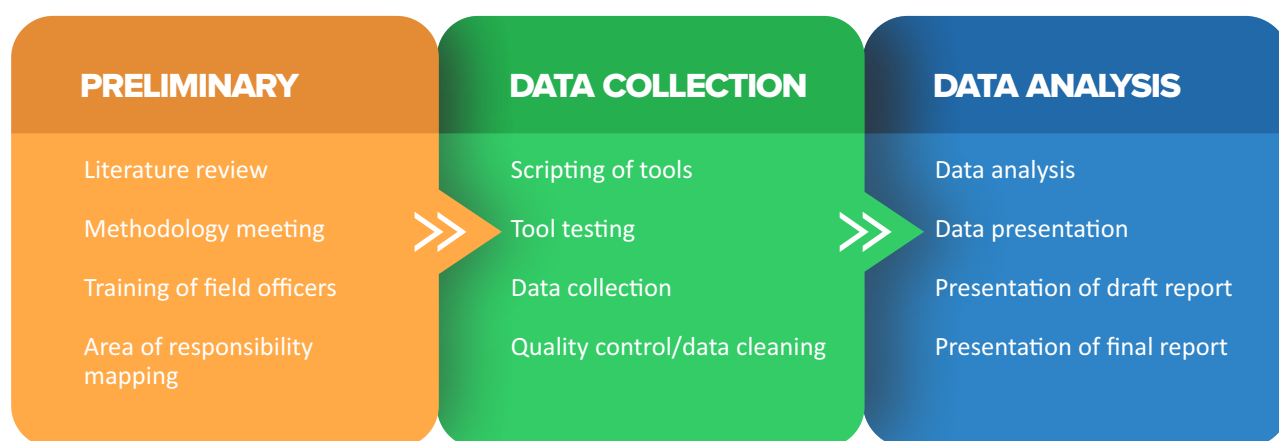


Figure 2: Implementation Steps

## 3.2 Methodology

As mentioned in 2.1 above, the survey instrument of choice was Questionnaires. The following sections provide specifics on the methodology of achieving the task of excellent project delivery.

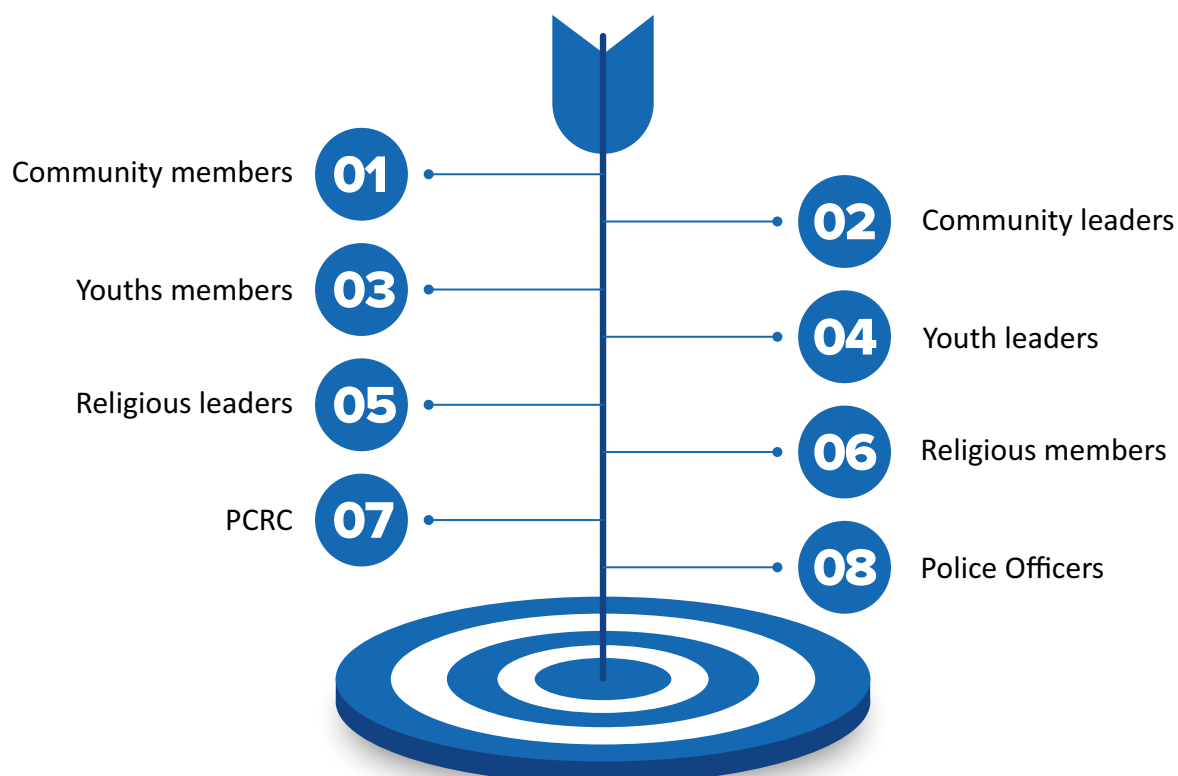
Data collection was done using Mobile Computer-Aided Personal Interviewing (MCAPI) and deployed to specific areas in Garki, Abuja with the assistance of 10 trained Enumerators. Data were checked for errors, inconsistencies, missing values and verified against predefined rules, formats and standards. A 5-point Likert scale was used to gauge the opinions of participants. Thereafter, the cleaned data were analysed and interpreted using statistical and machine learning techniques, data visualization and various tools to extract insights and informed decision-making. The data are presented in tables and charts.

### 3.2.1 Sampling Methodology

A **random** sampling methodology was used to gather the field-based data and **targeted interviews** conducted to balance the data as well as gain useful insights for evaluation and recommendations purposes.

### 3.2.2 Target Respondents

The following group of respondents were surveyed:



### 3.2.3 Geographic Location and Coverage

This survey is within Garki, the Federal Capital Territory (FCT), Abuja, Nigeria.



Figure 3: Map of FCT showing Garki Districts



# 04

## Background to the Survey

- People-oriented Policing
- Public-Police Partnership
- Self-Policing
- Community-Based Crime Control
- Police in Host Communities
- Public's Perception of the Police
- Police's Perception of the Public
- Informal Policing Arrangement

Community policing is a cornerstone of modern law enforcement. This strategy emphasises the development of strong connections between police and communities to improve safety and trust. This review looks at major issues in community policing, such as people-oriented policing, public-police partnerships, self-policing, community-based crime reduction, police integration with host communities, public and police attitudes, and informal policing arrangements.

#### **4.1 People-oriented Policing**

People-oriented policing focuses on building trust and collaboration between law enforcement and the communities they serve. It is founded on the idea that proactive participation, openness, and treating people with decency and justice strengthen police credibility. This strategy has been used locally in initiatives such as New York City's Community Policing Unit, which sends officers to areas to create connections with individuals and address their unique needs (Tyler, 2014). The Scandinavian police strategy has received international plaudits for emphasizing nonviolent encounters and prioritizing community wellbeing above punitive measures (Loader, 2015). Skogan (2016) contends that people-oriented policing alters traditional police by prioritizing problem-solving over law enforcement alone. Officers take a proactive approach by interacting with community leaders, attending local events, and creating open communication lines. In the United States, studies have shown that when such programmes are implemented, there is less fear of crime and more reporting of suspicious activity. In Kenya, community policing efforts have demonstrated the effectiveness of people-oriented techniques in decreasing crime. Baker (2015) found that regular talks between police officers and community people helped bridge the gap between law enforcement and marginalized communities. Similarly, in Canada, neighbourhood resource officers prioritize mediation and social service referrals, addressing the root causes of crime while building trust (Weisburd, 2017). In Nigeria, research such as Nwankwo's (2017) highlight the need of people-oriented police in tackling the particular difficulties of community safety. Their study focuses on programmes such as the Police Community Relations Committee (PCRC), which encourages conversation and cooperation between law enforcement and community people in order to combat crime together. Alemika and Chukwuma (2015) also state that community participation is critical for overcoming the public's distrust of law enforcement.

Procedural justice is an essential component of people-oriented policing. Tyler and Fagan (2018) explain that when individuals believe police activities are fair and courteous, they are more inclined to follow the law and assist with law enforcement. This viewpoint is confirmed by research in the United Kingdom, where procedural justice training improved officer interactions with the public, resulting in higher citizen satisfaction (Mazerolle, 2015). However, obstacles remain in adopting people-oriented policing. Skolnick and Fyfe (2016) point out that budget constraints and cultural prejudices within law

enforcement organizations can impede the success of this method. Additionally, Merry (2015) warns against over-reliance on individual officers to preserve trust, since staff changes can undermine established connections.

## 4.2 Public-Police Partnership

Public-police partnerships are collaborative initiatives in which both agencies share responsibility for tackling community concerns. In Nigeria, these collaborations have gained traction through initiatives such as the Police Community Relations Committee (PCRC), which encourages discussion and collaborative problem-solving between law enforcement and the communities they serve (Alemika & Chukwuma, 2015). This approach is critical in Nigeria's sociopolitical climate, where mistrust of the police frequently impedes crime prevention efforts.

Alemika and Chukwuma (2015) underline the PCRC's importance in addressing mutual distrust between the public and police by providing a forum for engagement and collaboration. These committees frequently hold town hall meetings and seminars to address security concerns and build localized responses. According to Nwankwo (2017), such collaborations have helped to reduce crime rates in metropolitan places such as Lagos, where community-police involvement is promoted. Beyond Nigeria, studies in other African countries, such as Kenya, show comparable benefits. Baker (2015) describes how public-police collaborations in Kenya have increased confidence and enabled intelligence sharing, resulting in more effective policing. Neighbourhood watch programmes in the United States follow a similar approach, with people and police working together to monitor and safeguard communities (Trojanowicz & Bucqueroux, 2015).

Public-police cooperation also entail using technology to improve communication. For example, smartphone apps and social media platforms have been used to report crimes and exchange information. In Nigeria, the Nigerian Police Force's "NPF Rescue Me" app exhibits this trend by allowing civilians to report problems directly to police officials (Alemika & Chukwuma, 2015). This technology integration not only increases accountability, but it also reduces reaction times, boosting public trust in the police. However, issues continue. According to Myhill (2015), power inequalities can impede the efficiency of collaborative collaborations, especially when the police control decision-making processes. In Nigeria, resource constraints and corruption exacerbate the execution of efficient public-police interactions (Nwankwo, 2017). Furthermore, a lack of trust and openness sometimes limits community members' willingness to fully cooperate with law enforcement.

Efforts to enhance public-police cooperation in Nigeria must address systemic challenges including police corruption and poor training. Transparency and accountability procedures, particularly independent monitoring organizations, are critical for fostering confidence. Furthermore, ongoing

investment in community engagement programmes and capacity-building activities for both police personnel and community people are required to ensure the long-term effectiveness of these collaborations.

### 4.3 Self-Policing

Self-policing is a concept that stresses the active participation of communities in preserving order and security within their jurisdictions, sometimes without the direct involvement of established police agencies. This informal technique emerges in societies where mutual trust, social solidarity, and a feeling of shared responsibility are prevalent (Ostrom 2015). In Nigeria, self-policing has emerged as a feasible solution to the issues of insufficient law enforcement, particularly in rural and neglected regions.

Nigeria's socioeconomic and political backdrop highlights the need of self-policing. With limited police presence in distant areas, communities have developed their own mechanisms to protect people and property. Vigilante gangs and the Oodua People's Congress (OPC) are significant examples of self-policing in Nigeria. These groups frequently function with the permission or implicit knowledge of local authorities and are firmly ingrained in the values of communal solidarity (Abrahams, 2016). For example, vigilante organizations in Southeastern Nigeria have been praised for reducing robbery and kidnapping incidences, a feat ascribed to their deep knowledge of the local topography and ability to rally community support (Nwankwo, 2017). However, self-policing in Nigeria is not without difficulties. Abrahams (2016) emphasizes the conflict between formal law enforcement authorities and informal community-based security organizations, which is frequently motivated by a desire for power and legitimacy. While these organizations have been helpful in crime prevention, their operations are occasionally marred by human rights violations and extrajudicial measures, raising concerns about accountability and justice (Alemika & Chukwuma, 2015). The OPC, for example, has been chastised for its heavy-handed attitude, which includes the use of excessive force when dealing with suspected offenders.

On a broader level, self-policing in Nigeria connects with concerns of resource shortages and widespread corruption in the formal police force. With the Nigerian Police Force (NPF) being criticized for slowness and lack of transparency, communities have turned to self-policing techniques as a viable alternative. According to Alemika and Chukwuma (2015), the lack of a strong governmental presence in many rural regions has prompted this change. Community-based organizations, such as the Bakassi Boys in Eastern Nigeria, arose to fill this need, beginning as local vigilante outfits but subsequently becoming known for controversial actions such as public killings of suspected criminals.

In several Nigerian states, administrations have acknowledged the value of informal networks and attempted to incorporate them into official frameworks. For example, the Lagos State government formed the Neighbourhood Safety Corps in 2016 to supplement police operations while maintaining community-specific monitoring (Nwankwo, 2017). This hybrid strategy seeks to capitalize on the positives of self-policing, such as local knowledge and community engagement, while also implementing supervision systems to avoid abuses. According to studies, self-policing works best when groups have a high amount of social capital and collective efficacy. This is consistent with Ostrom's (2015) results, which imply that trust and shared values are critical to the functioning of self-regulatory systems. In Nigeria, traditional rulers and community elders frequently play critical roles in settling conflicts and motivating collective action, bolstering the legitimacy of self-policing initiatives. Nonetheless, the viability of self-policing in Nigeria is dependent on overcoming its inherent problems. Policies must prioritize regulating these groups, giving them with basic human rights training, and encouraging coordination between formal and informal policing organizations. Without such actions, the possibility of vigilantism and abuse may erode the progress made by self-policing initiatives.

#### **4.4 Community-Based Crime Control**

Community-based crime control stresses collaborative efforts to prevent and treat crime by utilizing local knowledge, resources, and structures. This approach is based on the concept that crime prevention is everyone's duty, not only law enforcement. In Nigeria, community-based crime control has grown in popularity as a reaction to concerns such as a lack of police presence, limited resources, and the increasing complexity of security issues (Alemika, 2015)

One of the most prominent examples of community-based crime control in Nigeria is the formation of vigilante organizations. These community-driven organizations handle localized security issues by organizing patrols, investigating crimes, and apprehending offenders. The Bakassi Boys formed in Southeastern Nigeria as a community-based crime control project to fight widespread criminal activity (Ikuteyijo and Ayodele, 2013). Although their efforts greatly lowered crime rates, their methods, which included extrajudicial murders, generated issues about human rights and responsibility (Abrahams, 2016).

Similarly, in Northern Nigeria, the Civilian Joint Task Force (CJTF) was established to combat the Boko Haram insurgency. This programme, which includes local volunteers familiar with the region, has been critical in supplying intelligence to legitimate security services, freeing abductees, and regaining territory from rebels. Nwankwo (2017) found that the CJTF's effectiveness stems from its capacity to rally community support and harness local expertise for successful crime control. However, issues like as poor training and the possibility of misuse of authority highlight the need for regulation and integration with established security systems.

Neighbourhood watch programmes are another example of community-based crime reduction in Nigeria's metropolitan areas. These initiatives include citizens working together to watch and report suspicious activity, frequently in collaboration with the Nigerian Police Force (NPF). In Lagos State, community policing efforts have combined neighbourhood watch programmes to combat burglary, theft, and adolescent criminality. Nwankwo (2017) found that these initiatives boosted community members' perception of security and supported proactive crime prevention.

However, community-based crime prevention in Nigeria has significant challenges. Resource restrictions, a lack of formal training, and insufficient government funding impede the success of these projects. Alemika and Chukwuma (2015) point out that the lack of institutional structures to control and monitor these organizations frequently leads to abuses of power and disputes with formal law enforcement. Furthermore, the presence of several informal policing structures might result in jurisdictional disputes and inefficiencies.

In order to address these issues, scholars recommend encouraging collaboration between institutional and informal crime control institutions. This includes educating community groups on human rights and legal frameworks and incorporating them into national security policies. Furthermore, the formation of oversight organizations can assist promote accountability and avoid abuse of authority. Programmes like the Lagos State Neighbourhood Safety Corps demonstrate efforts to institutionalize community-based crime reduction by combining local activities with government monitoring (Nwankwo, 2017).

#### **4.5 Police in Host Communities**

The integration of police in host communities is critical for establishing trust and credibility. Rosenbaum (2015) underlines the necessity of police officers being visible and accessible to the public. To develop relationships, community-oriented cops frequently participate in non-enforcement activities like youth mentorship programmes. However, experts such as Loader (2015) point out that cultural differences and a lack of resources might impede effective integration.

In Nigeria, police integration with host communities has emerged as a key focus in attempts to promote public safety and create confidence (Ayodele 2015). Historically, the relationship between law enforcement and the Nigerian population has been strained owing to concerns such as corruption, police brutality, and insufficient service delivery. To address these issues, initiatives such as the Police Community Relations Committee (PCRC) have been formed to promote conversation and collaboration between police officers and community people.

Studies have identified a variety of ways for improving police integration in Nigerian host communities. For example, Adegbusi (2018) observes that assigning officers to live in their areas of operation increases their acquaintance with local concerns and fosters trust. Furthermore, town hall meetings and community forums provide opportunities for constructive participation, allowing individuals to express their concerns and work with police on crime prevention methods.

Despite these attempts, difficulties persist. Resource restrictions, such as insufficient funds and training, hinder officers' capacity to properly integrate into communities. Furthermore, cultural and language barriers between police personnel and the varied Nigerian population might impede meaningful contacts (Nwankwo 2017). Misconduct and abuse of authority undermine public trust in the police, complicating integration attempts.

To address these issues, experts suggest increasing investment in police training and infrastructure, as well as establishing independent monitoring systems to keep personnel responsible. Alemika and Chukwuma (2015) contend that cultivating a culture of transparency and professionalism within the police department is critical to establishing confidence and legitimacy in host communities.

#### **4.6 Public's Perception of the Police**

The public's perception of police has a considerable impact on the efficacy of community policing methods. This view is frequently impacted by issues such as police conduct, impartiality, accountability, and the general relationship between law enforcement and the communities it serves. A good view motivates residents to cooperate, trust, and actively participate in crime prevention measures, whereas negative attitudes can lead to alienation, noncompliance, and an increase in criminal activity (Tyler & Fagan, 2018).

In Nigeria, the public's opinion of the police has long been riddled with difficulties (Ayodele, 2015). According to studies, police violence, corruption, extortion, and a failure to respond effectively to crime all undermine public trust (Alemika & Chukwuma, 2015). For example, arbitrary arrests and demands for bribes have led to widespread opinion that police are more interested in self-serving tactics than safeguarding civilians (Amnesty International 2020). This view is heightened by high-profile instances of wrongdoing, such as the 2020 #EndSARS demonstrations, which exposed widespread abuse within the Nigerian Police Force.

Nwankwo (2017) found that procedural fairness has an important role in moulding public perceptions about law enforcement in Nigeria. When police officers are viewed as fair, open, and polite, the public is more inclined to regard them as legitimate authority. Tyler (2014) found that when individuals are treated with decency and respect, they are more likely to comply with laws and assist with

authorities. In Nigeria, efforts to include procedural justice into policing operations have been limited, but they are gaining popularity because to programmes such as the Police Community Relations Committee (PCRC), which promotes discussion between law enforcement and community members.

Furthermore, socioeconomic considerations and geographical variances have a significant impact on popular opinions of the police in Nigeria (Ayodele, 2015). Citizens in metropolitan areas with high crime rates, such as Lagos, frequently express irritation with delayed reaction times and perceived inefficiency in law enforcement (Adegbusi, 2018). On the other hand, in rural regions, a lack of significant police presence leads to reliance on informal policing arrangements, which further undermines the public's perception of official policing systems (Baker 2015).

Scholars underline the need of changes aimed at increasing accountability and professionalism within the Nigerian Police Force in order to enhance public opinion. Transparency measures, including as body-worn cameras and independent monitoring organizations, have been proposed as feasible means toward restoring confidence. Additionally, community policing tactics that include frequent town hall meetings, culturally sensitive officer training, and collaborations with local leaders have showed potential in improving police-community ties.

Despite these guidelines, issues remain. For example, institutional corruption and resource restrictions impede the Nigerian police's ability to undertake substantial changes (Nwankwo 2017). Furthermore, profound social skepticism of law enforcement necessitates a long-term effort to restoring legitimacy.

#### **4.7 Police's Perception of the Public**

Police officers' perceptions about the communities they serve have a significant impact on their approach to law enforcement and capacity to develop healthy relationships with the general population. Systemic obstacles, public animosity, and the country's cultural variety have all had an impact on the police force's views toward residents in Nigeria. Understanding this impression is crucial since it directly influences the success of community policing efforts.

Study by Nwankwo (2017) highlights that Nigeria police officers often perceive the public with suspicion, especially in regions where hostility towards law enforcement is common. This perception is influenced by the high levels of violence and crime faced by officers, leading to a "siege mentality" that frames the public as a potential threat rather than as partners in security. This adversarial view undermines trust and cooperation, which are essential for effective community policing.

The public's lack of trust is a crucial element that influences police perceptions. According to studies, Nigerian police personnel are aware of extensive public criticism of their actions, including charges of corruption, violence, and incompetence (Adegbusi, 2018). This lack of trust might cause cops to adopt a defensive posture, further hurting interactions with communities. According to Alemika and Chukwuma (2015), this view creates a vicious cycle of distrust in which police personnel are less eager to engage with civilians, encouraging public suspicion of law enforcement.

Cultural and socioeconomic variables can impact police attitudes toward the public. Police personnel in rural locations, where traditional and informal governance systems are generally dominant, may see people as resistive to conventional enforcement organizations (Baker, 2015). In contrast, in high-crime metropolitan areas, police frequently consider inhabitants as unhelpful or participating in criminal activity. These views impede the formation of successful public-police collaborations and diminish the chance of information sharing (Nwankwo, 2017).

Despite these issues, initiatives are underway in Nigeria to enhance police image of the general populace. Community policing efforts, such as the Police Community Relations Committee (PCRC), have created forums for conversation and collaboration, allowing police to better understand the public's problems and expectations (Alemika & Chukwuma, 2015). Training programmes on cultural sensitivity, emotional intelligence, and procedural justice have also been implemented to assist police in taking a more empathic and collaborative approach to policing.

Furthermore, research indicates that favourable contacts with the public may drastically influence police attitudes. For example, efforts in which police personnel collaborate closely with community residents on local development initiatives have showed potential in breaking down preconceptions and establishing mutual respect (Adegbusi, 2018). These programmes show that improving police attitudes involves both institutional improvements and actual, grassroots participation.

#### **4.8 Informal Policing Arrangement**

Informal policing arrangements are non-formal structures and practices used by communities to preserve law and order. These arrangements frequently evolve in locations where institutional police is limited or inadequate because to resource shortages, corruption, or a breakdown in confidence between the public and law enforcement organizations. In Nigeria, informal police systems have played an important role in resolving security issues, particularly in rural and underdeveloped regions (Baker, 2015).

Vigilante organizations, such as the Civilian Joint Task Force (CJTF) in Nigeria's northeastern area, are a well-known example of informal policing. The CJTF was established to battle the Boko Haram insurgency and has been praised for its local expertise and capacity to acquire intelligence, which institutional police frequently lack (Okeke, 2018). These organizations use their extensive knowledge of local dynamics to detect and successfully resolve security issues. Similarly, in metropolitan areas, community-based organizations such as neighbourhood watch committees work to reduce crime and promote community safety.

Traditional elders play an important role in informal policing in Nigeria. Chiefs and village chiefs frequently resolve conflicts, enforce communal standards, and ensure adherence to customary rules. These leaders are highly regarded in their communities, which gives them the ability to handle disagreements and maintain order without using formal law enforcement. According to Nwankwo (2017), in many rural regions, community members prefer traditional conflict resolution systems because they believe they are more transparent and culturally appropriate.

Religious institutions have also helped with informal police initiatives. For example, Islamic and Christian groups in Nigeria frequently work with community members to promote peace and address social concerns. Faith-based groups use their moral influence to discourage criminal activity and promote social cohesiveness (Baker, 2015). While informal police agreements address important gaps, they are not without drawbacks. One key concern is a lack of accountability, which can lead to abuses of authority. Some vigilante organizations, for example, have been charged with human rights breaches such as extrajudicial executions and illegal imprisonment (Okeke, 2018). Furthermore, these organizations may become politicized or co-opted by influential persons, jeopardizing their independence and efficacy. According to Abrahams (2016), without sufficient monitoring, informal policing can worsen existing inequities and marginalise disadvantaged groups.

Despite these obstacles, the merger of informal police arrangements and institutional law enforcement has showed potential. Some localities have established collaborative models in which police and community organizations work together to improve security and create confidence. For example, the Lagos State government established the Community Safety Corps to legalize and oversee the actions of neighbourhood watch organizations, assuring accountability and professionalism (Adegbusi, 2018).

To optimize the effectiveness of informal policing arrangements, scholars recommend providing training and resources to community-based groups. This includes educating them on human rights and conflict resolution while fostering collaboration with formal law enforcement. Alemika and Chukwuma (2015) argue that a hybrid approach, combining the strengths of formal and informal systems, can enhance security and promote justice in Nigeria.



# 05

## Findings & Discussion

- **Sociodemographic Information**
- Public's Confidence/Trust in Police Officers in Garki, Abuja
- People's Perception of Police Reform in Garki, Abuja
- Police Officers' Perception of Police Reform
- Police-Public Relations in Garki
- Perceived Needs of Police Officers in Garki
- Level of Preparedness for Police Tasks

## 5.1 Sociodemographic Information

Of the 478 residents of Garki, Abuja-Nigeria who willingly participated in this survey, 64% were male and 36% female, 71% were aged between 25 years and 44 years, and 50% self-employed (Figures 4-6). Among the participating police officers, 65% were male and 35% female, 50% aged 35-44 years, 40% Inspectors and 45% have spent 20-24 years in service (Figures 7-10). The statistics suggest that many participants were in their active years that compel encounters with police and place them at vantage position to hold reliable opinions about the police in Garki. Many of the police officers have invested considerable number of years in policing to enable them assess the public and draw opinions from their previous encounters. The fact that many residents were male reinforces the cultural practice in the Northern Nigeria that mandates male as breadwinners. In addition, the fact that 50% of residents were self-employed gives them ample opportunities to experience policing at different times.

PERCENTAGE OF RESIDENTS' GENDER

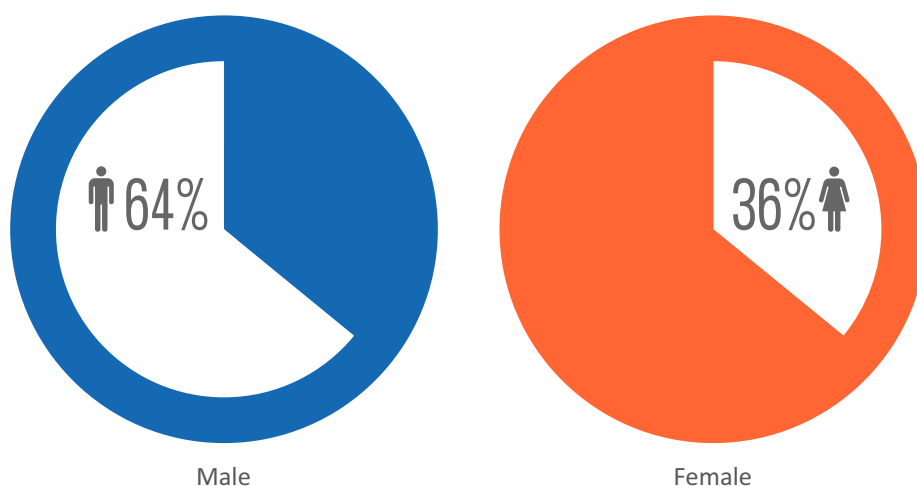


Figure 4: Distribution of Residents by Gender

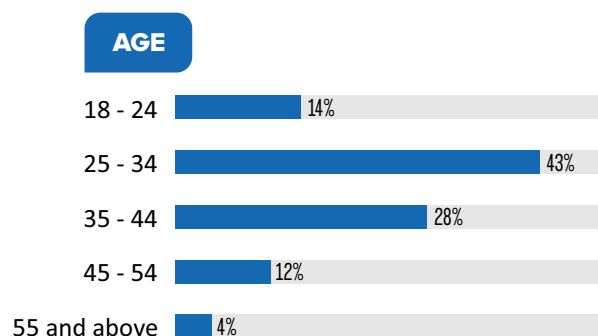


Figure 5: Distribution of Residents by Age

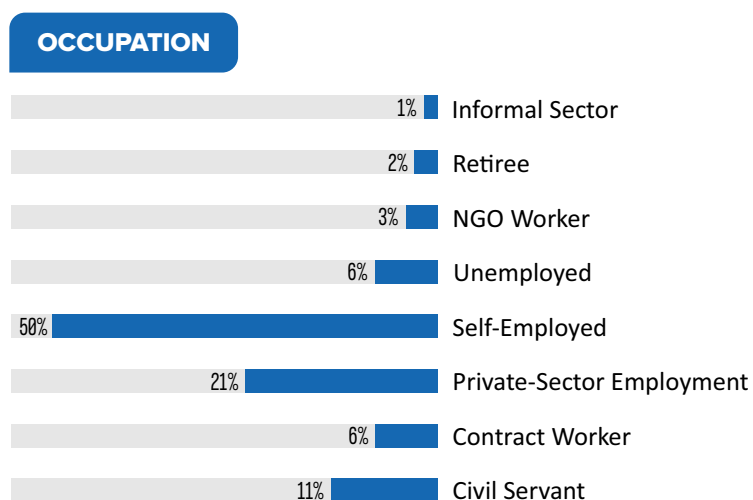


Figure 6: Distribution of Residents of Occupation

GENDER DISTRIBUTION OF POLICE OFFICERS

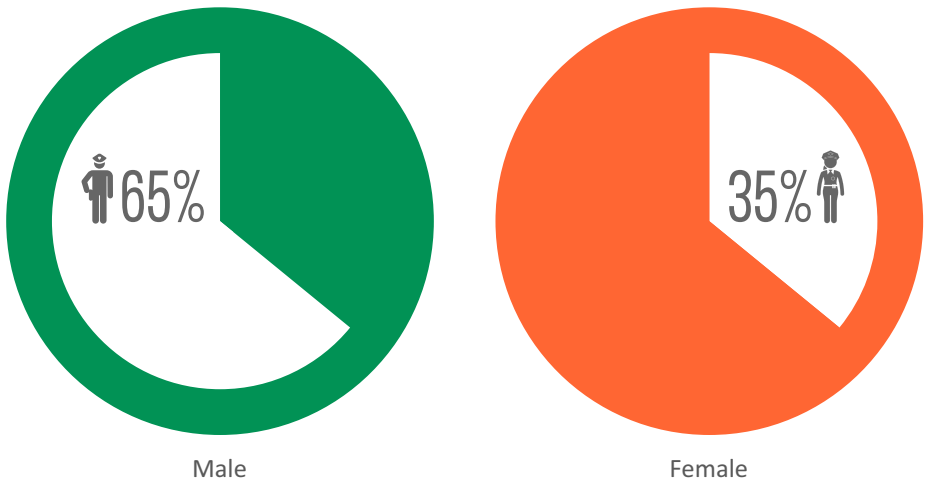


Figure 7: Distribution of Police Officers by Gender

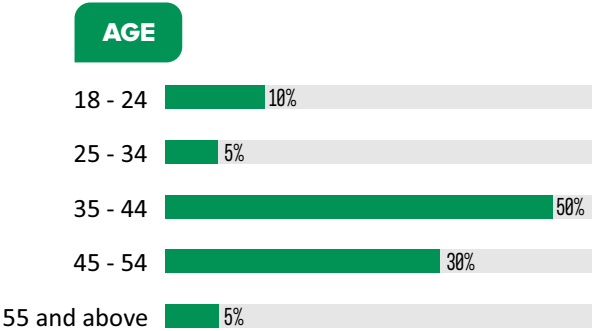


Figure 8: Distribution of Police Officers by Age

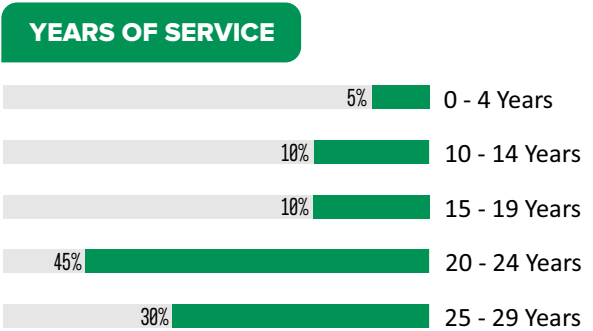


Figure 9: Distribution of Police Officers by Years of Service

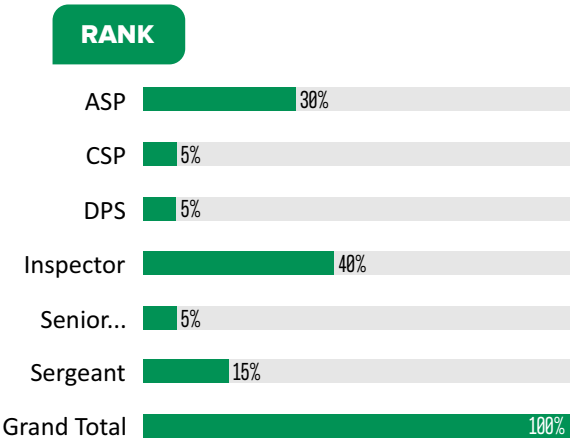


Figure 10: Distribution of Police Officers by Rank

## 5.2 Public's Confidence/Trust in Police Officers in Garki, Abuja

Confidence/Trust in police is an essential ingredient in police-public partnership, community policing, likelihood for distress calls, willingness to testify, information sharing, crime reporting, etc. Nwankwo (2017) lends credence to the fact that distrust in police will impede successful public-police collaborations and diminish the chance of information sharing but Ayodele (2015) posited that distrust in police becomes a serious issue to worry about if there are viable non-state security alternative to police.

As shown in Figures 11-13, 45% of the public expressed confidence/trust in police officers in Garki but with female residents (54%) trusting police more than the male residents (39%). It is also very interesting to note that 49% and 50% of participants aged 25-34 and 35-44 years expressed distrust in the law-enforcers thereby confirming the widely reported disaffection between Nigerian youths and police. In addition, 48% of the self-employed residents, 54% of Civil Servants, Garki expressed trust in police. Ayodele (2015) stressed that expressed public distrust in police could be spurious if it is not anchored on actual encounters with police activities. In his words, "projected uniform negative attitudes of Nigerians toward the police are misleading and confusing because citizens' attitude towards police vary within a community and across community" (Ayodele, 2015:158). This lends credence to McLaren's (1979:1) position that despite the little direct contact an average Briton has with the police, "citizen's views of the police are formed by the conditioning of class, education, the literary world and the mass media."

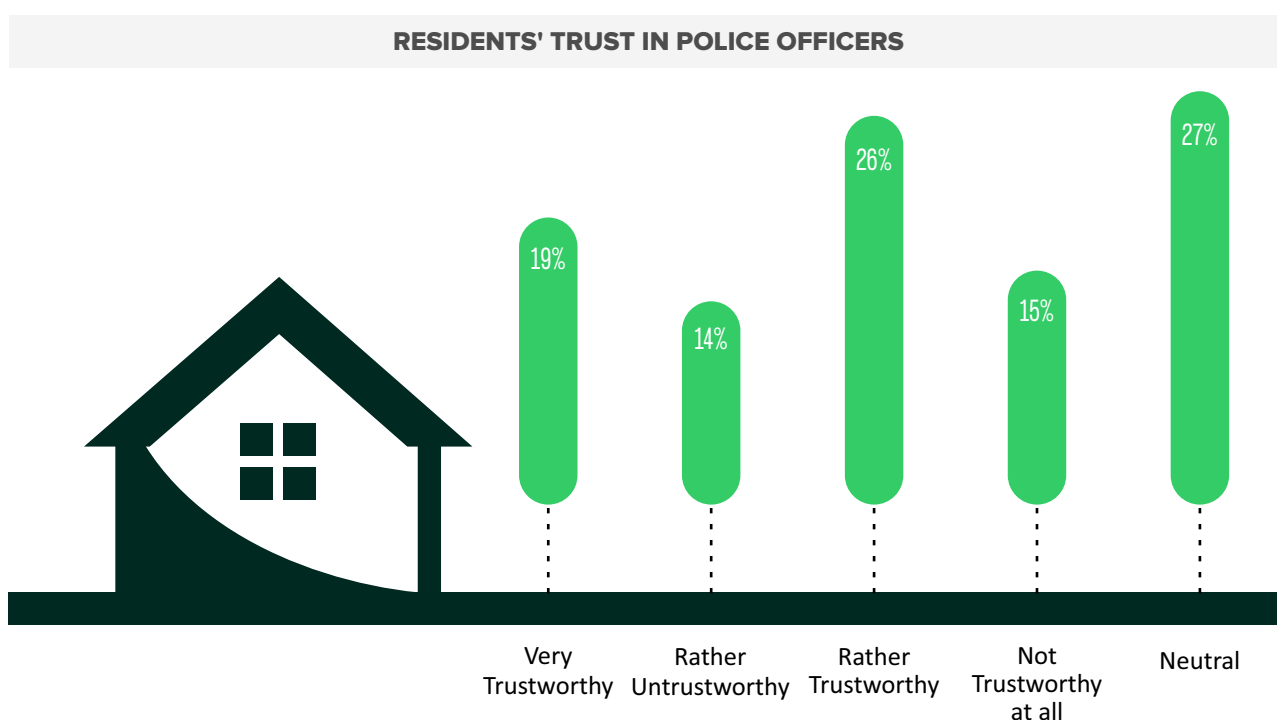


Figure 11: Residents' Confidence/Trust in Police Officers

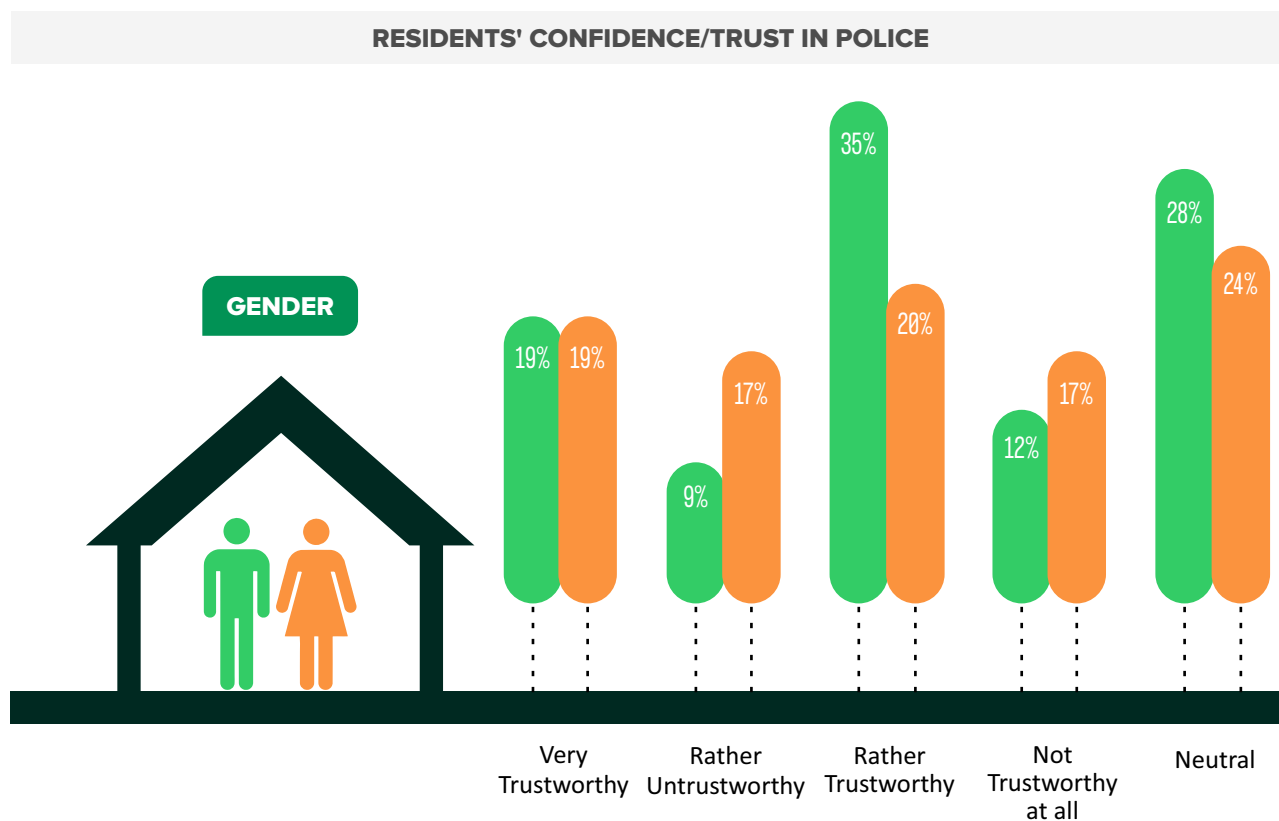


Figure 12: Residents' Confidence/Trust in Police by Gender

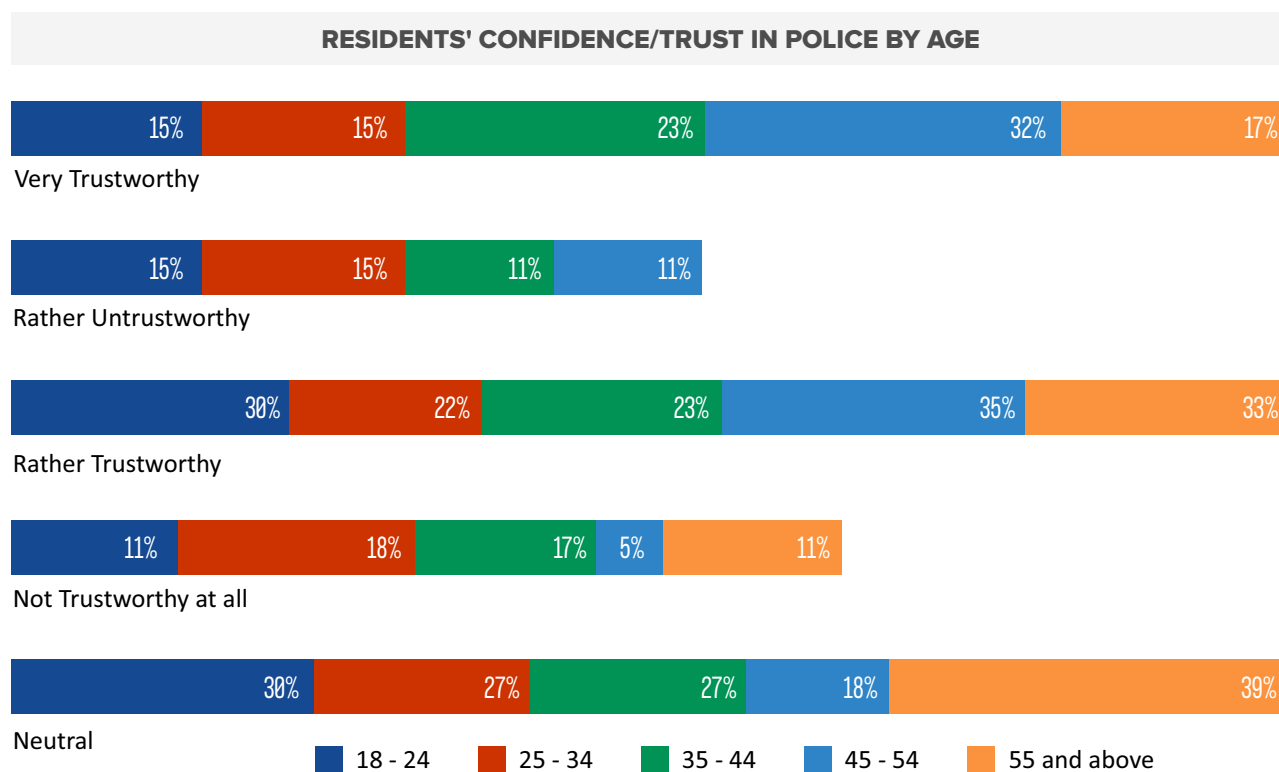


Figure 13: Residents' Confidence/Trust in Police by Age

To ascertain whether the Garki residents' opinions were informed by their experience of police activities, they were asked if they had contacts with police in the last one year. Contacts with police, Ayodele (2015) argued are either voluntary (this occurs when people report crimes to police, voluntary to testify in court, seek assistance from police or give actionable information to police) or involuntary which happens when police patrol neighbourhood, raid, arrest and detain suspects. Therefore, whether voluntary or involuntary, members of the public who encounter police officers have opportunity to directly experience law-enforcement and assess them.

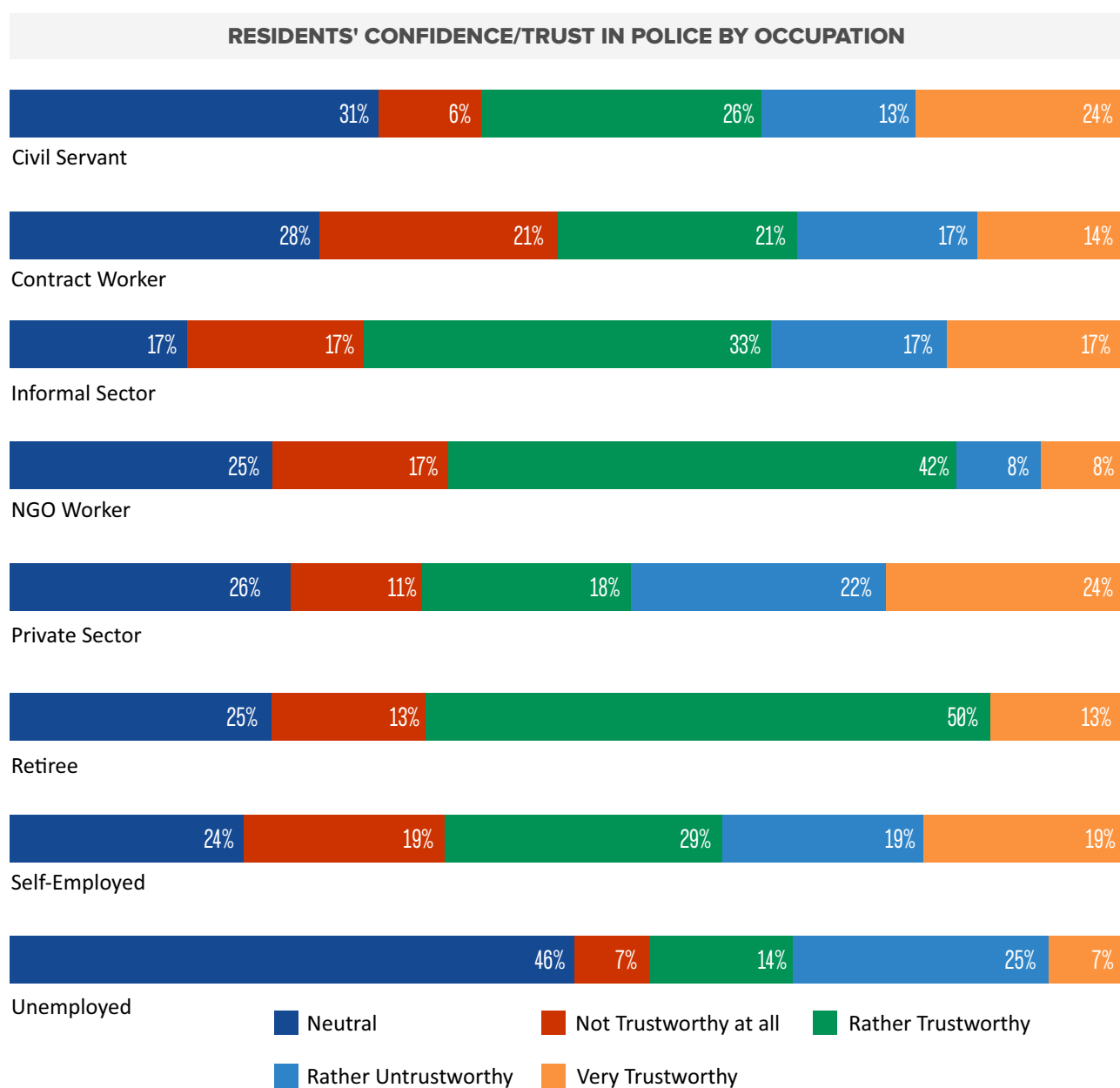


Figure 14: Residents' Confidence/Trust in Police by Occupation

The survey showed that 62% of the Garki youths aged 35-44 years and 51% of youths aged 25-34 years had no form of contact with the police in recent times, thereby faulting their expressed distrust in police (Figure 15). In contrast, the fact that 58% of the self-employed participants has had encounters with police officers in Garki (Figure 16), their expressed trust in police becomes more tenable (Figure 11). Therefore, the confidence or trust in police officers, based on the personal experiences of the residents in Garki, provides a solid foundation for police-community partnership in the area.

#### RESIDENTS' ENCOUNTER WITH POLICE BY AGE

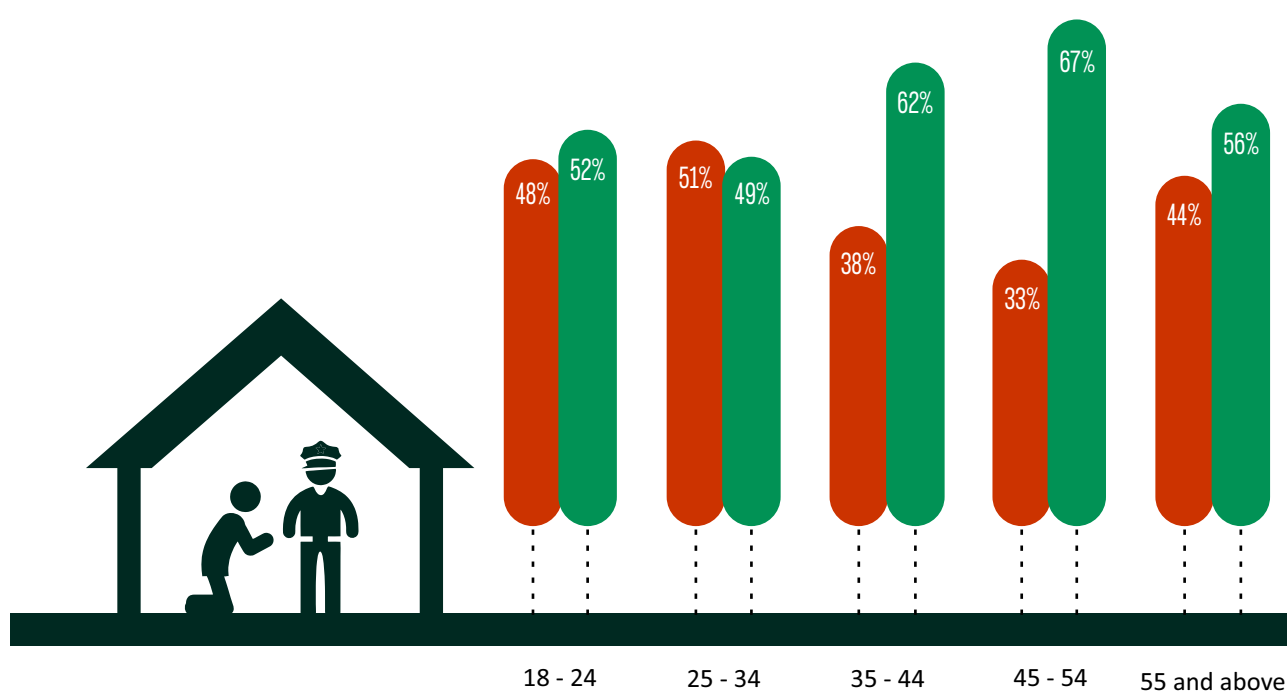


Figure 15: Residents' Encounter with Police by Age

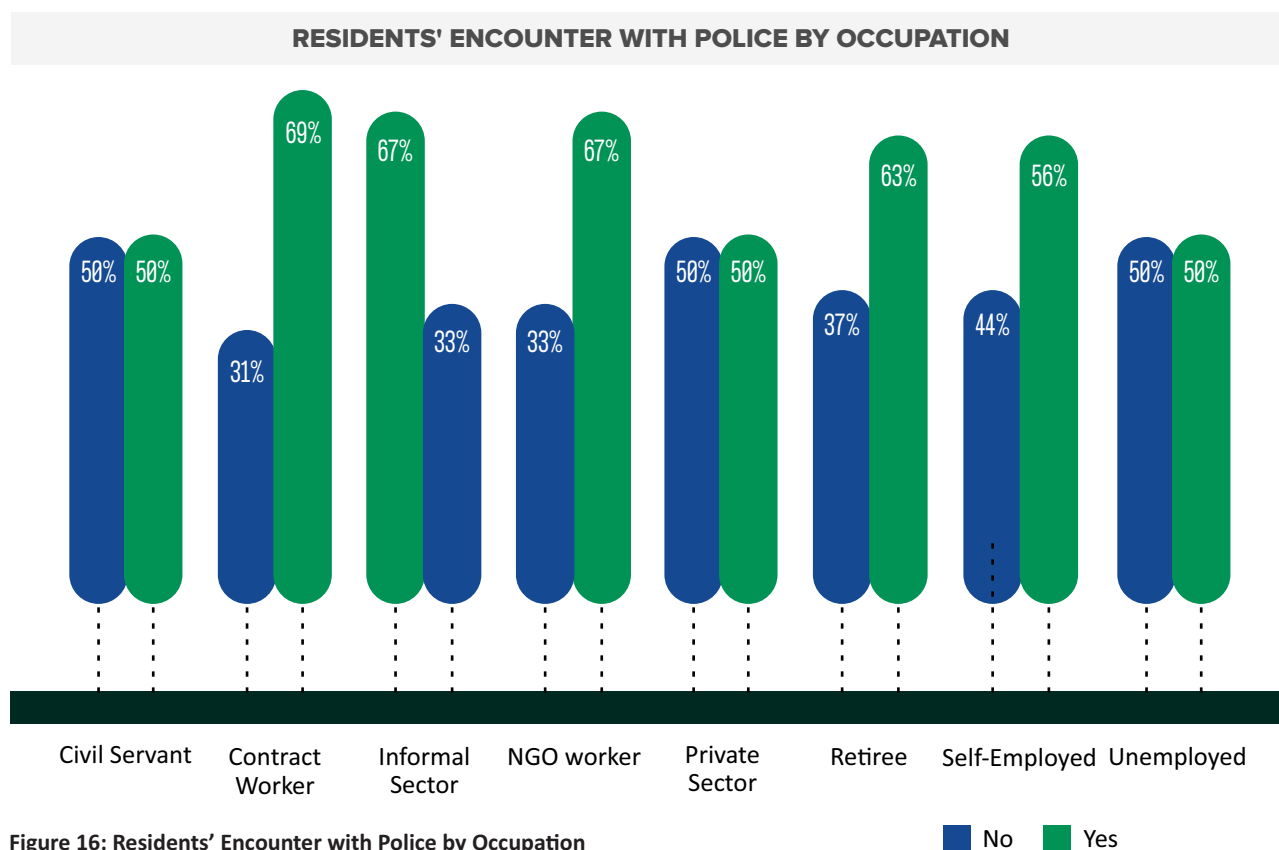


Figure 16: Residents' Encounter with Police by Occupation

Nonetheless, rather than encounters with police officers, citizens always form opinions about police from media reports without bothering to crosscheck the validity. The power of the mass media as opinion-moulder was considered in this survey and efforts were made to assess their influence on the citizens' confidence in police. Most importantly, media reportages are coloured by owner's ideology, profit-making, and newsroom politics.

From Figure 17, it is evident that two-fifth of the residents trusted media reported, 30% distrusted it and 24% didn't follow media report about police. In terms of gender, 44% of female residents, 36% of male did not trust media reports on Nigeria police. When residents' age was factored into it, the influence of mass media reports cut across all ages, as 47% of the residents aged 45-54 years believed whatever the media report on police, while 44% of the elderly residents.

## RESIDENTS' OPINIONS ON MEDIA COVERAGE OF THE NIGERIA POLICE?

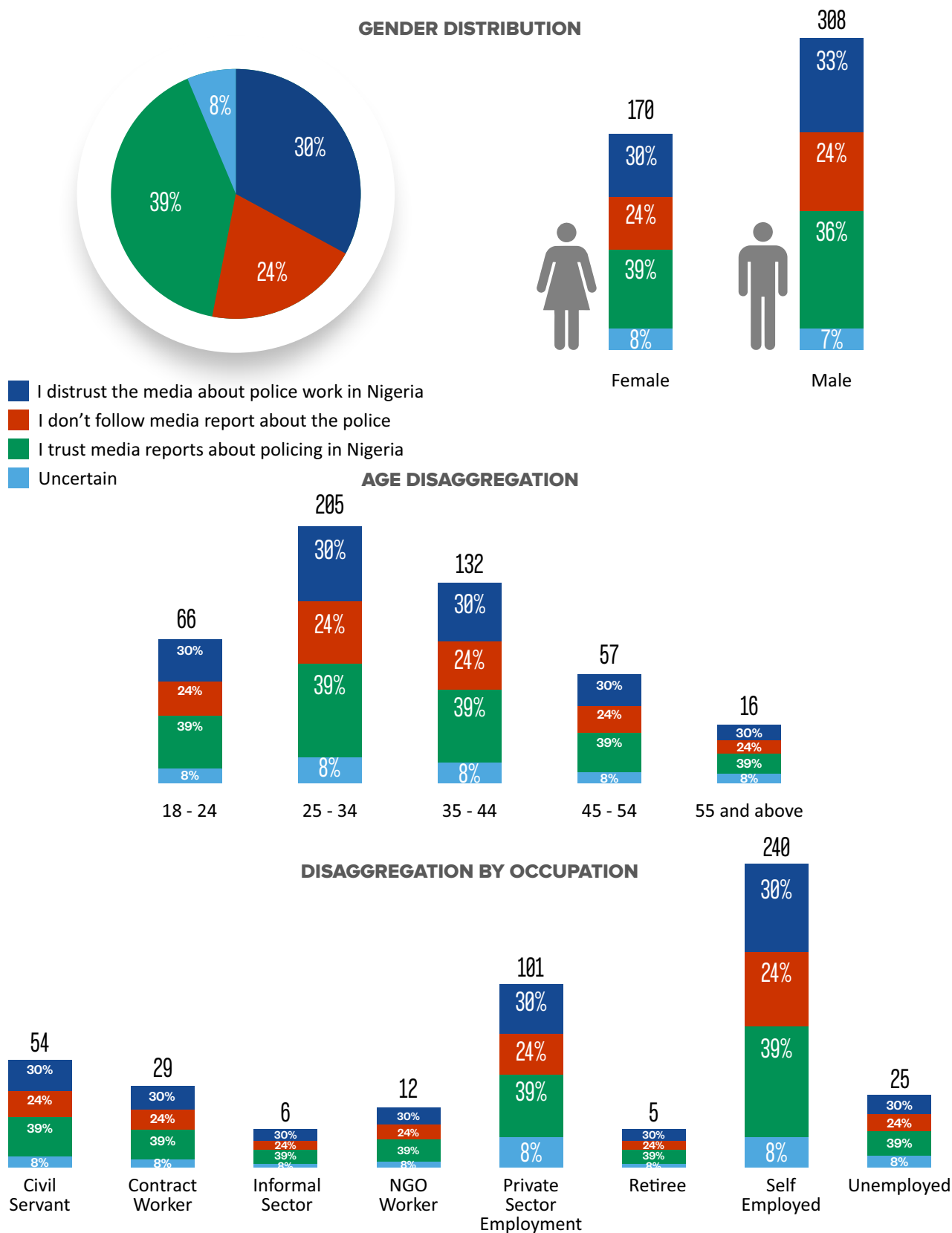


Figure 17: Residents' Opinions on Media Coverage of the Nigeria Police

### 5.3 People's Perception of Police Reform in Garki, Abuja

It is one thing for reform to be embarked upon within an agency and it is another thing for the members of the public who consume the services rendered by the agency to feel the impacts of such reform. This is why the opinions of Garki residents were sought on the current and future reform within the Nigeria Police Force. The residents were asked if they thought police needed reform and in what areas they considered reform was necessary.

Majority (86%) of the Garki residents underscored the need for reform (Figure 18). The residents' eagerness to see the reform in Nigeria Police Force underscores their desire to see improvement in the law-enforcement agency. This also points to the continued relevance of the agency, especially when there is no viable alternative.

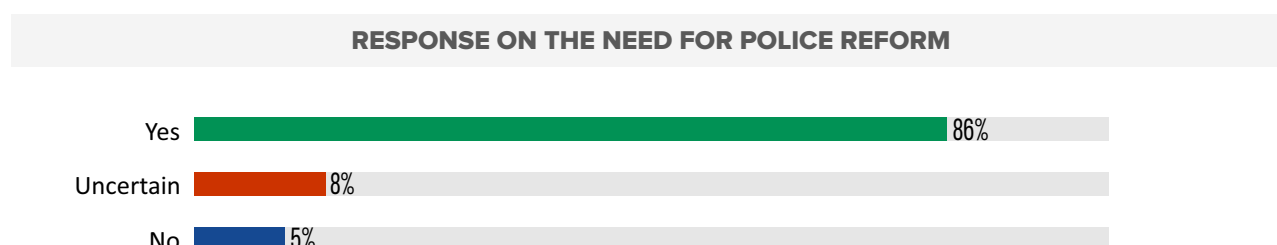


Figure 18: Residents' Perception on the Need for Police Reform

In terms of gender, 80% of the female and 90% of male Garki residents strongly felt that police need reform (Figure 19). Interestingly, the clamour for reform in Nigeria police cuts across all age groups but it was most pronounced among the residents aged 45-54 years (95%) and 35-44 (92%) probably based on their previous encounters (Figure 20).

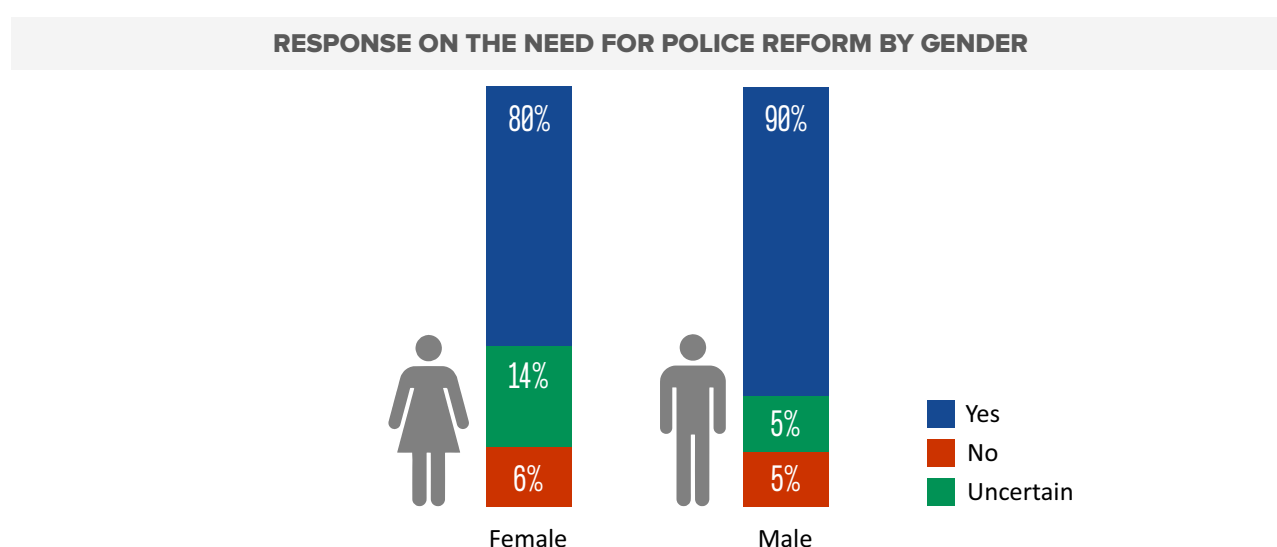


Figure 19: Residents' Perception on the Need for Police Reforms by Gender

### RESPONSE ON THE NEED FOR POLICE REFORM BY AGE

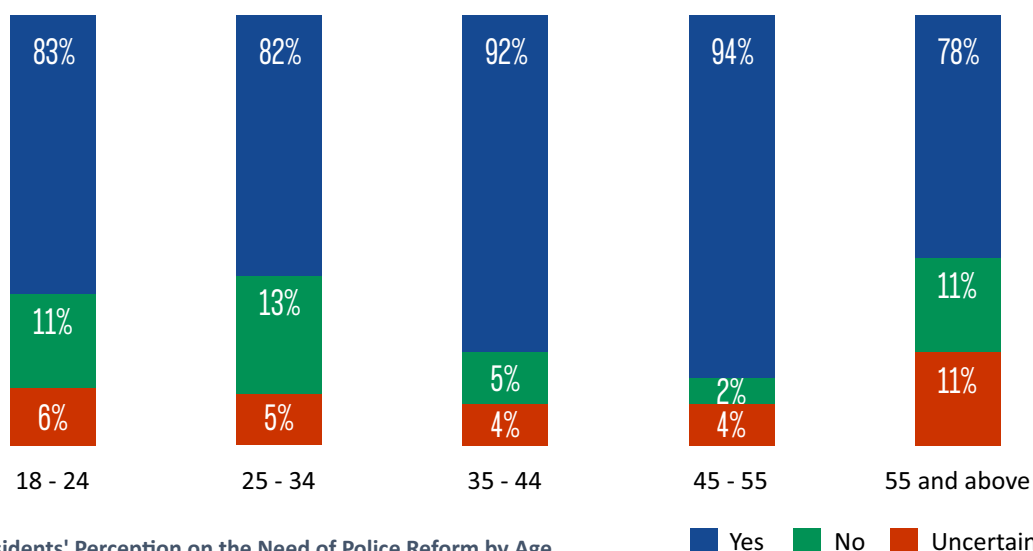


Figure 20: Residents' Perception on the Need of Police Reform by Age

### 5.3.1 Perception on Social Welfare for Police Officers

Opinions of the Garki residents were equally sought on specific areas such as welfare, equipment and police checks. Garki residents were asked to assess the welfare for police officers in their vicinity. The reason for the question was to gauge residents' understanding of the plight of police officers in their community and their concern for them.

### RESPONSE ON POLICE SOCIAL WELFARE

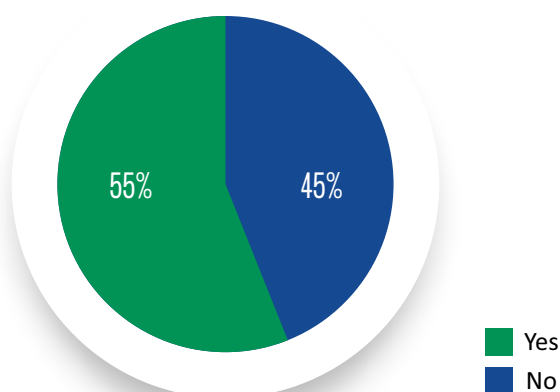
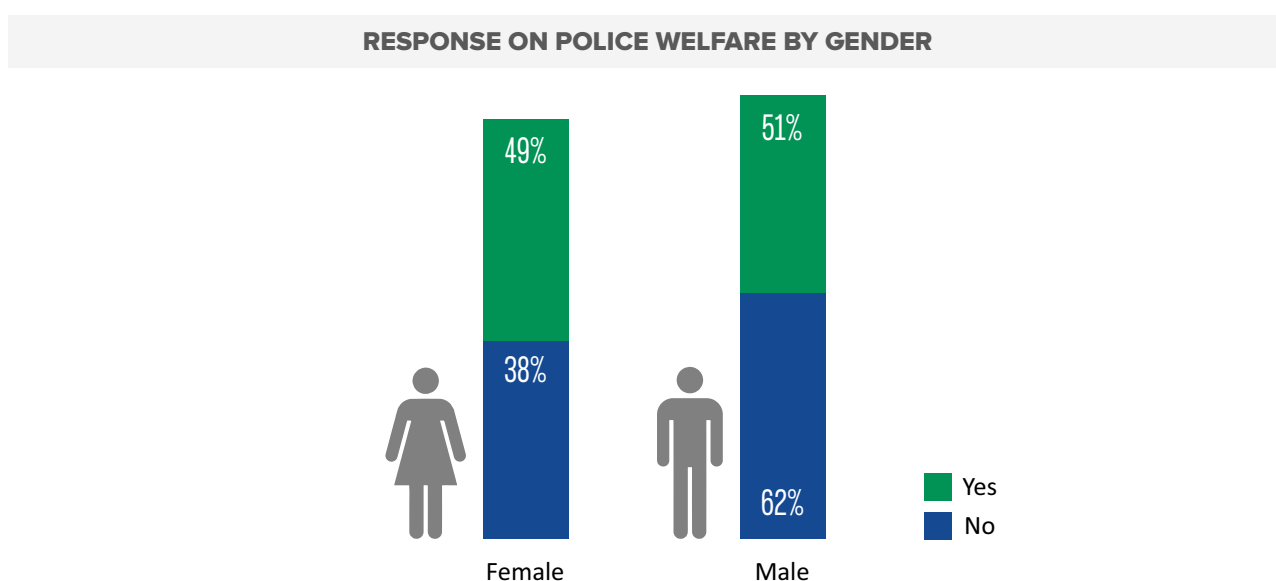


Figure 21: Public Perception on the Adequacy of Police Social Welfare

The survey reveals a divided opinions as 55% of Garki residents thought the police officers enjoyed adequate welfare whereas 45% felt the officers' welfare was grossly inadequate (Figure 21). The implication of the residents' opinions is that those who felt the police officers enjoyed the best of social welfare would expect more policing activities from them while those who felt the social welfare was inadequate might show more sympathetic understanding of the plight of the police officers working within limited resources.

In terms of gender, 62% of the female residents felt police officers in Garki had adequate social welfare compared to the 51% of the male residents (Figure 22). Evidently, the male residents of Garki were more sharply divided in their opinions about welfare of police officers in their midst than their female counterparts. The implication of this finding is that the male residents of Garki might be more temperate in their expectations from police officers than their female counterparts.



**Figure 22: Public Perception on the Adequacy of Police Welfare by Gender**

To know how age influences residents' perception, responses were disaggregated. The residents' perception of the adequacy of social welfare package for police officers reveals something very interesting across age groups. The younger residents aged 18-24 years who had little understanding mostly (70%) felt that police enjoyed very adequate social welfare package. However, as residents' age increased, the perception of the adequacy of social welfare of police decreased with 60% of residents aged 25-34 years, 48% of 35-44 years, 42% of 45-54 years and 39% of the elderly supporting adequacy of social welfare (Figure 23). Succinctly put, 52% of residents aged 35-44 years, 58% of 45-54 years and 62% of residents aged 55 years and above described the social welfare package for police officers as grossly inadequate. In other words, most elderly residents understood the welfare for

police officers in Garki as grossly inadequate compared to most younger residents aged below 35 years who felt the welfare for police officers was excellent. Again, we expect high degree of understanding of the constraints faced by police officers in the discharge of their duties in Garki from the adult residents. The reality is likely to pitch Garki youths against the police officers in the area, as they might think police are performing below expectations despite enjoying excellent welfare package.

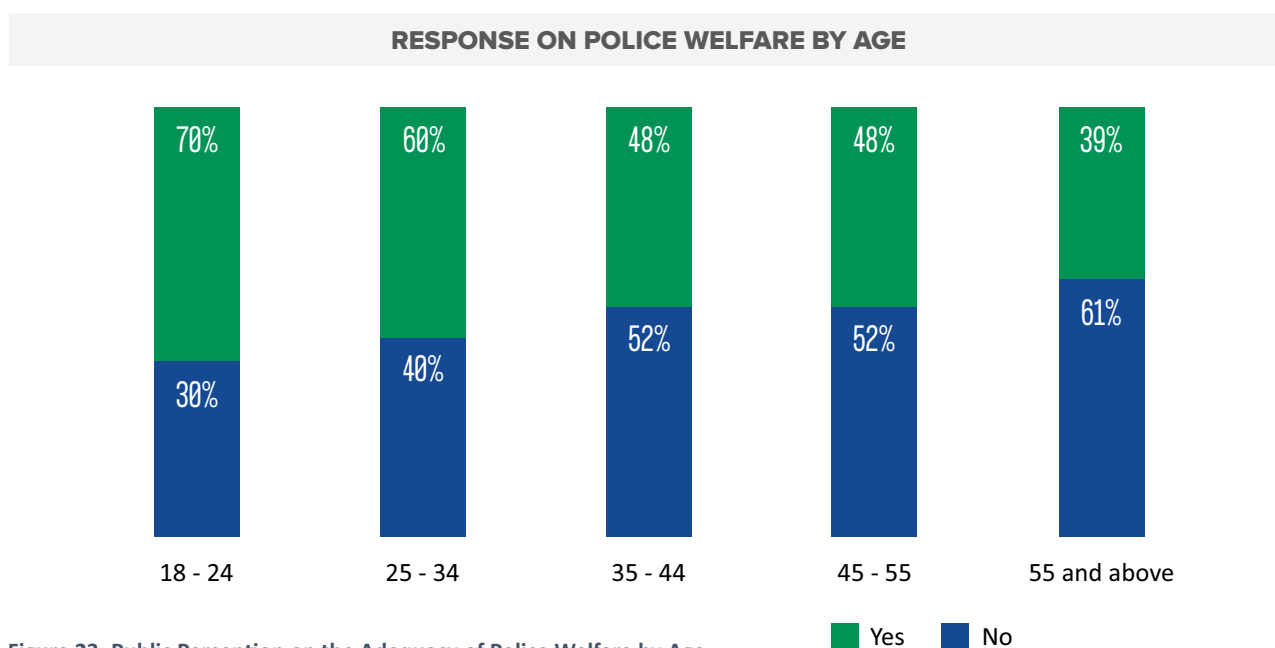


Figure 23: Public Perception on the Adequacy of Police Welfare by Age

Similarly, the opinions of police officers were sought on their social welfare. This was done with a view getting insiders' assessment of the welfare provisions for the police officers. The survey shows that most (80%) of the police officers felt the existing social welfare for them was grossly inadequate (Figure 24). The police officers' opinion starkly contrasted with the opinions held by more than half of residents' who felt that police officers enjoyed adequate social welfare. Unless the residents were properly informed about the reality of police officers in their midst, the failure to meet their expectations might be misconstrued as unwillingness to service the community. The need for periodic community engagement and advocacy becomes very strong because the dissatisfaction with welfare among police officers cuts across ranks: all Sergeants, Senior Inspectors, DSPs and CSPs, 75% of Inspectors and 67% of ASPs.

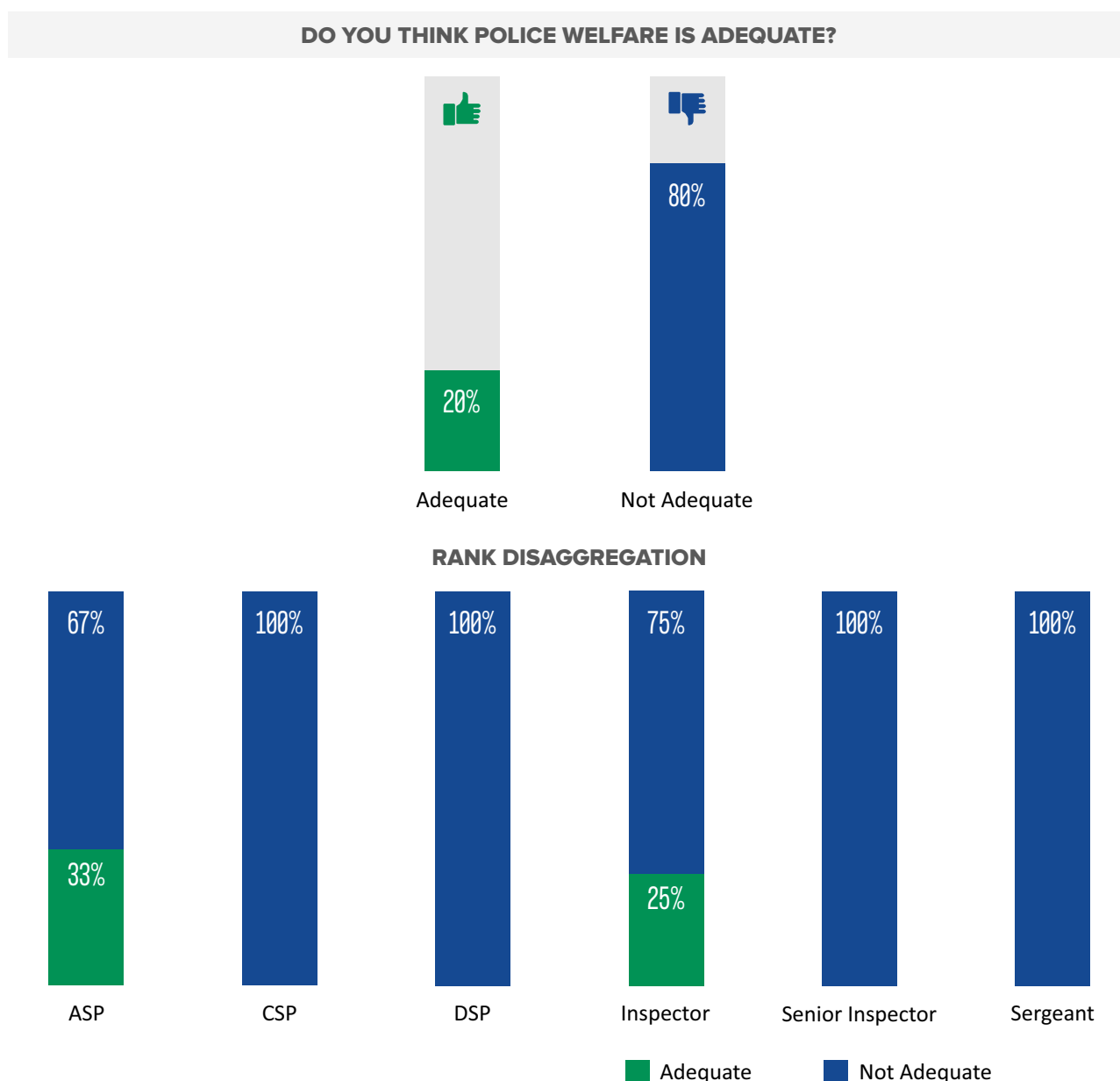


Figure 24: Perception of Police Officers on Adequacy of their Welfare

### 5.3.2 Residents' Reactions to Police Checks

Periodic checks are part and parcel of police duties in line with Section 49 of the Police Act 2020. Police cannot perform this duty without coming in contact with members of public many of whom usually do not usually take it lightly. According to McLaren (1979), inadequate welfare (e.g. low wages) “coupled with high citizen expectations tend to draw more criticisms of the police based on idealistic and unrealistic expectations of what the police should accomplish.” Thus, the residents’ reactions to police officers on the streets and in line of their duties are of utmost concerns to this study because they predict future police-public relation.

The survey reveals that almost half (49%) expressed “confidence in police checks,” 33% were “uncomfortable” and 17% resorted to “avoidance” (Figure 25).

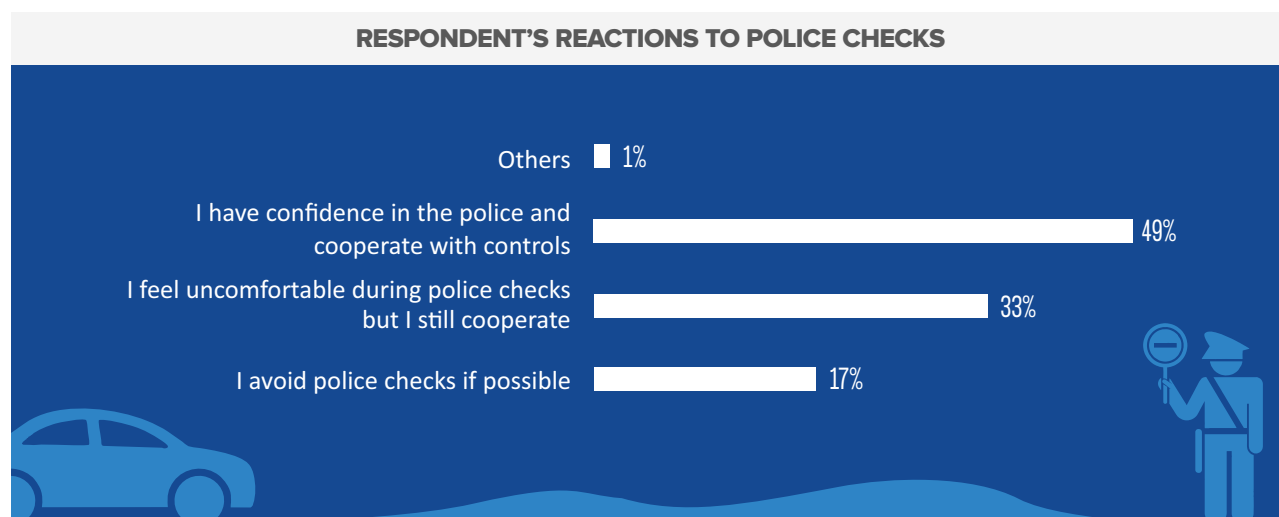


Figure 25: Residents' Reactions to Police Checks

When the residents' reactions were disaggregated by gender, 56% of female and 45% of male residents of Garki had confidence in police checks; 26% of female and 36% of male felt uncomfortable whereas 14% of female and 18% of male avoided police checks (Figure 26). The positive reactions of more female to police checks were consistent with the fact that more female expressed confidence/trust in police than male (Figure 11). It, therefore, implies that the more confidence/trust female residents have in police officers, the higher their confidence and cooperation at checkpoints.

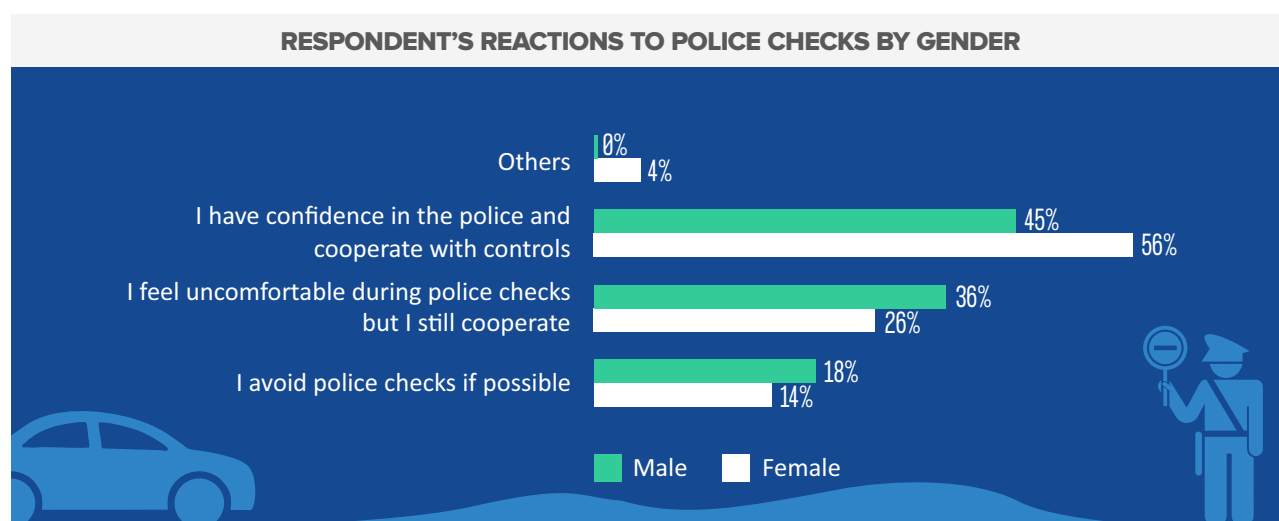


Figure 26: Residents' Reactions to Police Check by Gender

In terms of age, the elderly residents (aged 55 and above) had more confidence in police checks and the residents aged 35-44 years felt more uncomfortable with police checks probably due to differentials in encounters and treatments (Figure 27). Ayodele (2015) has documented the increasing motorists' annoyance fueled by the presence of law enforcement agents, especially the police, in Ekiti State. Youthful residents' discomfort with police is understandable because of the reported cases of extortions and dehumanising treatments across Nigeria (Salami 2024; Vanguard Nov. 2024; The Nation 2024). However, confidence in police checks was high among Garki residents who were self-employed (51%) probably because of their positive encounters with police officers (see Figure 13).

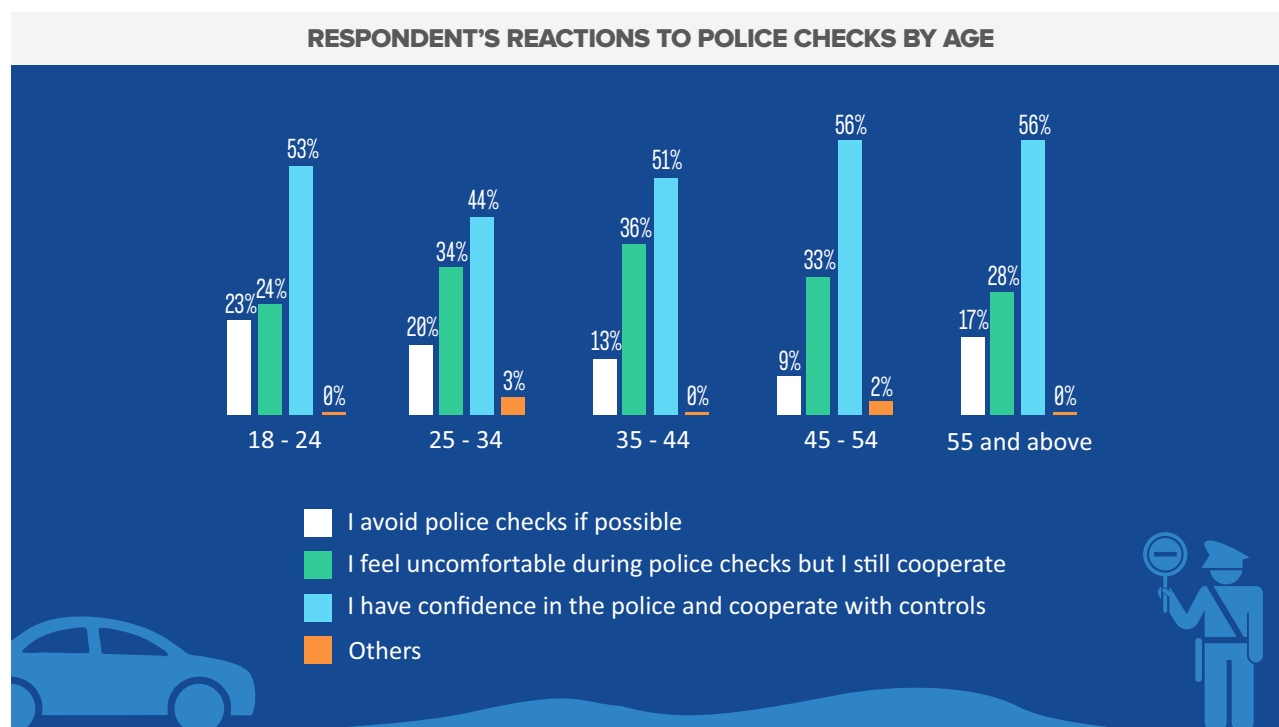


Figure 27: Residents' Reactions to Police Checks by Age

#### 5.4 Police Officers' Perception of Police Reform

Over the years, the Nigeria Police Force has had to contend with the widespread perception of being corrupt. In a nationwide survey on "corruption in Nigeria: Patterns and Trends," UNODC (2019) ranked the Nigeria Police Force third on corruption after healthcare professionals and public utility officials. In another nationwide study of five agencies, SERAP (2019) reported the NPF as the most corrupt public institution because "a bribe is paid in 54% of interactions with the police." Given this negative public perception, authorities have embarked on reforms to sanitize the agency and the success or otherwise of the reform depends on the attitudes of police officers and the public. In this study, we made efforts to get the opinions of police officers on the reform.

#### 5.4.1 Assessment of Anti-corruption Measures with NPF

The opinions of participating police officers were sought during the survey as actors within the NPF and 55% felt good or very good about the anti-corruption measures (Figure 28). Across ranks, junior police officers who are mostly involved in law-enforcement, street patrols and stops and searches contrasted their seniors in their assessments of the anti-corruption measures. For instance, 50% of ASPs and 33% of Sergeants preferred to be “neutral” whereas 33% of Sergeant and 17% of ASP felt “bad” with the anti-corruption measures (Figure 29). This implies that the junior police officers in Garki were likely to be seeing the anti-corruption measures as threats to their means of livelihoods from the streets or feel excluded from the anti-corruption measures within the NPF. Instructively, 76% of participating Inspectors felt the anti-corruption measures were good or very good, all Senior Inspectors and all DSPs felt the anti-corruption measures were good.

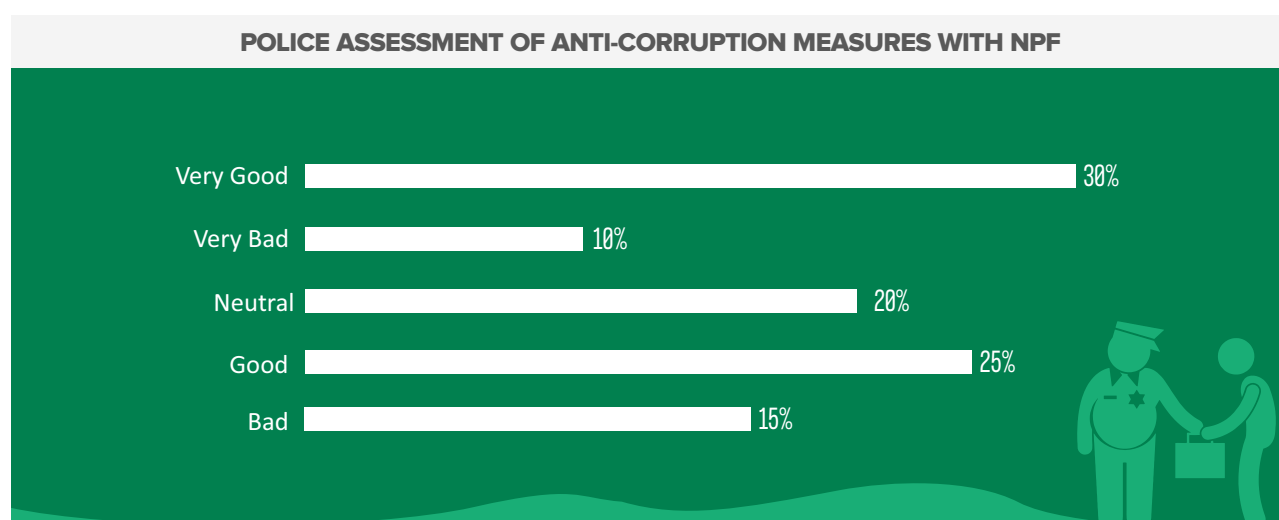


Figure 28: Police Assessment of Anti-corruption Measures within NPF

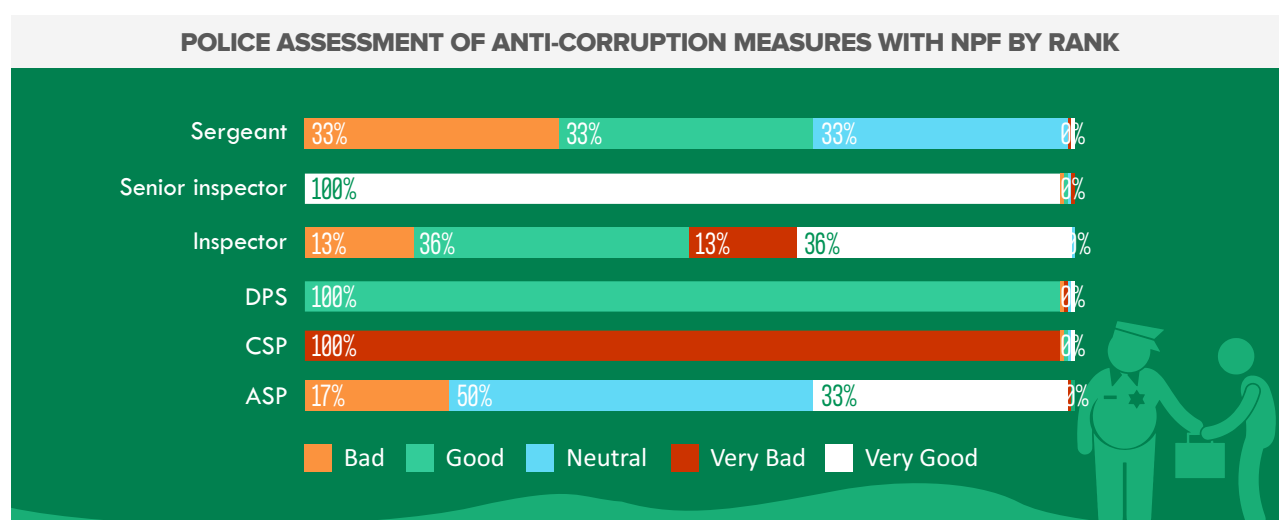


Figure 29: Police Assessment of Anti-corruption Measures within NPF by Rank

#### 5.4.2 Police Officers' Overall Assessment of Police Reform in Garki

Basically, police officers in Garki were sharply divided on whether the ongoing reform within the NPF has been successful or not. 50% of the participating police officers felt the reform was successful, 40% felt it was not successful whereas 10% chose to be neutral (Figure 30). Within ranks, 67% of ASPs and 63% of Inspectors felt the reform was successful but 67% of Sergeants and all Senior Inspectors, DSPs and CSP felt otherwise (Figure 31). Many officers lamented that promotions were either being unduly delayed or not backed by remunerations. They also complained about lack of accommodation, ineffective non-comprehensive national health insurance scheme (NHIS), inadequate pension benefits, poor salary and that their uniforms were being personally procured from their meagre salaries.

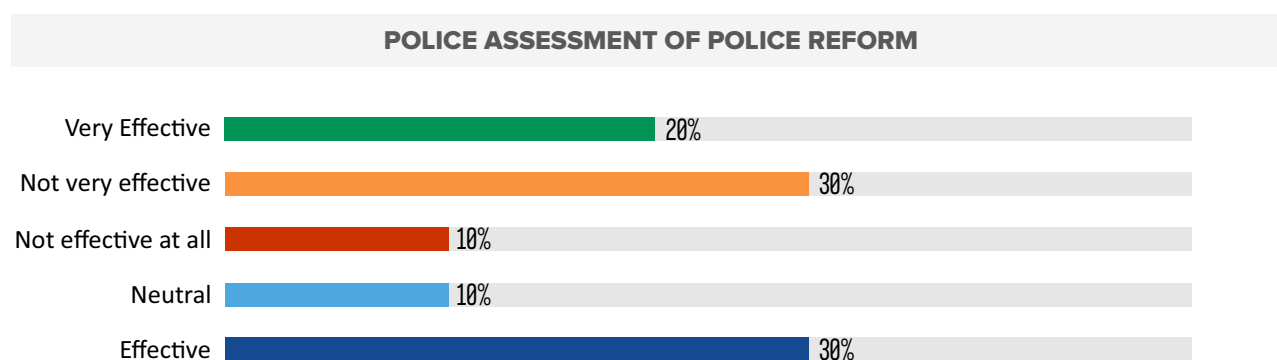


Figure 30: Police Assessment of Police Reform

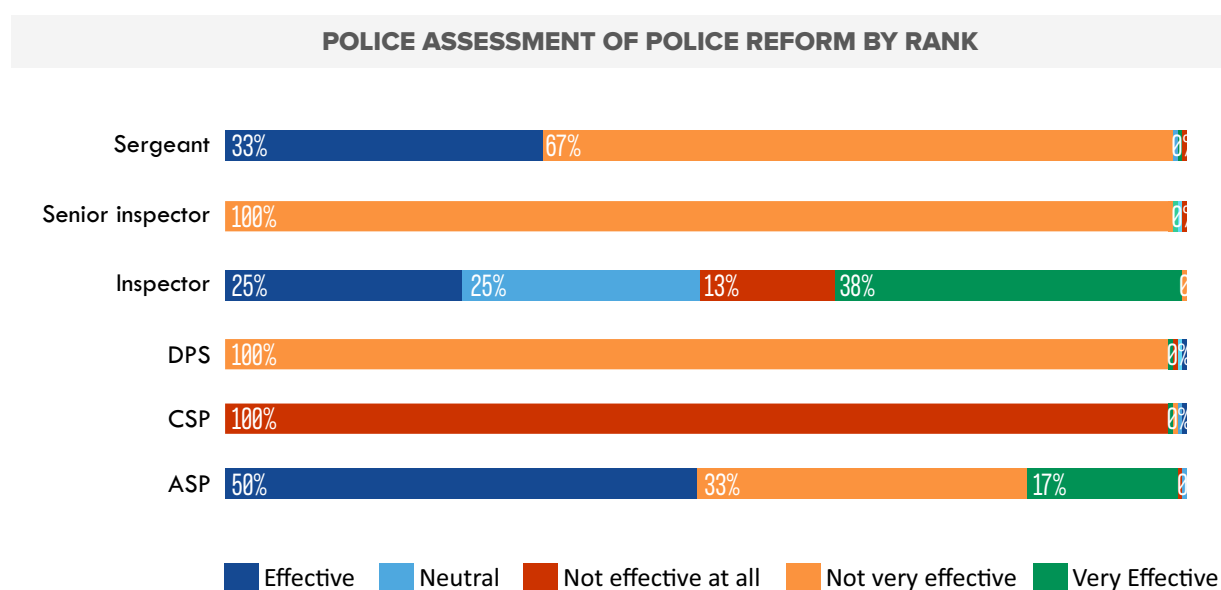


Figure 31: Police Assessment of Police Reform by Rank

### 5.4.3 Suggestions for Improvement in Police Reform

Based on the officers' assessment of the reform they were allowed to suggest areas of improvement (Figure 32). Of the participating officers, 25% indicated the reform should target either "improved equipment" or "stronger law-enforcement." It is interesting to note that most (67%) of the Sergeants preferred "better education" probably they possess the least entry qualification which is secondary school certificate (Figure 33). However, all CSPs prioritized "stronger law enforcement," all DSPs and most ASPs wanted "improved equipment," but all Senior Inspectors and most Inspectors suggested other areas including improved retirement benefits and welfare policy.

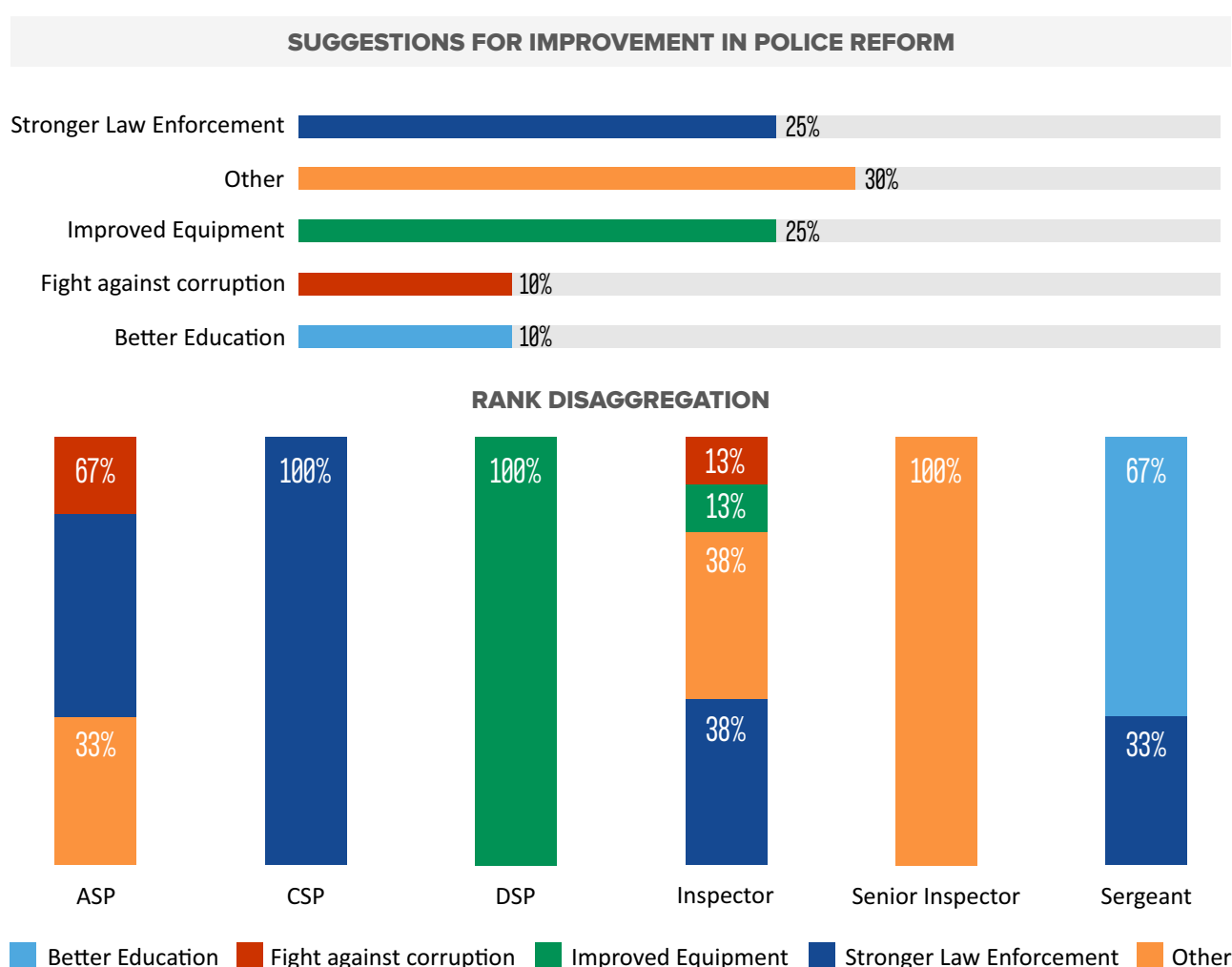


Figure 33: Suggestion for Improvement in Police Reform by Rank

## 5.5 Police-Public Relations in Garki

Police work is done within communities and this requires good relationship between police officers and members of their host communities. The importance of healthy rapport was not lost on this survey as opinions of participants were sought. Policing becomes easier when police officers could boast of ready supports from the host community. Friendly police-public relations are needed for effective policing. Scholars have documented the incessant violence characterising police-public relations in many parts of Nigeria (Alemika & Chukwuma, 2015). Interestingly, the nature of relationship between police and their host community determines the attitudes of both the police and people. For instance, hostile public will not readily feed police officers with needed information, report crime in their community, or seek police assistance in emergency. In contrast, friendly police officers will enjoy tremendous supports and cooperation from members of their host community.

On the whole, 55% of the participating police officers felt the relationship with the Garki public was “good” and 40% felt the relationship was “very good” (Figure 34). The perceived good police-public relations reverberate across ranks, as all Sergeants, 67% of Inspectors, 68% of ASPs, and all Senior Inspectors/DSPs attested to it (Figure 35).

**POLICE'S PERCEPTION OF POLICE-PUBLIC RELATIONSHIP IN GARKI**

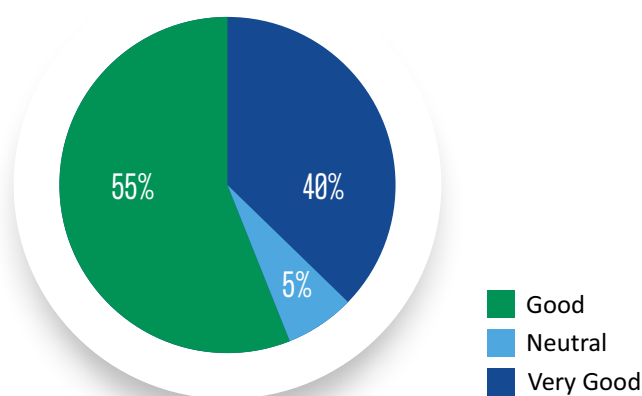


Figure 34: Police Officers' Perception of Police-Public Relations

## POLICE'S PERCEPTION OF POLICE-PUBLIC RELATIONS IN GARKI BY RANK

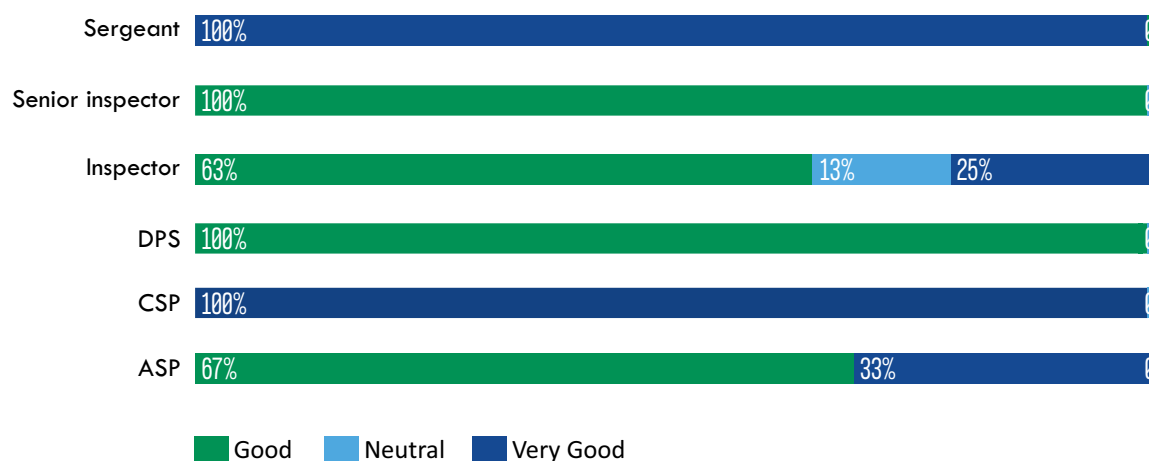


Figure 35: Police Perception of Polic-Public Relations by Rank

Police-public relations were measured in this study with indices such as incidence of police brutality, residents' actions during emergencies, police visibility, relationship with youths and trust in police leadership. The opinions of the residents of Garki are presented in the sections below:

### 5.5.1 Incidence of Police Brutality

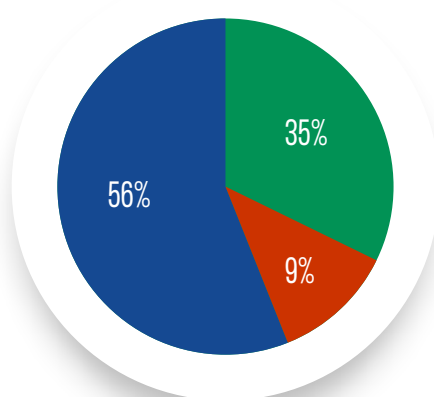
To ascertain the incidence of police brutality in Garki, residents were asked questions but 47% of residents "had no personal experience," though 29% knew about "specific cases" in the area (Figure 36). The fact that almost half of the residents of Garki had no personal experience of police brutality underscores the smooth relationship within the community. However, the fact that almost one-third of the residents knew about specific cases of police brutality points to a considerable concern that must be urgently addressed. A further probing of police-youths interactions reveals that 56% of Garki residents felt "police should build positive relationship with youth" whereas 35% felt police in Garki do "often treat young people unfairly" (Figure 37). When disaggregated by age, residents aged 45-54 years (61%) and 35-44 years (60%) held the view that "police should build positive relationship with Garki youths (Figure 38). This opinion of a significant number of residents underscores the seriousness of improved police-youths relations, especially because it came from young people.

### RESPONDENT'S OPINION ON POLICE BRUTALITY



Figure 36: Residents' Opinions on Police Brutality

### RESPONDENT'S OPINION ON POLICE AND YOUNG PEOPLE



- I believe that the police often treat young people unfairly
- I believe that the police should build a positive relationship with young people
- Uncertain

Figure 37: Residents' Opinions on Police and Young People

### RESPONDENT'S REACTIONS TO POLICE CHECKS BY AGE

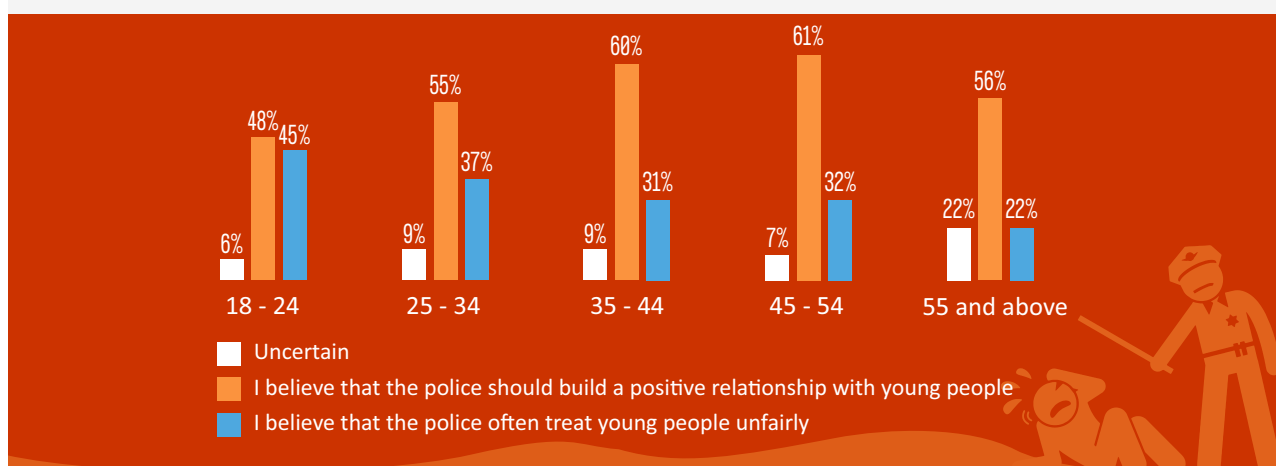


Figure 38: Residents' Opinion on Police and Young People by Age

### 5.5.2 Residents' Likely Action in Emergency

Police officers operate within community to defend, detect crimes, deter potential offenders and detain crime suspects among other duties. Thus, it is expected that a trusting public should not only supply actionable intelligence, they should also freely call on police on distress. Many (49%) of the Garki residents expressed the willingness to “contact the police in an emergency” but 20% would seek help in private security outfits (Figure 39). This disclosure underscores the level of trust and confidence in police officers in Garki (Figure 11) which is necessary for effective community policing. Interestingly, the elderly (72%) and the self-employed residents of Garki were more likely to contact police in emergency (Figures 40 and 41) thereby confirming their confidence/trust in the police (Figures 12 and 13).

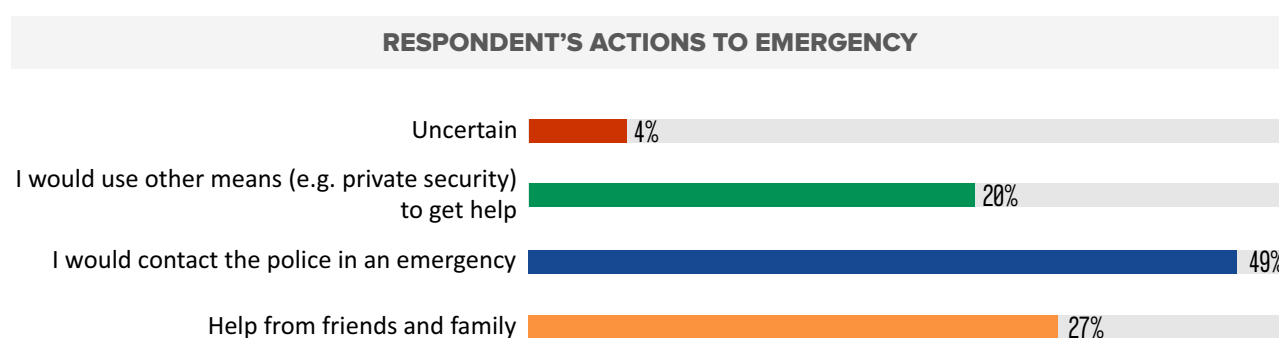


Figure 39: Residents' Likely Actions during Emergency

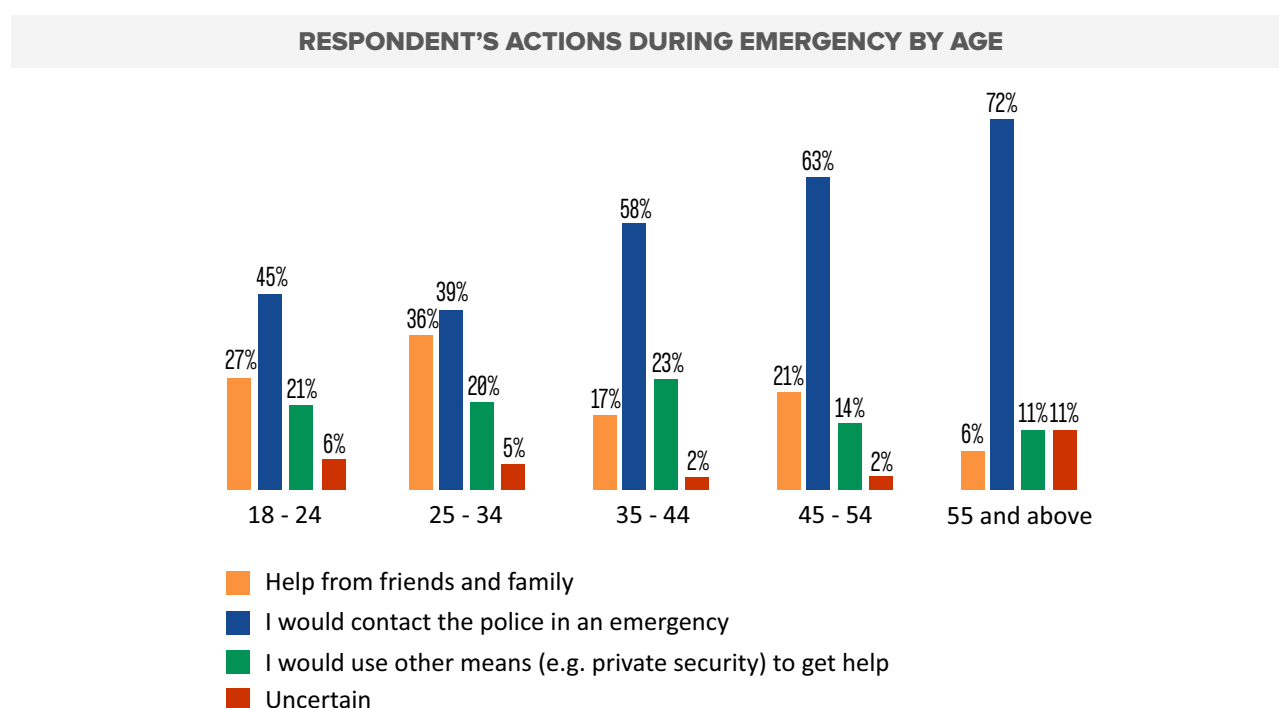


Figure 40: Residents' Likely Actions during emergency by Age

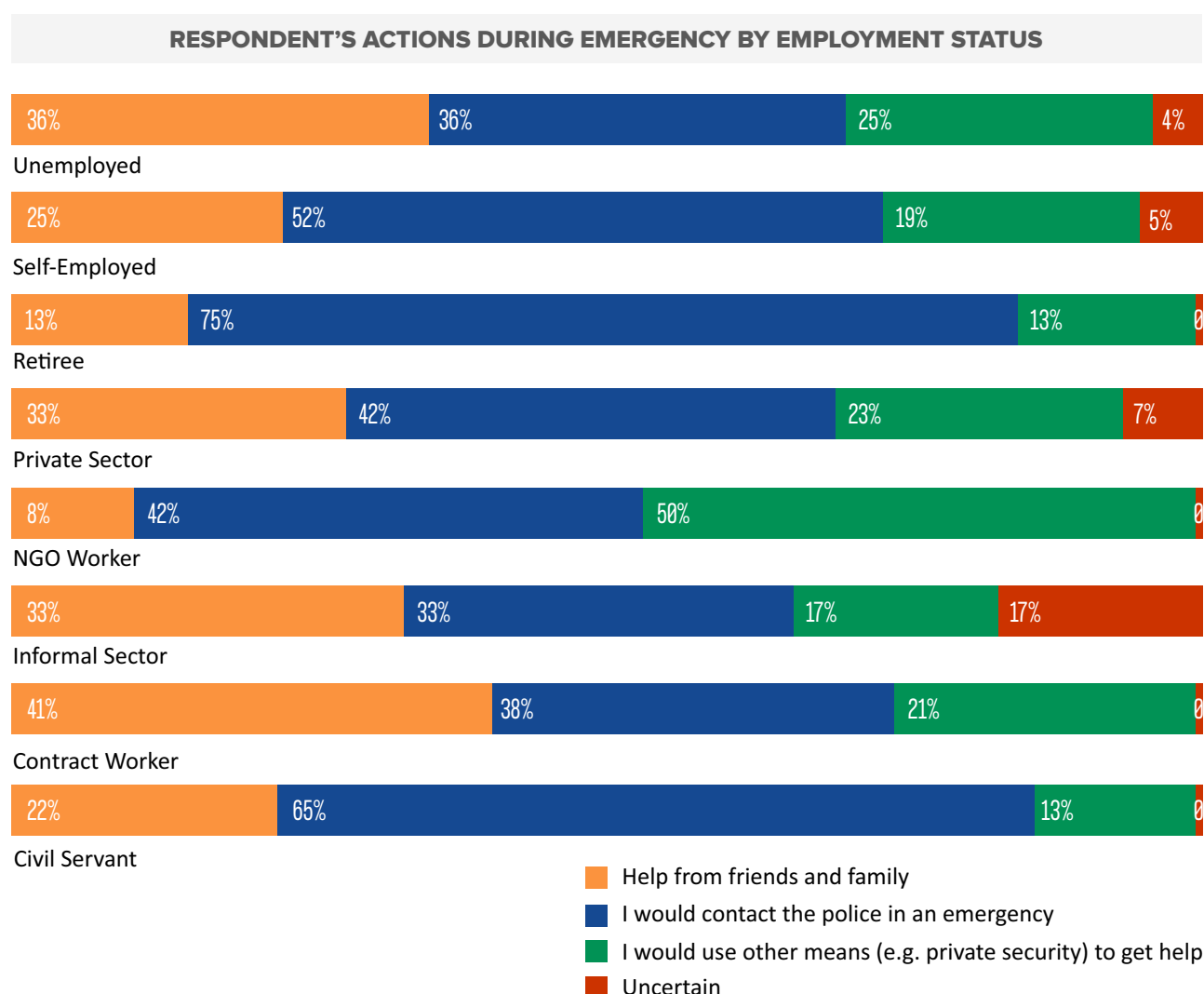


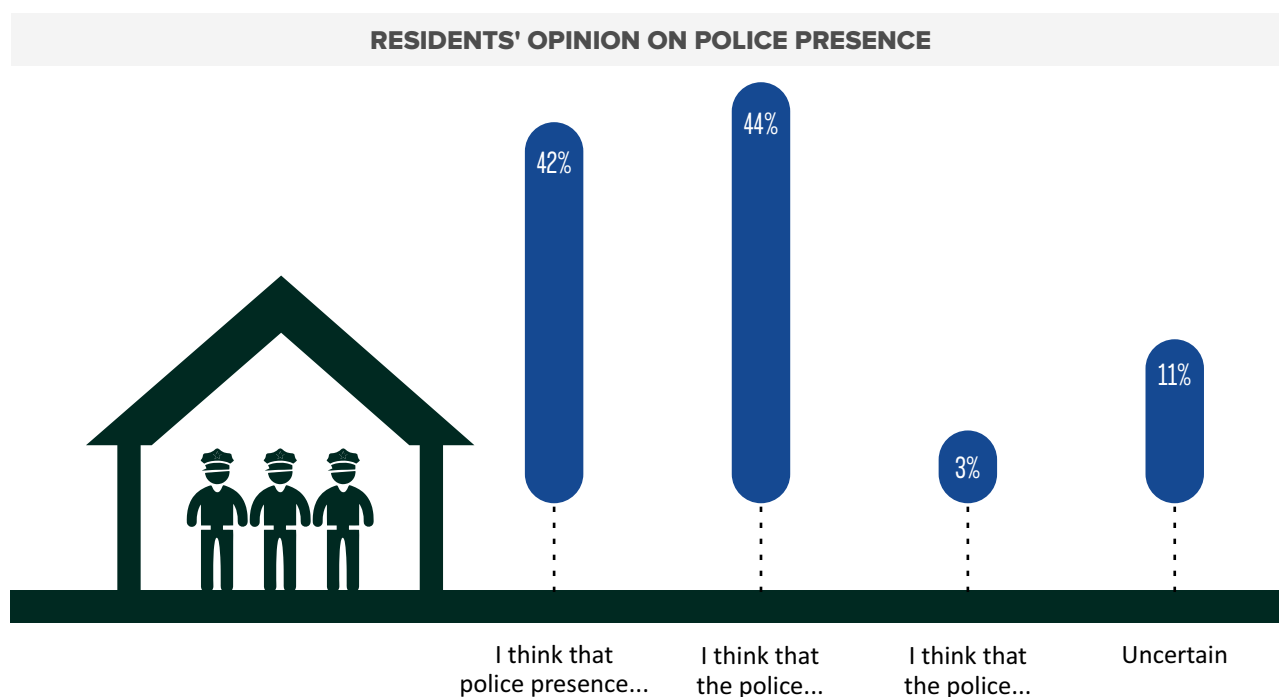
Figure 41: Residents' Likely Actions during emergency by Occupation

### 5.5.3 Police Visibility in Garki

Police visibility and assuring presence are factors to strengthen public trust and willingness to call in distress. Rosenbaum (2015) underlines the necessity of police officers being visible and accessible to the public while Brevia (2024:25) posited "a strong correlation between an increased number of police officers and enhanced perceptions of public safety and trust in police force in the City of San Juan.

Based on the opinions freely expressed, the highest number of participants (44%) felt the police presence in their area was sufficient even though 42% felt the police presence in their areas were too low (Figure 42). Understandably, police resources are usually not evenly distributed within community, as areas with high crime rate and/or areas occupied by elites get more police presence.

Ayodele (2015) has documented the uneven distributions of police resources in Ekiti State. Similarly, Borovec et. al. (2021) argued that despite uneven police resources, “police foot patrols and dealings towards persons disrupting public order in the neighbourhood have a positive effect on citizens’ feeling of safety.”



**Figure 42: Residents’ Opinions on Police Presence**

#### 5.5.4 Improving Police-Public Relations in Garki

On how to improve police-public relations in Garki, 45% indicated regular “communication/feedback between police and citizens,” 30% “more transparency in decision-making,” and 20% “increased police presence within community” (Figure 43). The acknowledgement of the increase in police presence within the Garki community aligned with the residents’ opinions on the inadequacy of police visibility in their neighbourhoods. On the whole, the need for regular “communication/feedbacks” and interface with host community” was echoed by Sergeants (67%), ASPs (67%) and Inspectors (38%) whereas Senior Inspectors and DSPs preferred increased police visibility (Figure 44). However, CSPs who are management felt public trust in police officers felt “Other” things are necessary for improved trust.

### MEASURES TO IMPROVE PUBLIC TRUST

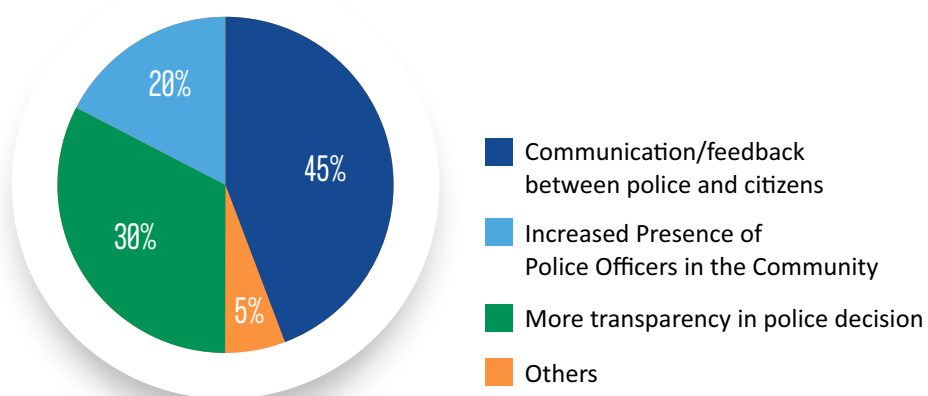


Figure 43: Police Officers' Opinions on Measures to Improve Public Trust in Police

### MEASURES TO IMPROVE PUBLIC TRUST BY POLICE RANK

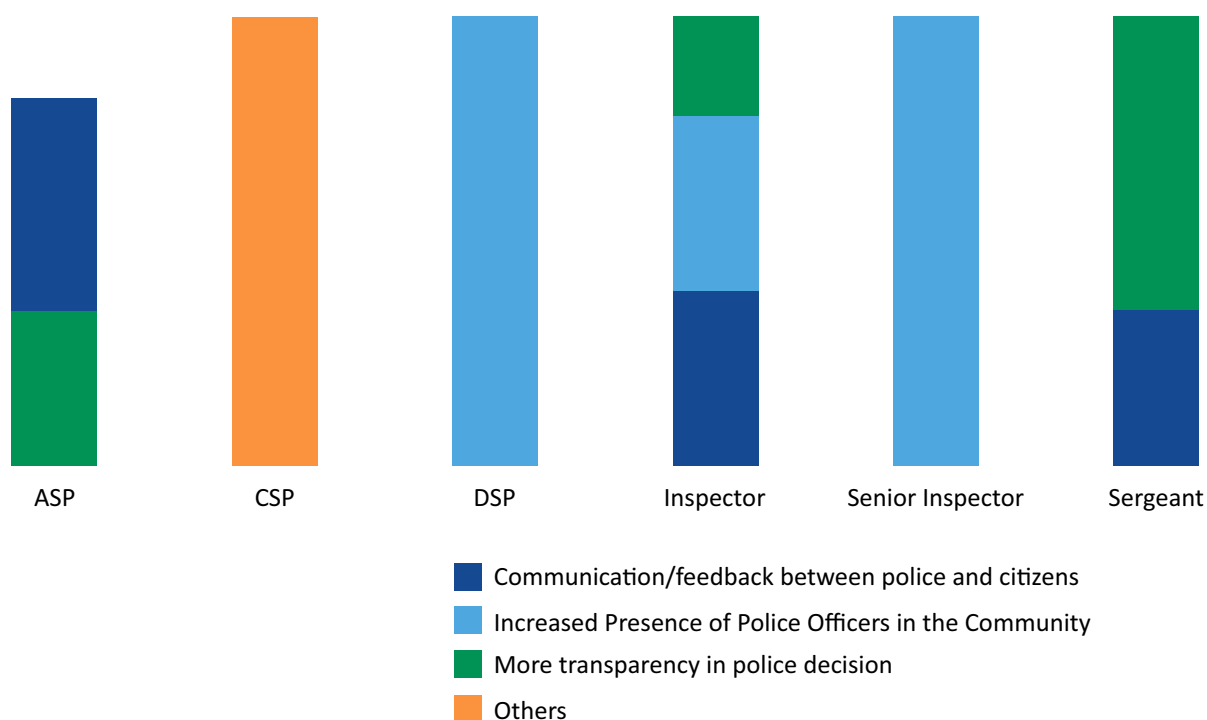


Figure 44: Measures to Improve Public Trust in Police by Rank

Above all, the need for integrity and ethical conduct was stressed as necessary for good public relations. Almost all (95%) the participating police officers underscored the need to uphold ethical standard and integrity in daily police duty (Figure 45). This was expected because integrity is a key quality for members of police service because members of the public cannot trust or have confidence in a dishonest police officer. Integrity and adherence to ethical standard is also necessary for a system of policing-by-consent. The need for integrity cuts across ranks of participating police officers in Garki, Abuja.

#### DESCRIBE THE NEED FOR ETHICAL STANDARDS AND INTEGRITY IN YOUR DAILY WORK

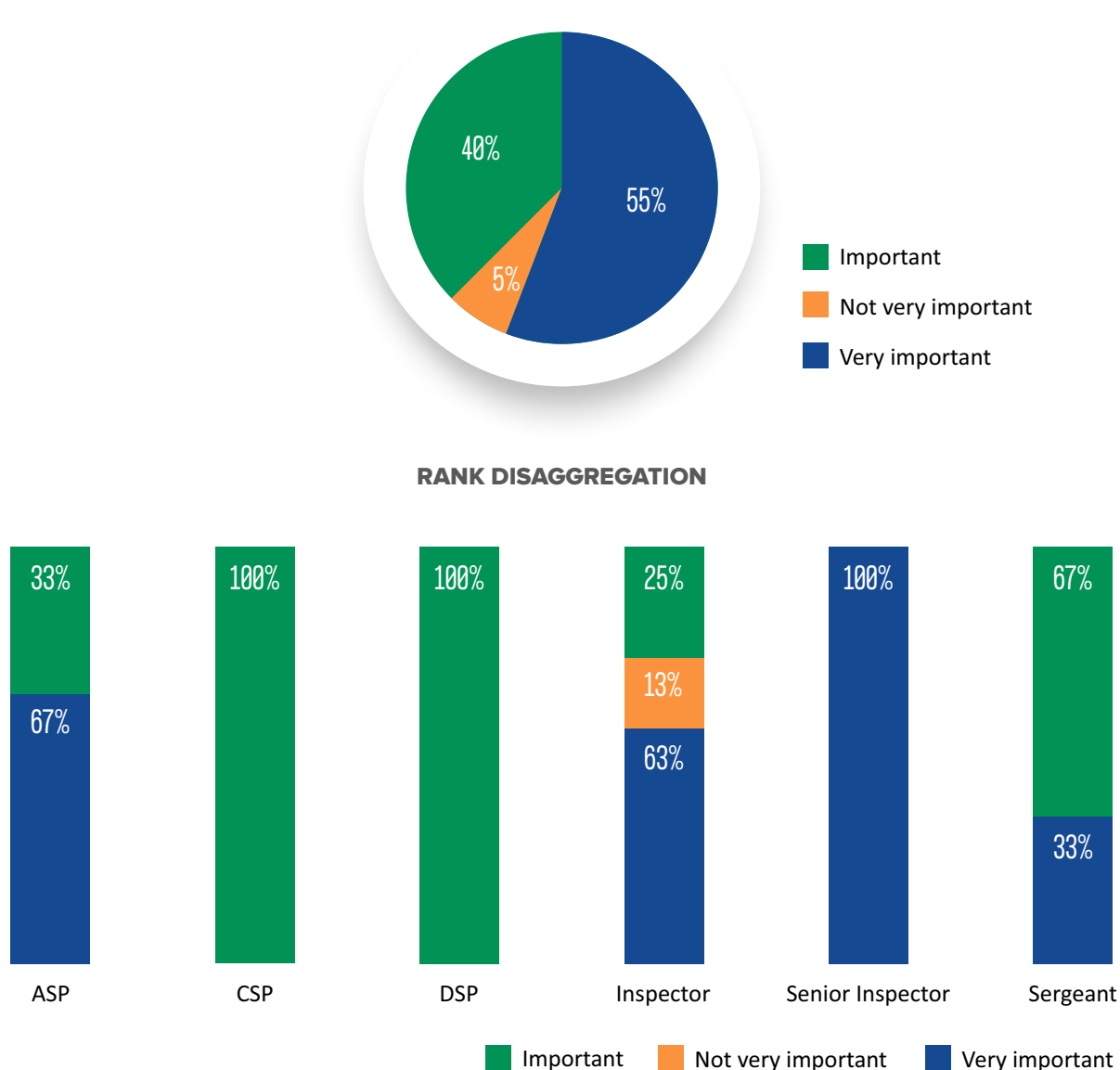
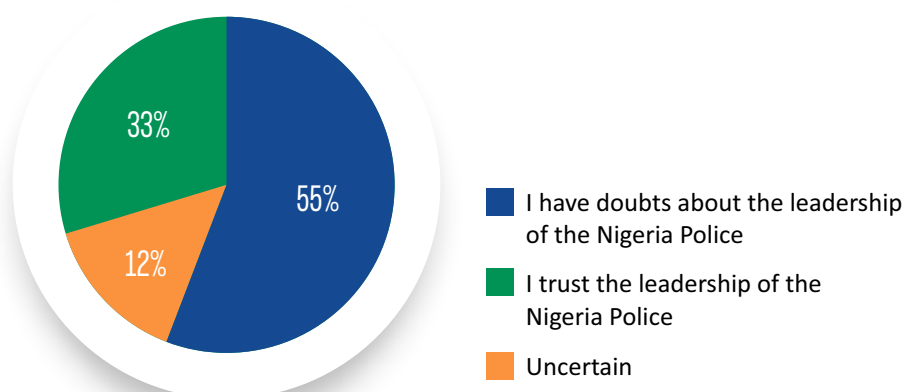


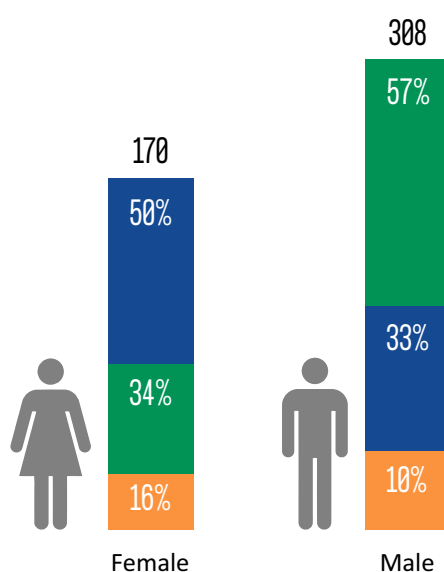
Figure 45: Police Officers' Opinions on the Need for Ethical Standards/Integrity in Duties

Since police leadership is key to implementing suggestions for improvement, the survey sought the residents' opinions on their confidence in the leadership. Figure 46 reveals that 55% of the residents expressed distrust in the leadership of police to effect change, but only 33% expressed trust. The distrust in the leadership of police was more pronounced among the male residents (57%) than the female (50%). Interestingly, the distrust in police leadership was higher among young or youthful residents (66% for 18-24, 57% for 25-34 and 54% for 35-44 years). The reality shown here is slightly different because the residents expressed more confidence in the police officers in Garki (Figure 11) than in the leadership of the Nigeria Police Force (Figure 46). The residents' distrust in police leadership again underscores the urgent need for trust-building through increased police visibility, periodic feedback, strict adherence to high integrity and more transparent decision-making.

#### RESIDENTS' OPINION ON POLICE LEADERSHIP



#### GENDER DISTRIBUTION



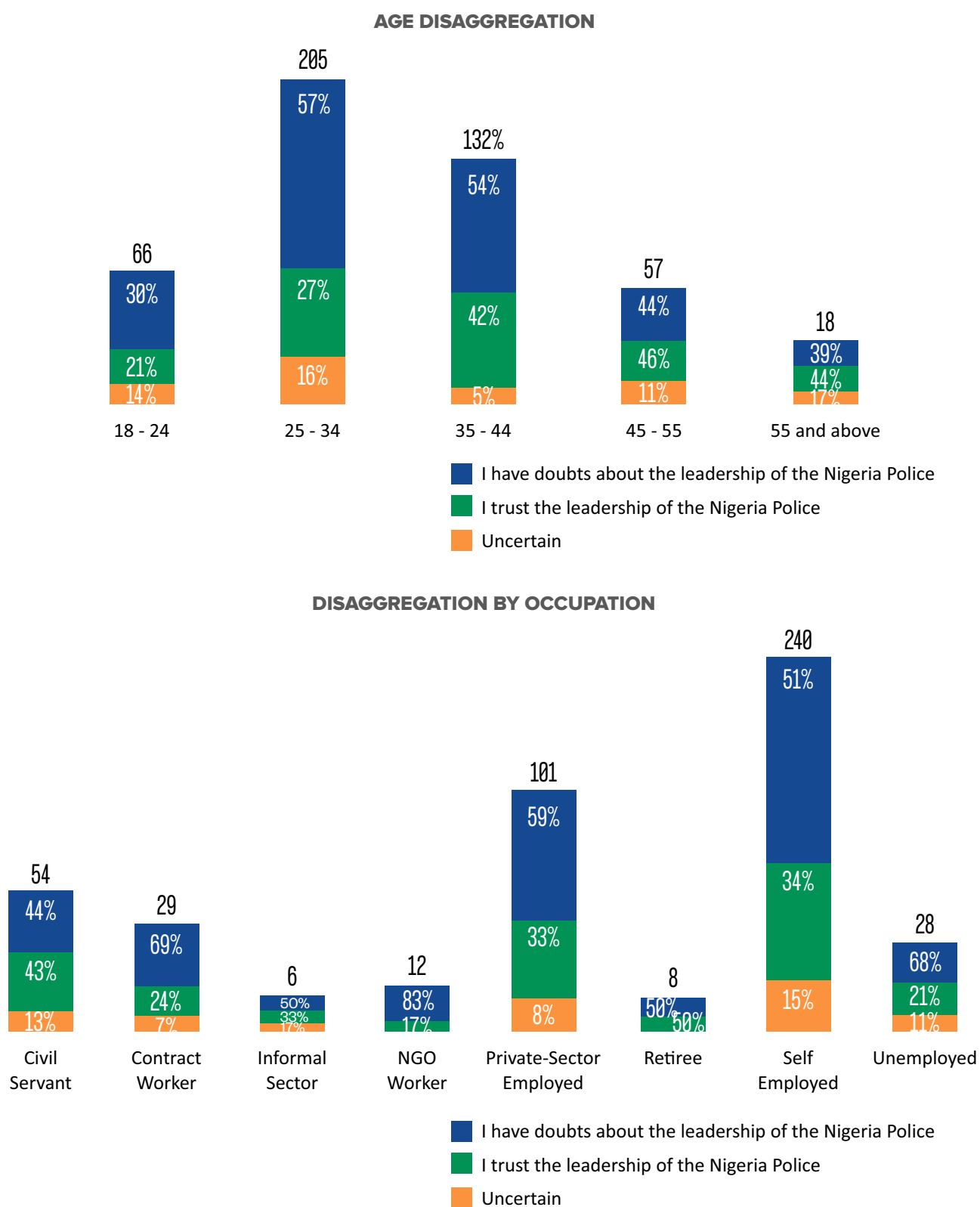


Figure 46: Residents' Opinions on Police Leadership

## 5.6 Perceived Needs of Police Officers in Garki

There is no doubt that no law-enforcement agency has everything needed to discharge their duties. As provisions are being made for old needs, new areas of needs keep emerging, especially in the light of changing reality of policing. Officers would be satisfied and motivated when their needs are met and/or when sincere efforts are geared towards meeting identified needs by the appropriate authority. In this regard, opinions of both the residents and police officers were sought on what they considered important needs within the Nigeria Police Force.

### 5.6.1 Satisfaction with being Police

Majority (65%) of participating officers were satisfied with NPF whereas 15% expressed dissatisfaction (Figure 47). Satisfaction with one's work is very important in determining job-commitment, job-involvement, labour turn-over, conduct in public space, increased efficiency and effective policing. A satisfied worker has high propensity for organisational commitment and stake compared with dissatisfied worker. Interestingly, 66% of the Sergeants, 66% of ASPs, 76% of Inspectors and 100% DSP expressed differently levels of satisfaction with NPF, thereby pointing to a promising future for the agency (Figure 48). However, disaffection was pronounced at the senior cadre, as all the Senior Inspectors expressed dissatisfaction whereas all CSPs chose to be neutral over their (dis)satisfaction probably because of their sensitive management position.

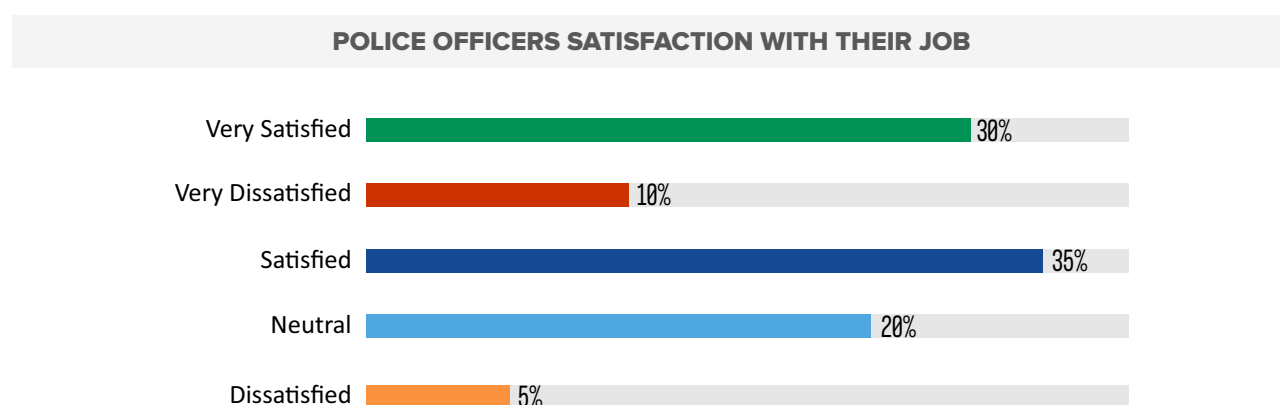


Figure 47: Police Officer's Satisfaction with their Job

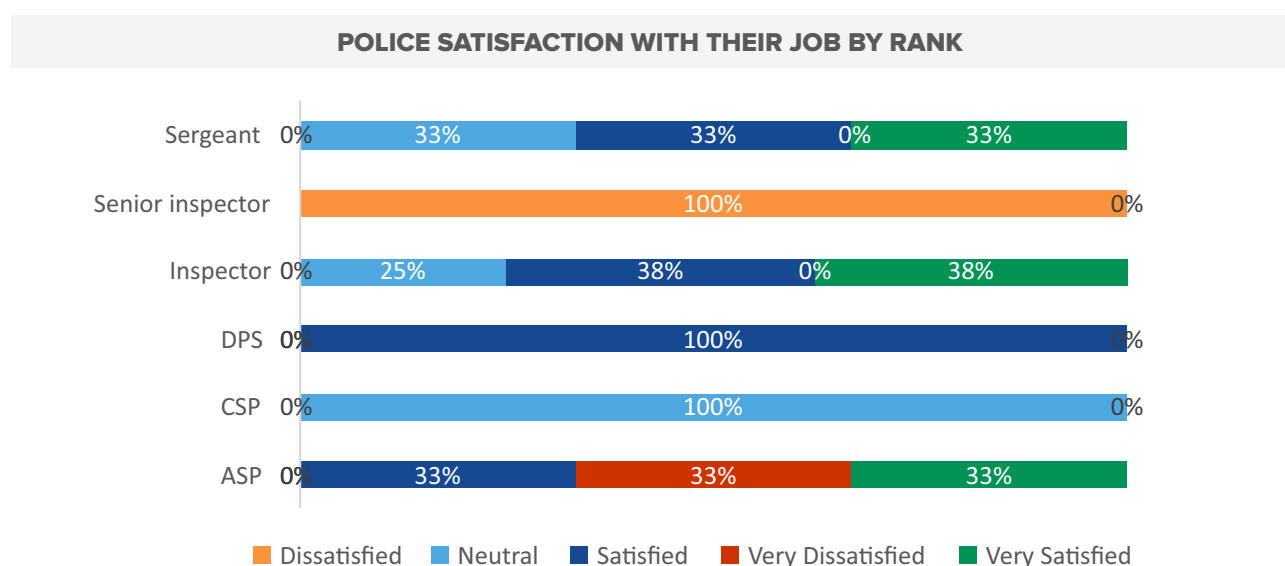


Figure 48: Police Officer's Satisfaction with their Job by Rank

### 5.6.2 Perceived Biggest Challenge among Police Officers in Garki

Participating police officers were asked to indicate what they considered the biggest challenge in NPF. Interestingly, 45% of the officers chose “lack of resources,” 25% indicated “lack of public support,” and 20% “corruption” (Figure 49). Majority opinions on the biggest challenge across ranks centred around “lack of resources.” The resources needed for efficient performance of police duties in Garki take the form of human (personnel) and mechanical (technology).

- i. **Equipment:** Among police officers in Garki, 85% felt ill-equipped or “not well-equipped” for the job and desired improvement. The strong desire for improvement was prominent across all ranks as evident in 67% of Sergeant, 83% of ASPs, 87% of Inspectors, and all Senior Inspectors, DSPs and CSPs. (Figure 50).
- ii. **Poor Staffing:** Based on the responses from participating police officers in Garki, 40% indicated that “more staff” were needed for them to perform efficiently (figure 45). The clamour for “more staff” resonated among junior police officers, especially Inspectors (76%), Senior Inspectors (100%), DSPs (100%) and Sergeants (33%). This brings to the fore the urgent need for periodic recruitment of personnel and improved technology in view of the complexity of contemporary criminality.
- iii. **Better Technology:** 40% of the police officers who participated in this study advocated for “better technology.” This position was supported by all DSPs, 76% of Inspectors and 33% of Sergeants. Going by the nature of police job and its attendant hazards of policing.

- iv. **Improved Inter-Agency Collaboration:** Meanwhile, 33% of ASPs craved for improved collaborations between NPF and other law-enforcement agencies to boost policing in Garki.

#### BIGGEST CHALLENGES FACED BY POLICE OFFICERS

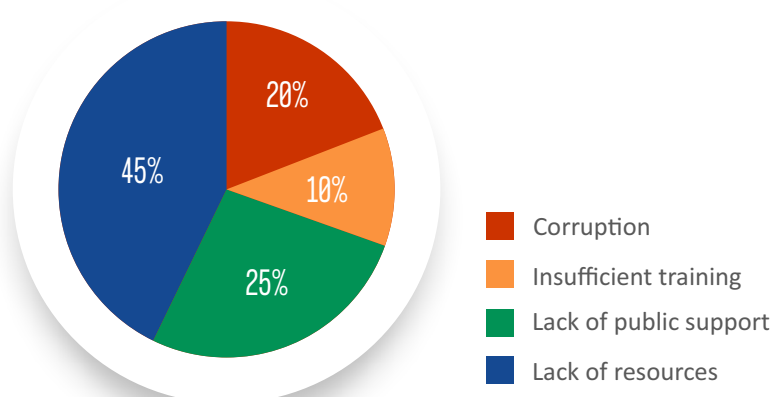


Figure 49: Biggest Challenges faced by Police Officers

#### RESOURCES REQUIRED TO PERFORM EFFECTIVELY BY RANK



Figure 50: Resources required to perform effectively by Rank

### 5.6.3 Welfare of Police Officers

Welfare is another determining factor in (dis)satisfaction of police officers. Efforts were made to seek opinions of participating officers on whether they considered their welfare adequate (Figure 51). 80% of the police officers indicated that the current welfare package of the NPF was grossly “Not Adequate.”

### OPINION ON POLICE SOCIAL WELFARE

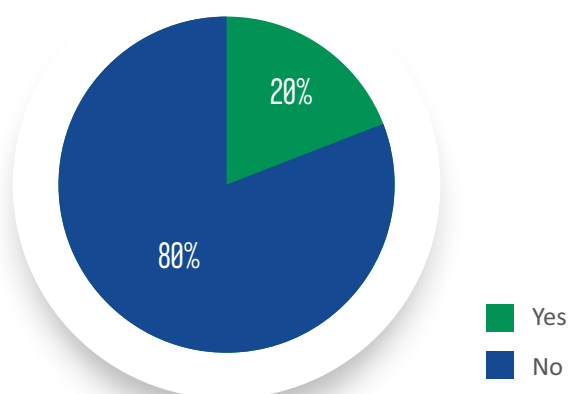


Figure 51: Police Officers' Opinion on their Social Welfare

To see whether ranks differentials influenced participants' opinions, their responses were disaggregated by ranks. Evidently, all Sergeants, Senior Inspectors, DSPs and CSP felt the general welfare package was "Not Adequate" while 75% of Inspectors and 67% of ASPs felt same way (Figure 52). Top among the factors responsible for the preponderant satisfaction of junior police officers in Garki are workload (30%), remuneration (30%) and career opportunities (25%).

### OPINION ON POLICE SOCIAL WELFARE BY RANK

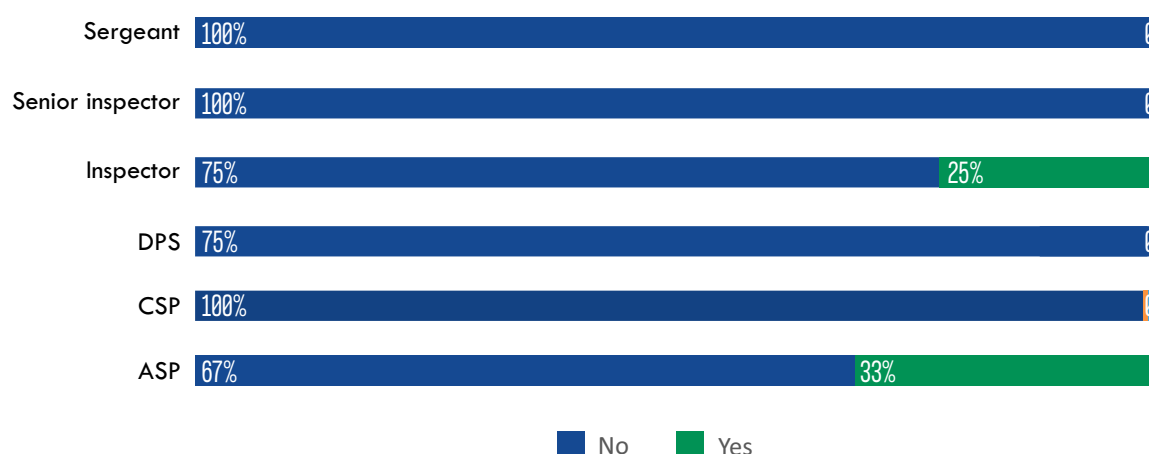


Figure 52: Police Officers' Opinion on their Social Welfare by Rank

### 5.6.4 Promotion and Reward System

Further probing of perception of police officers of the existing promotion and reward system within NPF reveals starkly divided opinions between “inappropriate” (45%) and “appropriate” (Figure 53). Reward system is very crucial in every organization and workers’ (dis)satisfaction with the system would determine their (de)motivation. However, the degree of motivation from a good reward system or demotivation from a poor reward system is a function of the available alternatives. Based on ranks, 67% of Sergeants, 63% of Inspectors, 67% of ASPs felt the promotion and reward systems within the NPF were “inappropriate” (Figure 54).

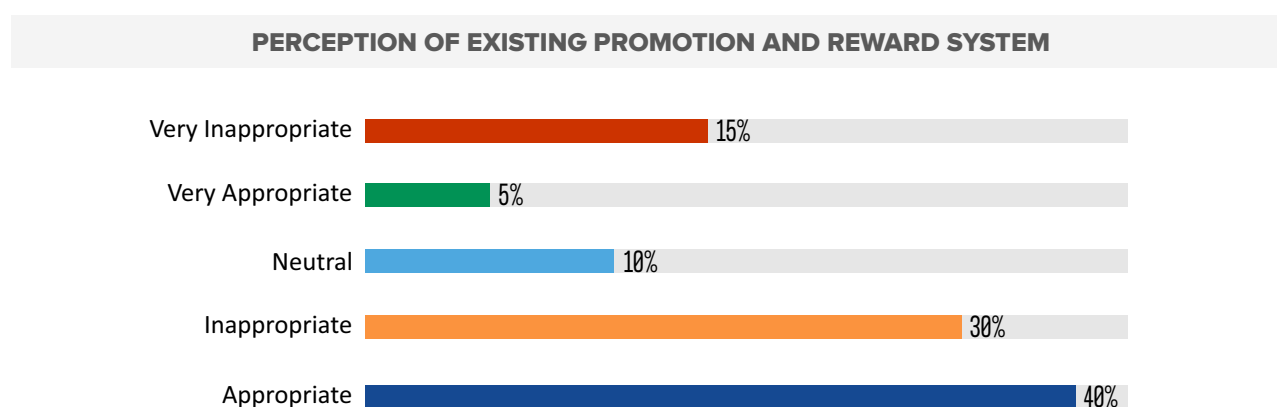


Figure 53: Police Officers’ Perception of Existing Promotion and Reward System

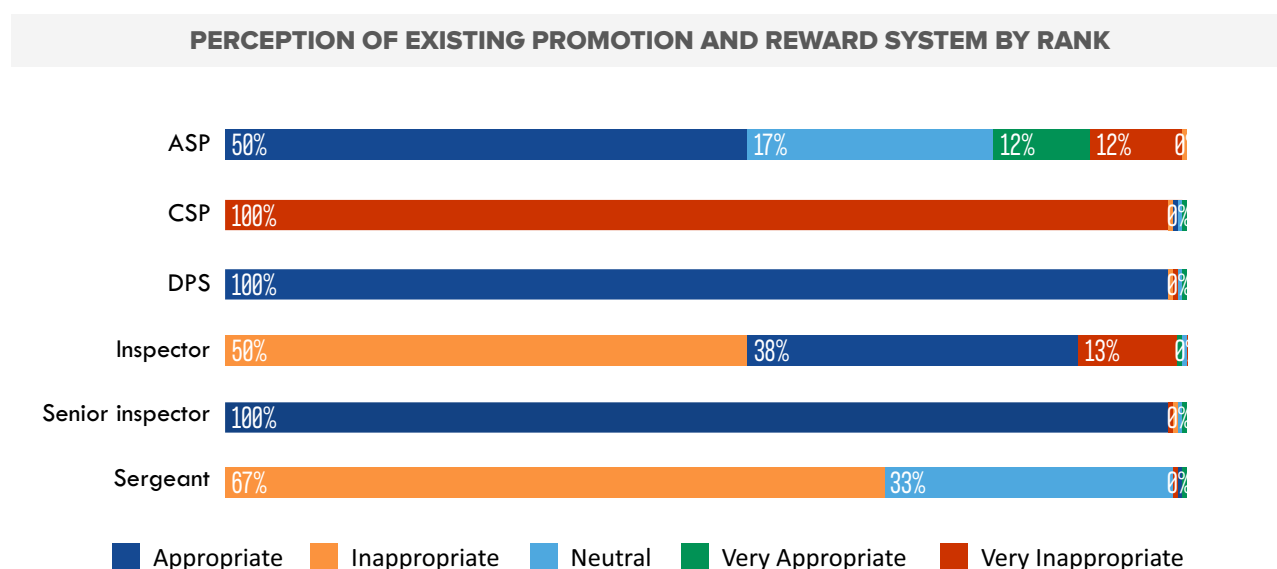


Figure 54: Police Officers’ Perception of Existing Promotion and Reward System by Rank

### 5.6.5 Relationship with Superiors/Subordinates

On relationship with superiors/subordinates, 90% of the police officers in Garki perceived their relationship with superior officers as positive (Figure 55). Consistently with the perceived satisfaction, 65% of the participating police officers felt their superiors always supported and guided them in the discharge of their duties (Figure 56). The perceived convivial workplace environment and positive superior-subordinate relations could also have informed the high level of satisfaction among police officers in Garki.

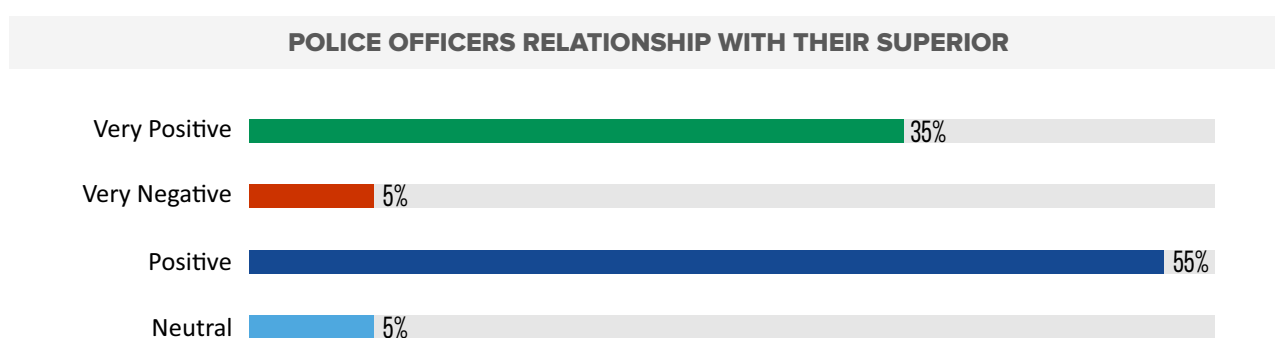


Figure 55: Police Officers relationship with their Superior

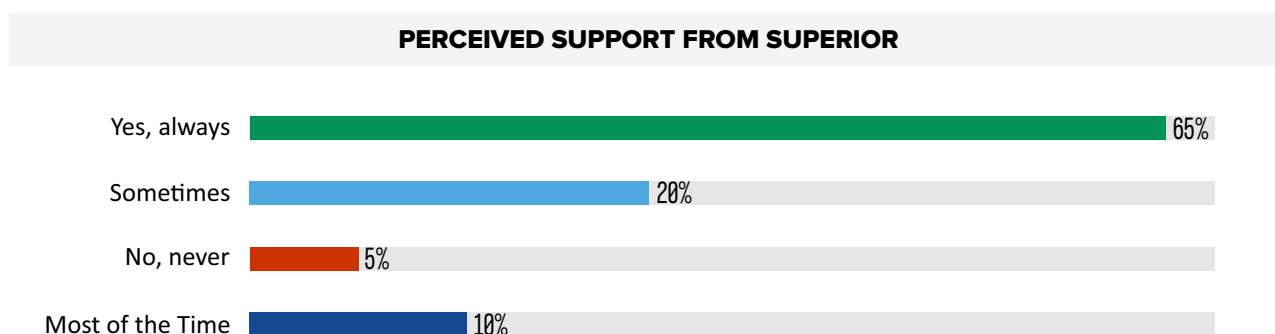


Figure 56: Police Officers' Perceived Support from Supervisor

Since the delivery of effective community policing strategy depends largely on systemic cohesion, the survey sought to know the level of cooperation among departments/units. It is interesting to note that 95% (60% Good and 35% Very Good) acknowledged the existing inter-units cooperation with the NPF, especially in Garki, Abuja (Figure 56)

### PERCEIVED INTERDEPARTMENTAL COOPERATION BY RANK

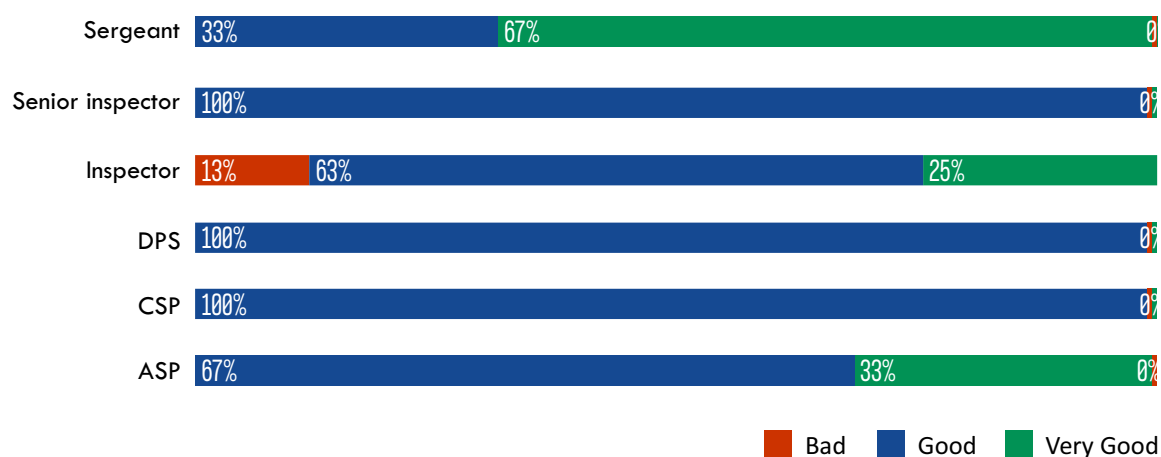


Figure 57: Perceived Interdepartmental Cooperation by Rank

### 5.6.6 Increased Funding by Government

Majority (65%) of the police officers who participated in this study agreed on the need for improved funding of the Nigeria Police Force (Figure 58). Across ranks, all Sergeants, Senior Inspectors, DSPs and CSPs and 67% of ASPs strongly advocated for improved funding of the NPF (Figure 59). There is no doubt the welfare of police officers is hinged on adequate funding. Interestingly, even though 38% of Inspectors supported improved financial resources, 13% of them advocated either “public recognition” or “social programme” for police officers in Garki.

### POLICE' REQUIRED AREAS OF SUPPORT

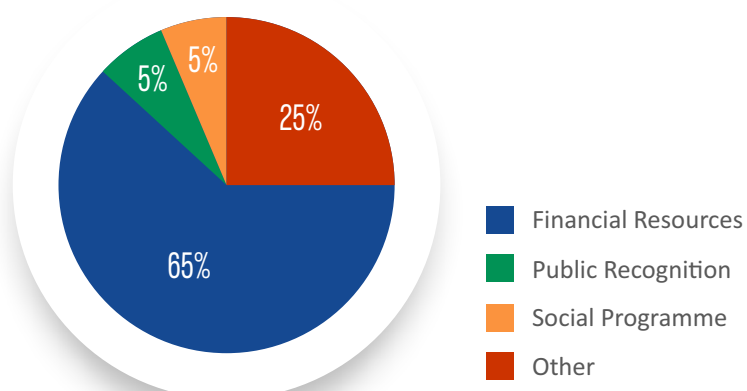


Figure 58: Police Officers' Opinions on the Required Areas of Support

## POLICE' REQUIRED AREAS OF SUPPORT BY RANK

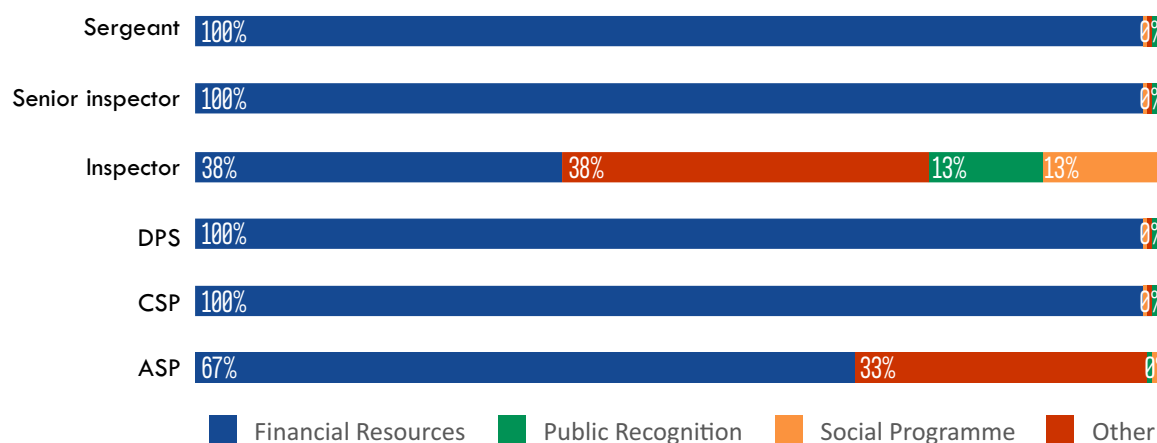
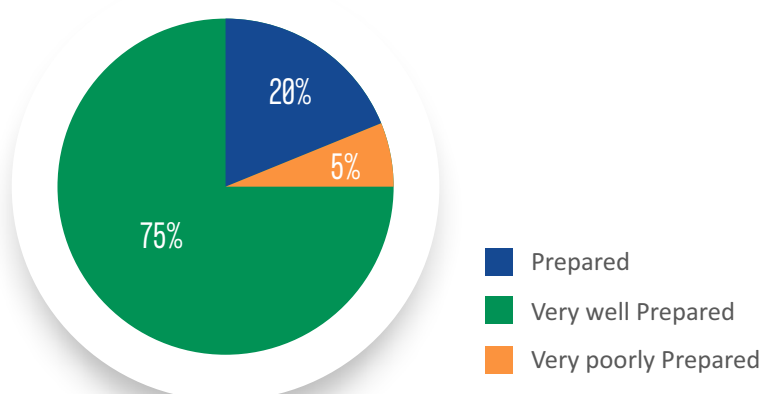


Figure 59: Police' Opinions on Required Areas of Support by Rank

### 5.7 Level of Preparedness for Police Tasks

Almost all (95%) felt well prepared for the daunting police duties in Garki even though 13% of the Inspectors felt very poorly prepared for police tasks (Figure 60).

## HOW WELL PREPARED DO YOU FEEL FOR YOUR TASKS WITHIN THE NPF?



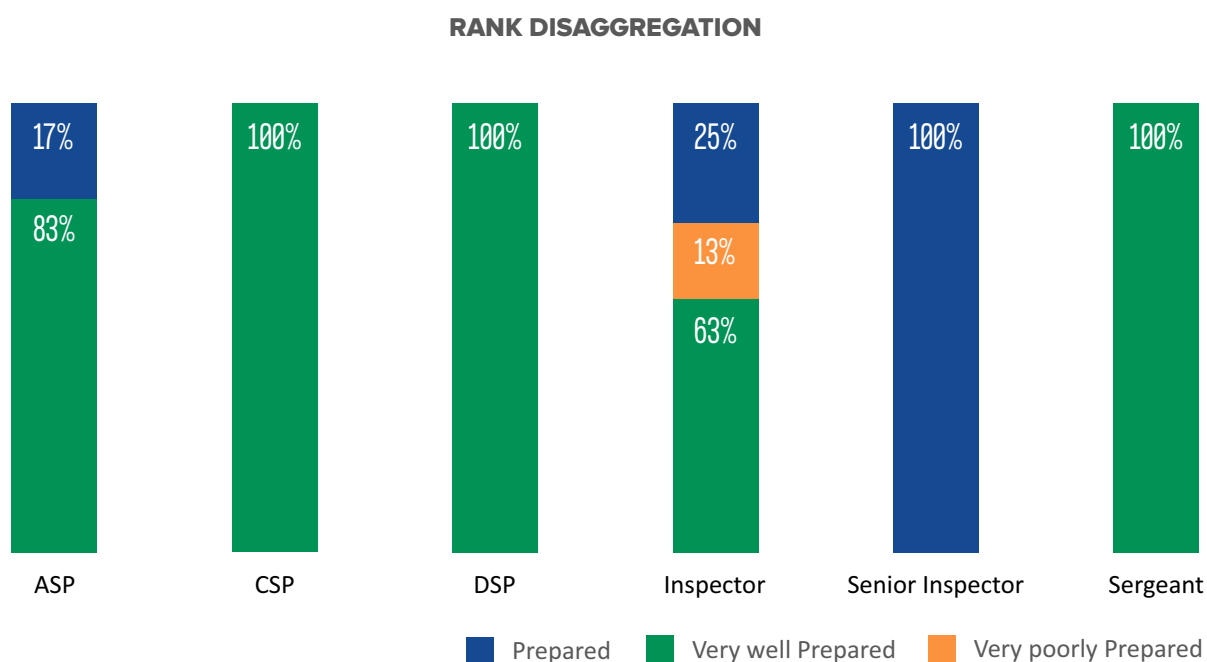


Figure 60: Level of Preparedness for Police Tasks

Despite the expressed preparedness, 45% still desired “better equipment,” 20% “increased budget for training,” and 15% “safety and security trainings” (Figure 61).

Across ranks, 100% of Sergeants, 60% of Inspectors, and 100% of Senior Inspectors sought “better equipment,” all DSPs chose “Other forms of training,” whereas all CSPs who are in management cadre chose “increased budget for training.” However, the opinions of the ASPs were divided as 33% preferred either “more safety and security trainings” or “increased budget for training.”

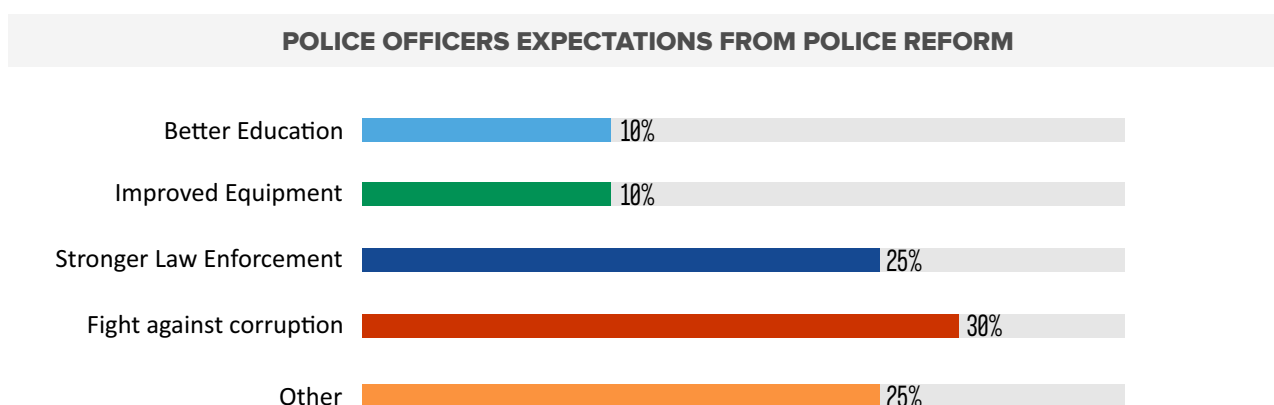


Figure 61: Police officers' expectations from police reforms

## POLICE OFFICERS EXPECTATIONS FROM POLICE REFORM

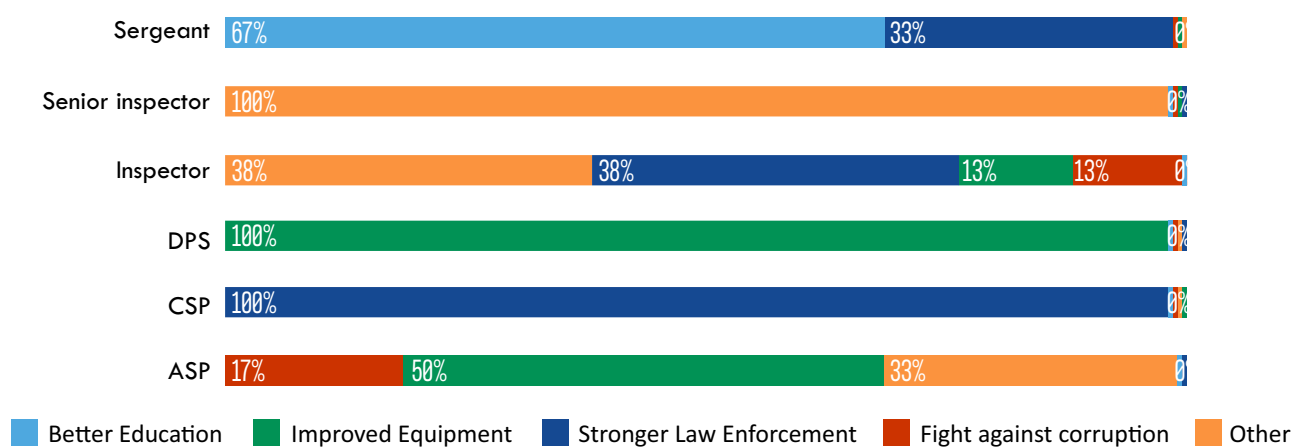


Figure 62: Police Officers' Expectations from Police Reforms by Rank



# 06

## Recommendations

- Recommendations for GS Foundation
- Recommendations for the Police
- Recommendations for the Community

## 6.1 Recommendations for GS Foundation

1. *Support Community Policing Initiatives:* GS Foundation can support community policing initiatives in Garki, Abuja, by providing resources and funding for community-based projects.
2. *Capacity Building for Police Officers:* GS Foundation can provide training and capacity-building programmes for police officers in Garki, focusing on community policing, human rights, and conflict resolution.
3. *Community Engagement and Outreach:* GS Foundation can support community engagement and outreach programmes to build trust and confidence between the police and the community.

## 6.2 Recommendations for the Police

1. *Improve Police-Community Relations:* The police should prioritize building trust and confidence with the community, through regular engagement, transparency, and accountability.
2. *Address Corruption and Misconduct:* The police should take concrete steps to address corruption and misconduct within their ranks, including investigating and disciplining officers who engage in such behaviour.
3. *Provide Better Equipment and Resources:* The police should provide better equipment and resources to officers, including modern technology, vehicles, and communication devices.

## 6.3 Recommendations for the Community

1. *Engage with the Police:* Community members should engage with the police, providing feedback and suggestions on how to improve police services and build trust.
2. *Support Community Policing Initiatives:* Community members should support community policing initiatives, including participating in neighborhood watch programmes and reporting crime to the police.
3. *Demand Accountability:* Community members should demand accountability from the police, including reporting incidents of corruption, misconduct, or human rights abuses.

By implementing these recommendations, GS Foundation, the Police, and the Community can work together to build trust, improve police services, and promote community policing in Garki, Abuja.

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