

Public Expectations and Perception towards Police and the Policing Challenges in Republic of Maldives

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Abstract: ***Purpose:** This study aims to analyze the factors influencing public expectations and perceptions of the police, as well as the challenges faced by law enforcement in the Maldives, including both internal and external factors. Specifically, it examines the changing public perception and trust in the police force, which has been marred by human rights violations committed by police officers across the country. **Design/ Methodology/ Approach:** The research employed a mixed-method approach, gathering data through questionnaires and interviews. Qualitative and quantitative research methodologies were utilized, with an initial focus on investigating the direct internal and external influences leading to stress, tension, and emotional pressure experienced by police officers in their line of duty. These pressures can result in unlawful activities by police officers, impacting their attitudes, ethical behavior, stress levels, family dynamics, political pressures, media portrayals, and police socialization. Furthermore, the study examines external challenges and influences by employing stratified proportionate random sampling to include residents from all cities and some atolls, NGOs, government agencies, and the general public. Quantitative data was analyzed using the statistical package SPSS, involving the analysis of both independent and dependent variables. Demographic variables and levels of attachment, as measured by the ECR-S, constituted the independent variables. **Findings:** The study identifies political influences, family pressures, and cultural factors as internal and external challenges within the Maldives Police Service. These challenges encompass issues such as police corruption, the misuse of police authority for personal gain (including bribery, drug-related activities, and abuse of power), and the deliberate omission of pertinent information. Direct influences, including misconduct and predatory policing, originate from various sources, including criminals, politicians, the media, and even within police officers' own families. **Practical implications:** The empirical findings shed light on the impact of policing service quality on public satisfaction with the Maldives Police Service. This research provides valuable insights for policymakers within the Maldives Police Service, lawmakers, and professionals seeking to enhance policing quality and gain public trust and satisfaction as essential service values. Additionally, academics can use this study to supplement existing literature evaluations with new knowledge and empirical evidence. **Originality / Value:** This study contributes to a deeper understanding of the effects of internal and external influences on professional policing services, as identified in contemporary literature addressing policing service quality and public expectations and perceptions of law enforcement. Furthermore, this research assesses how internal and external influences affect the service quality and satisfaction experienced by Maldivian police officers.*

Keywords: Public expectation, Perception, Policing challenges, internal, external influence, Safety

1. Introduction

At the outset, information on public expectations and perceptions regarding the police and the challenges they face in the Republic of Maldives was scarce in contemporary academic literature. Public expectations and perceptions of policing service quality, as well as satisfaction with policing service providers were influenced by both internal and external factors. These influences inadvertently affected decision-making by policymakers and lawmakers. This study aims to examine public expectations and perceptions of policing and the challenges faced by the police in the Republic of Maldives. To understand the background of Maldivian public expectations and perceptions of the police and their challenges, an effective, efficient, skilled, and well-motivated law enforcement workforce is required to ensure the success of these expectations and perceptions. Law Enforcement Agencies play a significant role in any democratic society¹ by

upholding the law and order. The primary duties of law enforcement officers include the protection of life and property, the preservation of public peace, and the prevention and detection of criminal offenses. To fulfill these duties, law enforcement officers are granted extraordinary powers, and citizens have the right to expect the highest standards of conduct from them (Osse, 2011).

Research Questions

1. To explore what the public expects from the police:
 - What do the public expect from the police?
2. To explore the public's perception of the police:
 - What is the public's opinion of the police?
3. To explore the reasons for the public's opinion of the police:

¹Manning (2010: 65-6) highlights several aspects of democratic policing. Democratic policing respects the rights of all individuals who come into contact with officers, and in such a context, officers behave as procedurally fair as possible. Democratic police organizations avoid excessive

force and use physical force proportionately and only when absolutely necessary. They are also accountable and responsible for their actions within systems of governance based on principles of citizen participation, equity, responsiveness, prioritization of service, a wide distribution of power, the provision of information, and clear avenues for redress (see also Jones et al., 2012).

- What are the reasons that the public uses to justify their opinion?
4. To examine the external and internal challenges faced by the police in providing their professional service:
- What are the external factors that act as challenges for the police in providing their service professionally?
 - Does the current judicial system encourage the police to perform effectively?
 - What are the internal challenges that the police face in providing their service professionally?
 - Does the current management system satisfy in providing their service professionally?
5. To identify the measures that can be taken to minimize the challenges:
- What measures can be taken to minimize internal challenges?
 - What measures can be taken to minimize external challenges?
6. To identify the changes that needs to be brought in order to improve policing:
- What changes could be made to policies, planning, organizing, leadership, and controlling functions to improve policing?
 - What changes could be made to the current political posts?

Based on these research questions, this study focuses on the following research objectives:

This study is aimed to achieve the following specific objectives:

- 1) To explore what the public expects from the police.
- 2) To explore the public's perception of the police.
- 3) To explore the reasons for the public's opinion of the police.
- 4) To examine the external and internal challenges faced by the police in providing their professional service.
- 5) To identify the measures that can be taken to minimize these challenges.
- 6) To identify the changes that needs to be implemented to improve policing.

2.Literature Review

There have been numerous discussions regarding service quality, public expectations, and perceptions of policing, as well as the challenges faced by the police force in the Maldives. Research focuses to know what are the direct internal and external challenges influencing in Maldives police service to provide a professional service. Public perception and beliefs required about the quality of service, "efficiency" and "image" of the service.²

²The perceptions of the police following direct contact can generate broader attitudes towards the institution, as per the "contact hypothesis" (Warren 2006; Jefferson and Walker 1993; Pettigrew 1998; Allport 1954). These attitudes encompass confidence, trust, legitimacy, and effectiveness (Skogan 2006; Tyler 2005; Miller et al 2001; Dowler 1980). Scaglion and Condon (1980) found that individual

Public perceptions of police efficiency often revolve around the idea that the police should "treat all citizens equally," be "courteous," and provide "equality of service" (e.g., Reisig & Corriea, 1997, p.315). Additionally, the research explores the challenges arising from the democratic transition in the Maldives. The evolving day-to-day public perception and trust in the police are influenced by various factors, making it imperative to grasp the current state of affairs.

The manner in which the police treat the public and how the public responds have a significant impact on motivating or discouraging unethical behavior. The communication styles employed by both parties have shifted towards confrontation, and some officers have resorted to inaccessible displays of power. Social media platforms have played a role in amplifying complaints from politicians, human rights advocates, public figures, and political activists. They have raised concerns about certain police officers not adhering to professional communication standards and treating individuals with dignity.

Ethical issues have also come to light, with some officers failing to uphold best practices in the line of duty. The research aims to uncover the underlying reasons for the erosion of public trust in the organizational image. Unhappy officers, facing stress from both internal and external pressures, including family demands, contribute to these challenges within the organization.

The higher-ranking police officers must play a crucial role in this regard. They need to allow their subordinates to share their life problems and difficulties so that prominent organizational figures can identify individuals who may require psychological help to navigate through challenging phases in their lives (Aghina, et al., 2014). The application of social psychological theory is essential in police setups worldwide, particularly in Maldives (United Nations, 2014). These studies emphasize the relationship between the police and the public in policing and how it is influenced by various stressors. This dissertation aims to offer detailed support services in the future.

Future research on service quality in policing is of utmost importance for the Maldives. Recent research has shown that police culture influences and affects police officers both internally and externally, leading to stress, tension, and emotional pressures in their jobs. This, in turn, can result in unethical behavior, family pressure, political pressure, media portrayals, and police socialization. Internal and external challenges in Maldives Police service include police corruption, misuse of police authority for personal gain (such as bribes, drug dealing, and abuse of power), and withholding relevant information (Ross, 2003; Westmarland, 2000, 2005, 2006; Lobnikar & Meško, 2015; Maher, 2003; Ekenvall, 2011; Westmarland & Rowe, 2018; Ennis, 2015; Fagbadebo, 2007).

perceptions of police behavior during a direct encounter were the most significant determinant of their general attitudes towards the police. Individuals who already hold negative attitudes towards the police in general and then experience a direct encounter are more likely to evaluate that contact negatively (Brandl et al., 1994).

Direct influences, such as misconduct and predatory policing, come from criminals, politicians, media, and even families. Economic, social, and political challenges also impact the ability of police officers to provide professional services. Nevertheless, it is essential for them to avoid offensive behavior and obey the directives of their superiors within their respective departments while serving the public (Tuttle, et al., 2018; Toch, 1976; Van Maanen, 1975; Britz, 1997; Tuffin & Frewin, 1998; Burke & Deszca, 1986; Crank, Regoli, & Culbertson, 1995; Lord, 1996; Stotland & Pendleton, 1989; Brown, Cooper, & Kirkcaldy, 1996; Fletcher, 1988; Kirkcaldy, Cooper, & Ruffalo, 1995; Alkus & Padesky, 1983; Anderson et al., 2002; Burke, 1996; Dantzer, 1987; Eisen-

Public Expectations and Perception towards Police and Policing Challenges in the Republic of Maldives

Burg (1975), Goodman (1990), He et al. (2002), Kroes (1985), Liberman et al. (2002), Loo (1984), Cooper, C. L., & Davidson, M (1987) have all contributed to the understanding of the importance of upholding law and order for economic, social, and political stability in the country (Tuttle et al., 2018; Toch, 1976; Van Maanen, 1975; Britz, 1997; Tuffin & Frewin, 1998).

The effectiveness of leadership in managing organizational culture and atmosphere plays a pivotal role in reducing police brutality within a society (Spies-Butcher, 2014). While the concept of 'police culture(s)' has been defined and studied in various ways, it remains deeply ingrained and resistant to change, as characterized by 'cultural agreement' (Paoline 2004, Manning 2007, McLaughlin, 2007; Reiner, 2010, Heaton, 2011, Cockcroft, 2012, Cockcroft 2013, Paoline and Terrill 2013, Crank & Crank, 2014; Paoline, 2003).

Despite the growing body of research on police culture's impact on officers and their families, there is a gap in understanding external stressors originating from outside the police organization (Oliver & Meier, 2004). These external stressors, including public stakeholders, political and economic challenges, and public negativity towards the police, pose risks at multiple levels and across various domains for law enforcement officers and their families. While it is known that work-related stressors can affect officers' well-being, little is known about how these stressors, such as work demands and emotional spillover from work, specifically impact them (Tuttle et al., 2018).

Moreover, there is a lack of literature on the relationship between internal influence stressors and police officers' personal lives. Organizational culture and operational culture stressors within the organization, coupled with external influence stressors, can exacerbate challenges faced by the police, including public perception and trust issues. In the Maldives, there has been a shift in public perception due to concerns about human rights violations by the police across the country. Policing has evolved to include increased social connection with stakeholders and expanded working responsibilities. This research, guided by attachment theory, employs a mixed-methods approach to gain a better understanding of the factors that contribute to

maintaining positive relationships between the police and public stakeholders.

Internal and external policing challenges in the Maldives Police service are influenced by political pressures, family dynamics, and cultural factors. These challenges encompass police corruption, misuse of police authority for personal gain (including bribery, drug dealing, and abuse of power), as well as the withholding of relevant information (Ross, 2003; Westmarland, 2000, 2005, 2006; Lobnikar & Meško, 2015; Maher, 2003; Westmarland, 2005; Ekenvall, 2011; Westmarland & Rowe, 2018; Ennis, 2015; Fagbadebo, O, 2007). Direct influences, such as misconduct and predatory policing, come from criminals, politicians, media outlets, and even families.

Young individuals involved in criminal activities often face increased scrutiny from the police and place a high value on freedom and autonomy. Maintaining a positive public opinion is crucial for the police, especially when incidents occur in the public eye. The police often convey their mission with the motto "To Protect and Serve," and social media plays a vital role in shaping public perceptions and opinions about policing.

Culture extends beyond surface-level social patterns and encompasses hidden meanings within informal behavior (Schein, 1984). "Police Culture" or an "occupational subculture" has garnered attention from academics over the years (Shjarback, 2016).

Organizational culture has both internal and external effects in any organization. Morgan (1997) identifies the main strengths of an organizational culture as "people, goals, and behavior." It involves an understanding of society's values, beliefs, laws, ideology, rituals, traditions, history, and the organization's shared vision and mission within a diverse context (Roberg, Novak & Cordner, 2005; Lawley, 2001; Morgan, 2006; Visser, 2010; Morgan, 1997). However, this study aims to explore why there is negative public perception towards policing. Police officers' attitudes and values are shaped by a working environment characterized by uncertainty, danger, and coercive authority. These adaptations form the basis for the police culture, a set of outlooks widely shared among officers (Paoline, Eugene A; Stephane N. Myers; Robert E. Worden, 2000).

"Police Culture" or an "occupational subculture" has attracted the attention of number of academics over the years (Shjarback, 2016) The political activities involves interests, rights and power, hidden agendas and back room deals, authority, alliances, party-line, censorship, leadership and conflict management.³ The understanding of organization's political terms will enable one to realize that politics is an inevitable feature of corporate life (Lawley, 2001; Visser, 2010; Vigoda-Gadot, Vinarski-Peretz & Ben-

³Local political-democratic influence and accountability in policymaking is important as it can counter efforts to implement repressive and punitive strategies at the national level (Das, Huberts, & van Steden, 2007; Jones, 2003; Jones, Newburn, & Smith, 1996; Savage, 2007; Van Dijk et al., 2016).

Zion, 2003;Morgan, 2006). Corruption is certainly dangerous social factor in a country that may hinder the possible impact of democracy on confidence in the police.

Police officers, concerns about danger and bravery, and permissiveness toward misconduct (e.g., Crank, 2014; Kappeler et al., 1998; Paoline, 2003). An organization is seen as a political system⁴ as result of the patterns of competing interests, conflicts, and power plays that surround the organizational scene.⁵ The political activities involves interests, rights and power, hidden agendas and back room deals, authority, alliances, party-line, censorship, leadership and conflict management.⁶ The understanding of organization's political terms will enable one to realize that politics is an inevitable feature of corporate life (Lawley, 2001; Visser, 2010; Vigoda-Gadot, Vinarski-Peretz & Ben-Zion, 2003;Morgan, 2006). Corruption is certainly dangerous social factor in a country that may hinder the possible impact of democracy on confidence in the police. According to You (2006) the level of ethnic diversity in a social may have important result on how much trust people place in institutions such as police. In democracy ethnic diversity is regularly thought has particular difficult (Gerrits, & Wolfram, 2005). And also conflict perception Turk (1969) discussed in democracy ethnic diversity. According to Sellin (1938) argued that as a society becomes more ethnically diverse, the society will have more conflict on a regular basis as more people struggle to secure valued and limited resources. According to Liska and Yu (1992) such powerful high level of ethnic diversity threatening to authorities⁷, due to that diversity is likely to pose a perceived social control problem. The minority threat hypothesis maintains that the greater the proportion of minority residents in a city, the greater the use of coercive crime control mechanisms. (Holmes & Smith, 2014)

Hypotheses

⁴Community policing provides a new challenge for police executive in the political arena (Spring, 1995)

⁵As police reforms are neither neutral nor technical arrangements but politically delicate operations (Reiner, 2013; Fyfe, Terpstra & Tops, 2013; Van Sluis, Cachet, Ringeling, Sey, & Jochoms, 2013), they tend to affect the distribution of power, authority, and democratic control over the police. This in turn implies empowerment of some actors and disempowerment of others and, consequently, tends to raise questions about the democratic legitimacy of the police (Ponsaers, 2015; Savage, 2007). (Arie van Sluis; 2019)

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⁷Easterbrook, Kuppens, and Manstead (2018) analyzed data from two large, representative samples of British adults and showed that respondents placed high subjective importance on their identities that are indicative of SES. Indeed, they attached at least as much importance to their SES identities as they did to identities (such as ethnicity or gender) more commonly studied by self and identity researchers.

Based on the discussed proved and theoretical assumption of mentioned theory, two research questions and four hypotheses were developed for this study, especially in phase I:

Research Question 1: How is attachment style (e.g., anxiety about abandonment compared to comfort with the atmosphere) correlated with organization direct internal influence stress while controlling for demographic characteristics?

H1: The Officers' anxiety dimension of secure attachment is correlated with organization internal influence stress. Specifically, anxiously attached individuals will report higher levels of internal influence stress than those individuals not within the anxiety dimension of insecure attachment, even when controlling for demographics.

H2: The avoidance dimension of insecure attachment is correlated with organization internal influence stress. Specifically, avoidant attached individuals will report higher levels of organization internal influence stress than those individuals not within the avoidance dimension of insecure attachment, even when controlling for demographics.

Research Question 2: How is attachment style (e.g., anxiety about abandonment compared to comfort with the atmosphere) correlated with direct external influence stress while controlling for demographic characteristics?

H3: The anxiety dimension of insecure attachment is correlated with direct external influence stress. Specifically, anxiously attached individuals will report higher levels of direct external influence stress than those individuals not within the anxiety dimension of insecure attachment, even when controlling for demographic characteristics.

H4: The avoidance dimension of insecure attachment is correlated with direct external stress. Specifically, avoidant attached individuals will report higher levels of operational stress than those individuals not within the avoidance dimension of insecure attachment, even when controlling for demographic characteristics.

During data collection and analyzing process from phase I addressed the research questions and hypotheses given above and will be discussed in the following chapters. In the research after data collection, the analysis of phase one influenced the development of phase two. Therefore, research theory had a role in the second phase of this mixed method study. In addition to the mixed method theory, utilized the study loosely uses principles from grounded theory and symbolic interactionist approaches for the analysis of phase two and will be discussed in the below (Carter, Michael J; Fuller, Celene; , 2015). According to Blumer (1964), all studies of human behavior must begin by studying how people associate and interact with each other, rather than treating the individual and society as entirely separate beings (Park, 1927; Carter, Michael J; Fuller, Celene; , 2015; Vollstedt & Sebastian Reza, 2019). In 1967, sociologist Barney Glaser and Anselm Strauss published their seminal book "the discovery of grounded theory; strategy of qualitative research" (Vollstedt & Sebastian

Reza, 2019). Hence the name “grounded theory” (Mey/Mruck 2009: 104; Strauss 1998: 50- 51; von Oertzen 2006: 146). According to Glaser and Strauss advised to researchers to ignore their theoretical knowledge and to fully involve themselves in the data (Glaser/Strauss 1967: 37).

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3.Methods

The study examined mixture of both qualitative⁸ and quantitative approaches (Creswell, 2003; Creswell, 1994, 2013, 2014; Creswell, 2015; Creswell, 2014; Creswell & Plano Clark, 2011; Creswell, 2003, p.153). According to Creswell & Plano Clark (2011) the quantitative and qualitative phase were connected (Dawadi, et al., 2011). The combination of qualitative, quantitative and mixed⁹ method designs to answer the research questions formulated and to test the hypothesis. Two different set of Questionnaires have used. Some other institution and NGO have excluded because the author's point of view random selected amount of people to be focus. Because sending a Questionnaire form set by e-mail, mostly very few people were responded. Frequently has to remind and asked. All information and data collected from the 07 Institutions. The authors' point of view Questionnaire and interview Survey is important because most of the institutions are based on Capital City Male'. Physically present the Institution and get information's.

Phase I: Quantitative Design

In this research study, the first priority was the use of the qualitative phase because it focused on in-depth explanations of the results from phase I. Furthermore, the quantitative and qualitative phases were connected (Creswell, 2014; Creswell & Plano Clark, 2011). In developing the interview protocol, Stage (Shrestha, 2011) discussed the statistical results from phase one and selected participants for phase two (Almalki, 2016).

Phase I: Sample/Procedures

⁸Researcher interested in understanding how people interpret their experiences, how they construct their worlds, and what meaning they attribute to their experiences” (Merriam, 2009, p. 5). Taylor and Bogdan (1998, pp. 7-8) assert that qualitative approaches allow the researcher to understand the meanings people attach to things in their lives and adopt strategies to examine the way people act in the course of daily life. Therefore, by choosing a qualitative approach, a “deeper” understanding of such social phenomena can be studied (Silverman, 2005, p. 10).

⁹It is important to note, however, that there is a range of flexibility among methods used in both quantitative and qualitative research and that flexibility is not an indication of how scientifically rigorous a method is. Rather, the degree of flexibility reflects the kind of understanding of the problem that is being pursued using the method (Mack et.al, 2005).

In Phase I, the principal focus was to explore direct internal and external challenges faced by police officers in performing their job professionally without any influences. The questionnaire was focused on the Maldives police service, aiming to obtain insights into the internal and external challenges within the organization. Additionally, the questionnaire targeted other related institutions and individuals/groups to critically review public expectations and perceptions towards police and policing challenges in Maldives, specifically regarding police professionalism, torture, and human rights violations. The survey utilized a modified version of the Experiences in Close Relationship Scale Short Form questionnaires. Participation in Phase I of the study was recruited through purpose sampling.

Dependent Variables

The dependent variables consisted of two police stress scales: internal (Police/Family) and external (Public/Stakeholders) influences on stress affecting professional policing services. Internal and external influences could lead to unlawful activities involving police officers, which could, in turn, affect their attitude and ethical behavior. Therefore, questionnaires regarding public expectations and perceptions towards police were developed and made available for online use (A. Ishizaka, D. Balkenborg & T. Kaplan, Cohen, S., & Janicki-Deverts, D., 2011, 2012). The scale for each item ranged from 1 to 6. The questionnaires demonstrated acceptable internal consistency scores and high levels of convergent validity, as indicated by a large positive correlation between the perceived stress scales (Cohen, S., Kamarck, T., & Mermelstein, R., Cohen, S., & Williamson, G., 1983, 1988).

Independent and Demographic Variables

Prior to using the scale in the quantitative survey, participants were asked a series of questions regarding demographics, which served as independent demographic variables. This section included questions about age, gender, respondent's permanent residential atoll/city, and participants' occupation.

Independent Variables

According to Wei, Russell, Mallinckrodt, & Vogel, the first scale used in the survey was a modified version of the Experience in Close Relation Scale Short Form, which had established reliability and validity (Wei, M., Russell, D. W., Mallinckrodt, B., & Vogel, D. L, 2007) and served as the independent variables.

Likert Scale

The Likert scale was applied as one of the most fundamental and frequently used psychometric tools in educational and social sciences research. Since the inception of human society, there has been an inclination to capture the ethereal attributes of human behavior and performance. Simultaneously, it has been a challenge from the same time to quantify things that cannot be measured through conventional measurement techniques (Joshi, et al., 2015). The survey questionnaire's scale was developed to assess

individual differences concerning attachment-related anxiety in both internal and external influence stress and to gauge public opinion towards the police. Participants using the Experience in Close Relation Scale Short Form were asked to circle their level of agreement with each question using a 5-point Likert-type scale ("Please rate the extent to which you agree/disagree with the following"). The categorical data were measured as follows:

1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly agree

The questionnaire was developed by collecting ideas from the current literature in a way that could analyze the impact of the independent variables on internal and external policing challenges in the system and on the dependent variables, i.e., public expectations and perceptions towards the police.

Phase I: Analytical Approach

The method of data collection was based on the research goals. According to Zina O'Leary and Jennifer Hunt (2017), data collection is one of the fundamental components, which is complicated and a very hard task in a research process.

Quantitative data for this study was analyzed using the statistical package SPSS. Once all the surveys were administered, the researcher began entering the data into SPSS. The analysis consisted of independent and dependent variables. The independent variables consisted of demographic variables and levels of attachment measured from the ECR-S (Experience in Close Relation Scale short form). The dependent variables in this study were measured from the internal (Police & Family) and external (Public & Stakeholders) influence stress questionnaire developed by (McCreary & Thompson, 2006).

Independent demographic variables used in this study included age, gender, Respondent's Permanent Residential Atoll / City, and also participant's occupation. Descriptive statistical analyses to describe the sample and each variable were examined.

The data analysis was to provide a descriptive summary of the sample and trends within each variable. This began with exploration of demographic characteristics. The following research questions and hypotheses were examined using the data collected during phase I. Hypotheses #1 and #2 emerged from the first research question while hypotheses #3 and #4 emerged from the external (public) research question.

Research Question 1: How is attachment style (e.g., anxiety about abandonment compared to comfort with the atmosphere) correlated with organization direct internal influence stress while controlling for demographic characteristics?

H1: The Officers' anxiety dimension of secure attachment is correlated with organization internal influence stress. Specifically, anxiously attached individuals will report

higher levels of internal influence stress than those individuals not within the anxiety dimension of insecure attachment, even when controlling for demographics.

H2: The avoidance dimension of insecure attachment is correlated with organization internal influence stress. Specifically, avoidant attached individuals will report higher levels of organization internal influence stress than those individuals not within the avoidance dimension of insecure attachment, even when controlling for demographics.

Research Question 2: How is attachment style (e.g., anxiety about abandonment compared to comfort with the atmosphere) correlated with direct external influence stress while controlling for demographic characteristics?

H3: The anxiety dimension of insecure attachment is correlated with direct external influence stress. Specifically, anxiously attached individuals will report higher levels of direct external influence stress than those individuals not within the anxiety dimension of insecure attachment, even when controlling for demographic characteristics.

H4: The avoidance dimension of insecure attachment is correlated with direct external stress. Specifically, avoidant attached individuals will report higher levels of operational stress than those individuals not within the avoidance dimension of insecure attachment, even when controlling for demographic characteristics.

During the analysis, if the independent variables were or were not associated with either of the dependent variables in the correlation matrix, they were still included in the multivariate analysis to examine their influence with other factors.

The above has discussed phase I of the study and data collection including the sample/procedures, the measures, and the analytic approach that were used for the quantitative survey. The below will describe phase II of the study, the qualitative in-depth interviews conducted with direct internal and external influence on police officer experience stress, tension, and emotional pressure during their job.

Phase II: Qualitative Design

Quantitative¹⁰ research emerged around 1250 A.D. and was driven by investigators with the need to quantify data (

¹⁰Qualitative research is an approach for exploring and understanding the meaning individuals or groups ascribe to a social or human problem. The process of research involves emerging questions and procedures, data typically collected in the participant's setting, data analysis inductively building from particulars to general themes, and the researcher making interpretations of the meaning of the data. The final written report has a flexible structure. Those who engage in this form of inquiry support a way of looking at research that honors an inductive style, a focus on individual meaning, and the importance of rendering the complexity of a situation.

Williams, 2007, p.66).¹¹ This study focused on exploring the internal & external challenges towards police which requires the exploratory approach of the qualitative design (Creswell, 2015). Qualitative¹² research is a research method which is characterized by its aims, which relates to understanding of some aspects of social life, which (in general) generate words, rather than numbers, as data for analysis (Patton & Cocharn, 2002). In Symon and Cassell (1999) identified a number of different barriers to innovation in research practice which suggested were interrelated and emanated from a variety of social psychological processes.

Phase II consisted of qualitative in-depth interview with internal (Police & family) and external (Public and stakeholders). Done by the survey findings from phase I, phase II continued to explore the connection between internal and external influenced stressors and their influences that could not be adequately addressed through quantitative measures only. The survey instrument was developed from the findings of phase I. Specially the interviews conducted with police officers and public stakeholders included questions regarding their experiences of being influenced while performing their duties.

¹¹Creswell (2003) defines a case study as “researcher explores in depth a program, an event, an activity, a process, or one or more individuals” (p.15). Leedy and Ormrod (2001) further require a case study to have a defined time frame. The case study can be either a single case or a case bounded by time and place (Creswell, 1998). Leedy and Ormrod (2001) provide several examples from different disciplines such as medical research studying a rare illness (event) or political science research on a presidential campaign (activity). Leedy and Ormrod (2001) state, case studies attempt to learn “more about a little-known or poorly understood situation” (p.149). Creswell (1998) suggests the structure of a case study should be the problem, the context, the issues, and the lessons learned. The data collection for a case study is extensive and draws from multiple sources such as direct or participant observations, interviews, archival records or documents, physical artifacts, and audiovisual materials. The researcher must spend time on-site interacting with the people studied. The report would include lessons learned or patterns found that connect with theories.

¹²One advantage of qualitative methods in exploratory research is that the use of open-ended questions and probing gives participants the opportunity to respond in their own words, rather than forcing them to choose from fixed responses, as quantitative methods does. Open-ended questions have the ability to evoke responses that are meaningful and culturally salient to the participant; unanticipated by the researcher; rich and explanatory in nature. Another advantage of qualitative methods is that they allow the researcher the flexibility to probe initial participant responses. The researcher must listen carefully to what participants say, engage with them according to their individual personalities and styles, and use probes to encourage them to elaborate on their answers (Mack, 2005).

Quantitative¹³ research involves the collection of data so that information can be quantified and subjected to statistical treatment in order to support or refute “alternate knowledge claims” (Creswell, 2003, p.153). Qualitative research is a complete method that comprises discovery (Williams, 2007). See the case study (Krengel, 2016).

4.Results and Discussion

The demographic profile displays the characteristics, profile, frequency, and percentage. The demographic factors are the highest education level, age, and gender. Infernal consistency and reliability of the construct were assessed using Cronbach’s alpha. The statistical package for the Social Science (SPSS) version 25.00 was used to analyze the data in this study. In this research survey summary of both external and internal stress rankings, moreover summaries of anxiety and avoidance subscales. In addition, the survey result summary discussed ANOVAs and correlations, and regression analysis were utilized to examine the connection between external and internal influence stress.

Forthwith, cross tabs analysis was moreover utilized to further explore the connection between their work environment relationships in external and internal influence among police officers and public stakeholders.

Table: 1.1 In the process of the final stage of summarizing the demographics for internal (Police) interview participants in Phase II, each participant was given a fictitious name when he / her interview transcribed. Some demographics in this discussion were not included in the table to protect the participants because some politicians and some other participants were required from possibly being identified. Among 20 police officers, 5 female police officers have participated in this interview. The majority of participant police officers held the rank of Constable (n=1), Sergeant (n=1), Senior Sergeant (n=2), Sub Inspector of Police (n=9), Inspector of Police (n=1), Chief Inspector of police (n=3), Superintendent of Police (n=1), Chief Superintendent Inspector (n=2). Among the interviewer, there were two participants who had an executive leadership role within the organization. During interviews, 11 officers mentioned their prior military experiences.

¹³Qualitative research approach was chosen for the study because it allows a better understanding of individual beliefs and perspectives, and generates rich information of their knowledge and experience (Limsarun, 2011).

Table 1.1: Police Officers Demographics (n=20)

Participants	Marital Status	Rank	Police Experience In Years *	Education
Mohamed	Married	IP	26	O' Level
Haleem	Married	SS	16	O' Level
Aminath	Un Married	C	2	A' Level
Ahmed	Married	SIP	20	Masters
Shifau	Married	SIP	17	O' Level
Nasha	Married	SIP	15	Degree
Mohamed	Married	CIP	24	Masters
Ahmed	Married	CIP	18	Masters
Shammoon	Married	SIP	20	O' Level
Reena	Un Married	SS	5	A' Level
Shareef	Married	SIP	25	O' Level
Mohamed	Married	CSP	26	Masters
Waheed	Married	SIP	26	O' Level
Athif	Married	SIP	30	O' Level
Ahmed	Married	CSP	26	Masters
Ahmed	Married	SP	30	O' Level
Moosa	Married	S	12	O' Level
Nausha	Married	SS	11	O' Level
Shakeel	Married	SIP	13	Degree
Aminath	Married	SIP	14	Degree

* Categories were based on information gathered during the course of interviews; however, it was not a direct question from the interview schedule.

Note. The abbreviations for rank are: Constable (C), Sargent (S), Senior Sargent (SS), Sub Inspector of Police (SIP), Inspector of Police (IP), Chief Inspector of Police (CIP), Superintendent of Police (SP), Chief Superintendent Inspector (CSI).

Table: 1.2 In the process of the final stage of summarizing the demographics for external (public stakeholders) interview participants in Phase II, each participant was given a fictitious name when he / her interview transcribed. Some demographics in this discussion were not included in the table to protect the participants because some politicians and some other participants were required from possibly being identified. Among 20 people, 08 females participated in this interview. The majority of responded participants (16) reported their experience in verbal communication issues from police officers. 3 of the respondent participants from City Councils reported working in the field related to daily working and had to contact Police officers. City council participants indicated allowed them to a greater understanding of the demands of policing work, especially in atoll / island highly in required due to the unviability of

resources and main power. The crime-related issues which were reported by the participants themselves provided greater help for the demands from the local policing work and the demographic nature of the individuals who are often served by those in the local islands / Cities and public stakeholders. Other human-related commissions and environmental-related agencies reported by participants included working within a law enforcement agency itself experienced verbal communication issues due to the unviability of resources and main power. At the time of the study, 3 responded participants of Parliament Members mentioned during their interviews that they were handcuffed and taken to Dhoonidhoo Jail, in addition to experiencing filthy language from police officers. Three Media officials reported their experience in verbal communication issues from police officers during mass gatherings and during some ongoing events. Three mentioned that they were expecting to get media freedom in all circumstances. During the interview process, met a popular politician, who was in jail for a long period of time; he reported his experience in those days with law enforcement agencies.

Table 1.2: Public Stakeholders Demographics (n=20)

Participants	Marital Status	Occupation	Experience in Verbal *communication issue	Location
Ismail	Married	MCS	No	Male' City
Naeem	Married	NDMC	No	Male' City
Aminath	Un Married	CC	Yes	Male' City
Shareef	Married	NIC	Yes	Male' City
Nazeer	Married	M	Yes	Addu City
Fathun	Married	EPA	No	Male' City
Haleem	Married	CC	Yes	Male' City
Nihaa	Married	D	Yes	Dhoonidhoo
Nash	Married	M	Yes	Male' City
Ahmed	Married	MP	Yes	Male' City
Leena	Un Married	NDMC	No	Male' City
Fikuree	Married	CC	Yes	FVM City
leena	Married	EPA	Yes	Male' City
Anwar	Married	MP	Yes	Male' City
Asim	Un Married	PA	Yes	Addu City
Nuha	Married	HRCM	Yes	Male' City
Waleed	Married	CC	Yes	Addu city
Janaan	Married	NIC	Yes	Male' City
Wahhab	Married	M	Yes	Male' City
Shareef	Married	MP	Yes	Addu City

Categories were based on information gathered during the course of interviews; however it was not a direct question from the interview schedule.

Note. The abbreviations for Stakeholders are: City Councils (CC), National integrity commission (NIC), Maldives Correctional Service (MCS), Human Rights Commission of the Maldives (HRCM), Political Parties (PP) / Political Activists (PA), Parliament Members (MP), Media (M), Detainees (D), Environmental Protection Agency (EPA), National Disaster Management Centre (NDMC).

Descriptive Summary Analysis

The following Table 3.1 reports the sample characteristics of police officers (n=65) who completed the survey given

during the study arranged with focus groups. The below sample characteristics included the average number of years served as a police officer and those who served in the Maldives National Defense Force (MNDF, Military) before separation from Military Service to Police Service. This survey information collected the police officers current rank, average age. The number of year's participants had reported serving as police officers ranged from 1-30 years. In this data collection found most of the police officers with the average number of years as a police officer being 11.59 year. The majority of respondents (88%) reported not having served in the military as an officer (71%). In this study emerged the age of participants ranged from 28-55 years old, with the average age of the participant respondents being 38.69 years.

Table 3.1: Sample characteristic of Police officers (n=65)

	% (n) or Mean (S.D)
Number of Years as a Police Officer Service in the Military	11.59 years (7.54)
Yes	12%
No	88%
Current Rank in Police	
Constable	1%
Sargent	29.5%
Senior Sargent	19.5%
Sub Inspector of Police	43%
Inspector of Police	4.5%
Chief Inspector of Police	1.5%
Superintendent of Police	0.5%
Chief Superintendent Inspector	0.5%
Average Age	38.69 years (7.59)

The following Table 3.2 provides more details on who actually responded to the survey in terms of demographic statistics of the respondent were changed from Maldives Defense Force (MNDF) to police service. The vast majority of respondents (95%) were changed from MNDF to Police service. The findings show that the majority of respondents were currently male (99%) and had been an average age of 40-49 with the range of 60 years. Participants ranged from

0-55 in the number of years in their police service carrier with the average number of years for participants being 18.11 years. Finally, the majority of respondent participant's (77%) residential locations were from Male' City and Addu City (11%) and also from Fuvahmulah City (7%). Survey participants reported the level of education completed ranging from Diploma to Masters, with the average number of Degree officers were 2.56%.

Table 3.2: Demographic statistics of Police officers (n=65)

	% (n) or Mean (S.D)
Participants Changed from MNDF to Maldives Police Service	9 -11years
Yes	95%
No	05%
Changed Status	
Male Police Officers	99.5%
Female Police Officers	0.5%
Average age of	20- 29
Number of years in Police Service	18.11 years (6.70)
Average Level of Education Completed	
Degree	2.56%
Participants Residential Locations	
Male' City	75.5%
Addu City	11%
Fuvahmulah City	07%
Atoll /Islands	6.5%
Average Age	45.25 years (7.55)

Internal influence stress and external Stakeholders influence Stress Rankings

Tables 3.3 summarize the survey questions that measured internal (Organizational challenge) influence stress among police officers. This questionnaire consisted of 29 items from which participants were asked to circle how much challenge, influence stress. This process of each item caused them within the period of past six months. The Likert scale for each item ranged from 1 (Strongly Disagree / No challenge, influence stress at all) to 5 (Strongly agree / a lot of challenge, influence stress). During the data collection, found the responses (n=72) were average and from the highest (4.48) to lowest (2.48) mean score. The top organizational influence stressor was reported as "Employee discrimination, unfair treatment in terms of welfare and promotion" (M=4.48). The remaining stressors reported that rounded out of heist top five included "Difficulty in changing the internal police culture and ideology" (M=4.41), "Political pressure and lack of job security for police top positions" (M=4.35), "Internal sub culture groups within Maldives police service seeking revenge of the previous police political regime" (M=4.19), "Incompetent leadership and management" (M=3.79), "Job pressure

affects officers to serve professionally" (M=3.74). According to the survey, the lowest ranked stressor reported by participants was "Establishing policy frameworks (Post retirement Model) and implementing it for decreasing political influence" (M=2.49). Responses for this scale could range anywhere from 29-142 with 142 representing the highest level of Organizational internal stress. However, in this study among police officers, the average level of organizational internal stress fell somewhere in the middle (M=70.20, S. D= 21.68). Forthwith the internal coefficient alphas were calculated for this study to estimate the reliability of the measurements. The most research, Cronbach's alpha of .70 or higher is considered acceptable reliability. According to Nunnally (1967, 1978), provide insights into research design characteristics that may influence the size of coefficient alpha. Average reported alpha coefficients ranged from .70 for values and beliefs to .82 for job satisfaction. However, some researchers suggested that Cronbach's alpha of .60 or higher is also acceptable, particularly in exploratory research (Peterson, 1994). The survey result finds the organizational internal influence stress instrument in this study meets these criteria with $\alpha=.91$.

Table 3.3: Organizational Challenge & Influence Stressors (n=72)

	Mean	SD
* What are the internal Challenges that police face in providing their service professionally		
1 Employee discrimination, unfair treatment in terms of welfare and promotion	4.48	1.76
2 Difficulty in changing the internal police culture and ideology	4.41	1.90
3 Political pressure and lack of job security for police top positions	4.35	2.01
4 Internal sub culture groups within Maldives police service seeking revenge of the previous police political regime	4.19	1.63
5 Incompetent leadership and management	3.79	1.88
6 Job pressure affects officers to serve professionally	3.74	1.85
7 Lack of resources and unfair work environment	3.66	1.86
8 Outdated and ineffective police officers recruitment and screening process	3.65	1.65
9 Lack of strategy building & implementation throughout the country	3.59	1.80
10 Lack of supervision and guidance in various management levels of the police force	3.54	1.88
11 Lack of proper training and education in relevant fields	3.56	1.89
12 Unfavorable working environment	3.37	1.40
* What are the measures that can be taken to minimize internal challenges		
1 Policing with consent of the people and community	3.37	1.41
2 Institutionalizing human rights practices in all policing roles and functions	3.32	1.43
3 Revision of existing protocols of policing	3.32	1.42
4 Education and capacity building of all staff for continuous development and professionalism	3.31	1.65
5 Strengthening the supervision and guidance role throughout the country	3.29	1.72
6 Comprehensive and inclusive strategic decision in reforming Maldives police service	3.20	1.39
* What are the changes that could be brought to policies, planning, organizing, leadership and controlling functions in order to improve policing		
1 Assessing police existing capabilities through a comprehensive study	3.14	1.96
2 Continuous strategy evaluation and improvement	3.09	1.67
3 Distribution of resources based on responsibility towards achieving organizational goals	2.96	1.59
4 Formulating new priorities for reforming police based on human rights and democratic best practice	2.92	1.61
5 Inclusive work force planning and restructuring	2.65	1.68
* Does the current management system satisfy in providing their service professionally		
* What are the changes that could be brought to the current political posts		
1 Selecting staff based on experience, leadership and qualifications	2.52	1.77
2 Establishment of skill, experience and qualification based staff inventory	2.53	1.76
3 Leveraging police operational and governance autonomy	2.51	1.79
4 Establishment of a comprehensive policy for staff recruitment, retention and appointments	2.50	1.79
5 Establishing policy frameworks (Post retirement Model) and implementing it for decreasing political influence.	2.48	1.78
	Mean	SD
	70.20	21.68
		Cronbach's a Alpha .91

A Cronbach's Alpha, a measure of reliability and internal consistency, coefficients > 6 indicate consistency and reliability across index items.

Table 3.4 summarizes the survey questions that measured external (Stakeholders challenge) influence stress among police officers. This questionnaire consisted of 70 items where participants were asked to circle how much, influence stress. This process of each item caused them within the period of the past six months. The Likert scale for each item ranged from 1 (Strongly Disagree / No challenge, influence stress at all) to 5 (Strongly agree / a lot of challenge, influence stress). During the data collection, found the responses from those individuals who did not complete all items in this scale were not included (n=72). The responses were average and from the highest (4.38) to lowest (2.33) mean score. The top organizational influence stressor was reported as "Failed to take direct action with valid evidence,

the police force is to blame for not delivering justice for the past unknown death cases" (M=4.38). The remaining stressors reported that rounded out of heist top five included "No professionalism, abuse power, arrogant & rude" (M=4.22), "Police Service is a corrupted organization" (M=4.01), "Police brutal, acts on unlawful orders and has made the public suffer" (M=3.86), "Not sufficient actions, to counter corruption, reducing high crime rate, and drug epidemics" (M=3.63), "Police are incapable of maintaining a safer society" (M=3.59). According to the response for this scale could range anywhere from 70-142 representing the highest level of external influence stress. Among the external (public Stakeholders) in this study, the average level of external influence stress fell somewhere in the middle (M=69.28, SD=25.68). External coefficient alphas were calculated for the direct external influence stress scale and demonstrated strong external reliability ($\alpha=.94$).

Table 3.4: External Challenge & Influence Stressors (n=72)

		Mean	SD
*	What is the opinion of public towards police		
1	Failed to take direct action with valid evidence, the police force is to blame for not delivering justice for the past unknown death cases	4.38	1.81
2	No professionalism, abuse power, arrogant & rude	4.22	1.73
3	Police Service is a corrupted organization	4.01	1.89
4	Police brutal, acts on unlawful orders and has made the public suffer	3.86	1.84
5	Not sufficient actions, to counter corruption, reducing high crime rate, and drug epidemics	3.63	1.66
6	Police are incapable of maintaining a safer society	3.59	1.59
*	What do Public expect from police		
1	Accountability for actions to reduce fear of crime and maintain a peaceful society	3.48	1.59
2	Uphold law and order at all circumstances to protect life, property and freedom of all citizens with respect.	3.46	1.57
3	Treating all with fairness and foster a good relationship with the public	3.44	1.53
4	Professional communicator and partner for community safety	3.42	1.77
5	Knowledgeable and professional in performing police duties and responsibilities	3.41	1.56
6	Reliability in all situations and not influenced by any political bias towards any person	3.39	1.65
*	Public perception of police officers legitimacy		
1	Police in your community are legitimate authorities	3.36	1.76
2	You and the police officers want the same things for your community	3.34	1.77
3	When the police officer arrest a person, there is a good reason to believe that the person has done something wrong	3.33	1.34
4	Police officers generally have the same sense of right and wrong that you do	3.33	1.56
5	Police officers sincerely try to help people like yourself in your community	3.33	1.54
6	The laws that the police officers enforce represent the moral values of people like yourself	3.31	1.68
7	Do you generally support how the police officers act in your community	3.31	1.45
8	Values of most of the police officers who work in your community are similar to your own	3.30	1.56
9	The police often arrest people for no good reason in your community	3.29	1.54
10	Police officers stand up for values that are important to you in your community	3.27	1.45
11	The police officers usually act in ways consistent with your own ideas about what is right and wrong in your community	3.27	1.25
12	When police officers deal with people, they almost always behave according to the law	3.26	1.54

* Public perception of police bias		
1	The police officers act based on personal prejudices or biases	3.26 1.62
2	Do Police officers judge you based on your race/color	3.25 1.44
3	The police suspect you of being a criminal because of your race/ background	3.25 1.66
4	Do you ever experience by police officers treat you differently because of your race/color	3.24 1.78
5	Something you do might be misinterpreted as criminal by the police due to your race/background	3.24 1.63
6	Something you say might be misinterpreted as criminal by the police due to your race/ background	3.24 1.52
* Public perceptions of community policing		
1	The police officers is responsive to crime and community concerns	3.22 1.72
2	The Police officers treat people with respect?	3.22 1.75
3	The police officers prioritizes problems most important to your community	3.22 1.64
4	The police department holds officers accountable for wrong or inappropriate conduct in the community	3.21 1.55
5	The Police officers as effective partners, working to help the community?	3.21 1.65
6	You feel crime decreasing in your community?	3.20 1.69
7	Do you feel safer now than you did one year ago in your community?	3.28 1.75
* Public perceptions of relatability to police officers		
1	You feel safe around the police officers in your community	3.27 1.85
2	The police officers in your community are honest	3.27 1.58
3	You feel comfortable around the police officers in your community	3.25 1.54
4	The police officers are a part of your neighborhood in your community	3.24 1.44
5	You personally trust the police officers in your community	3.23 1.74
6	You can imagine being friends with a police officers in your community	3.21 1.63
* Public perception of community to partner with the police officers		
1	No fear in your community to call the police to report a crime	3.21 1.52
2	No fear in your community to Provide information to the police to help find a suspect	3.20 1.42
3	No fear in your community to report suspicious activity near your home to the police	3.20 1.65
4	No fear to attend a community meeting with the police to discuss crime in your neighborhood	3.19 1.84
5	No fear to volunteer your time to help the police solve a crime or find a suspect patrol the streets as part of an organized community group	3.17 1.71

* What are the reasons that public has in order to justify their opinion			
1	Past events and actions, police have acted upon unlawful orders several times	3.16	1.52
2	Misuse of power, abusiveness towards innocent civilians and police could not provide any answers while innocent people were getting murdered on broad day light	3.14	1.35
3	Incomplete and politically motivated investigations and have lost the community trust	3.14	1.77
4	Some officers are involved in politics and participating events against the elected government	3.13	1.85
5	Lack of integrity in performing investigations and some officers get politically motivated promotion and benefits	3.13	1.51
6	Police failed to provide justice for the people, as some police officers are greatly involved in corrupt activities	3.11	1.21
* What are the external factors that act as challenges for police to provide their service professionally			
1	Spreading of wrong information by media resulting in questions of authority	3.09	1.54
2	Illegal power of individual political influence and social conflicts due to political turmoil	3.07	1.64
3	Unlawful political activities effect to negative public perception towards policing	3.07	1.66
4	Geographical challenges to prevent and detect crime, to reduce fear of protect the fundamental rights and freedoms of every citizen	3.05	1.58
5	Lack of support from other related government authorities to fulfill the community demand due to the lack of inadequate resources and manpower	3.03	1.58
6	Ineffective and non- comprehensive corporate strategy of crime reduction	3.01	1.42
7	A youngster involved in crime has increased	2.93	1.55
9	Lack of qualified staff	2.90	1.53
10	Unclear policing strategy and priorities	2.88	1.52
* Dose the current judicial system effect police to perform effectively		2.87	1.65
* What are the measures that can be taken to minimize external challenges			
1	Establish a system where minimal political influence to policing	2.75	1.42
2	To stop political job influence and to obtain public trust, police leadership political two post selection must be changed as a post retirement model within organization	2.64	1.72
3	Building a corporative strategy for police to build police community relations, especially modern democratic policing in partnership with community demands	2.62	1.32
4	Building corporative strategies for police to become financially autonomous	2.56	1.36
5	Training and developing human capital for specific policing roles	2.43	1.30
6	Establishing a clear, informed policing strategy, that's evaluated and continuously improved and revised	2.33	1.35
		Mean	SD
		69.28	25.68
			Cronbach's a
			Alpha .94

a Cronbach's Alpha, a measure of reliability and external consistency, coefficients > 6 indicate consistency and reliability across index items

External Anxiety and Avoidance Subscales

Table 3.5 summarizes the external anxiety subscale from the ECR-S. Participants utilized the external stakeholders' experience in close relationships where asked to circle how much they agree with each of the 12 questions pertaining to public connection with the police. The questionnaire ranged from 1 (Strongly Disagree / No challenge, influence stress at all) to 5 (Strongly agree / a lot of challenge, influence stress), on the 5-point Likert scale. A total of 12 questions

were used. Among the 12, six questions were incorporated into an anxiety subscale. These six questions were compiled into an anxiety subscale index based on responses. These responses could range anywhere from 6-42, with 42 representing the highest level of anxiety. In this study among police officers, the average level of anxiety fell on the low end (M=18.16, S.D.=6.3). In this study, the highest-ranked item was "I need a lot of reassurance that police officers will not act based on personal prejudices" (M=4.12). The next highest was "I worry that my

community's crime & fear won't decrease as much as I expect from the police" (M=3.45). According to the survey, the lowest-ranked item was reported as "My desire to be close with police officers even sometimes when there is

wrong or inappropriate conduct in the community by police" (M=2.17). The study results show that the avoidance subscale exhibited moderately strong internal reliability, in accordance with the Cronbach alpha coefficient ($\alpha=.7$).

Table 3.5: External Anxiety subscale for the Experience in close relationship scale-short form (ECR-S) (n=73), and Anxiety subscale index

		Mean	SD
1	I need a lot of reassurance that police officers were not act based on personal prejudices	4.12	1.73
2	I worry that my community crime & fear wont decrease as much I expect from police	3.45	1.84
3	I get frustrated if police officers where suspect me of being a criminal because of my background	3.26	2.23
4	I do not often worry about being treated badly (R) ^a	2.61	1.71
5	I have experience treated me differently because of my background by police officers	2.55	1.48
6	My desire to be close with police officers even sometimes wrong or inappropriate conduct in the community by police.	2.17	1.24
		Mean	SD
		18.16	6.3
Anxiety Index ^b (n=73)			.7
			Cronbach's ^c Alpha

^a This item was reverse coded.

^b Anxiety Index based on six ranked dimensions of anxiety from the ECR-S.

^c Cronbach's Alpha, a measure of reliability and external consistency, coefficients > .6 indicate consistency and reliability across index items.

Table 3.6 summarizes the internal avoidance subscale from the ECR-S. Participants utilized the external stakeholders experience in close relationship where asked to circle how much they agree with each of the 12 questions pertaining to public connection with police. The questionnaire ranged from ranged from 1 (Strongly Disagree / No challenge, influence stress at all) to 5 (Strongly agree / a lot of challenge, influence stress), in the 5 point Likert scale. The total numbers of 12 questions were used. Among 12 contained the six questions were avoidance subscale. These six questions were complained into an avoidance subscale index where responses. These responses could range anywhere from 6-42, with 42 representing the highest level

of avoidance. In this study among public stakeholders, found the average level of avoidance fell in the low end (M=16.13, S. D =6.4). In this study the highest ranked items on "I want get close to my community, responsive to crime and community concerns" (M=2.80). The next was "I turn to my community for many things to prioritizes problems, including decrease crime and safely trust reassurance (R) ^a" (M=2.76). According to the survey the lowest ranked item was reported "I am fear when my community get too much crime and suspicious activities close to my neighbor" (M=2.19). The study result shows the avoidance subscale moderately strongly internal reliability accordance to the Cronbach alpha coefficient ($\alpha=.8$).

Table 3.6: Police Avoidance subscale for the Experience in close relationship scale-short form (ECR-S) (n=73), and Avoidance subscale index

	Mean	SD
1 I want get close to my community, responsive to crime and community concerns	2.80	1.72
2 I turn to my community for many things to prioritizes problems , including decrease crime and safely trust reassurance (R) ^a	2.76	1.58
3 I usually discuss my problems and concerns with neighbors in my community (R) ^b	2.70	1.39
4 I try to avoid getting too close to wrong or inappropriate conduct and involvement in my community	2.35	1.43
5 It helps to solve a crime and obtain trust in time of need (R) ^c	2.33	1.24
6 I am fear when my community get too much crime and suspicious activities close to my neighbor	2.19	1.29
	Mean	SD
Avoidance Index ^d (n=73)	16.13	6.4
		Cronbach's Alpha
		.8

a, b, c These items were reverse coded.

d Avoidance Index based on six ranked dimensions of avoidance from the ECR-S.

e Cronbach's Alpha, a measure of reliability and internal consistency, coefficient > .6 indicate consistency and reliability across index Items.

Factors Explaining Organizational internal Stress

Table 3.7 below explores the challenge, influence between current rank and attachment types (avoidance and anxiety) on organizational internal stress through a different set of analyses, which were updated as per the results collected from the survey analyses. In addition, the following table provides the results from cross-tab analysis where anxiety and avoidance measures of internal stress were collapsed into low, moderate, and high categories. According to the survey results, the rankings were coded statistically in the frequencies. It could be expected that those organizational internal influence stress, officers who ranked high on

anxiety and avoidance in their responsible relationship would rank high on organizational stress. The statistics appear to provide some support for this, with 50% of officers who experienced high anxiety in organizational internal stress. This responsible relationship might not be significant. At the same time, statistics results appear for the 40% of officers who experienced high avoidance organizational internal stress. This responsible relationship might not be significant. According to the survey statistics, cross-tab analyses show that those officers with the rank of Chief Superintendent of Police or above experiencing high levels of organizational internal stress (65%), with a significance of .040 (p<.05).

Table 3.7: Factors Explaining Organizational / Internal Stress (n=73)

	Internal Stress		
Anxiety	Low	Moderate	High
Low	50%	24%	17%
Moderate	27%	41%	31%
High	23%	35%	52%
	x ² =8.55, df=4, sig=.074		
Avoidance			
Low	48%	21%	21%
Moderate	26%	39%	39%
High	26%	40%	40%
	x ² =5.93, df=4, sig=.205		
Rank			
Constable	1%	67%	32%
Sargent	2%	45%	53%
Senor Sargent	3%	46%	51%
SIP	33%	39%	28%
IP	0%	68%	32%
CIP	10%	55%	35%
SP	20%	35%	45%
CSP or above	26%	9%	65%
	x ² =17.38, df=8, sig=.040*		

*p<.05

Note:

The abbreviations for rank are: Constable (C), Sergeant (S), Senior Sergeant (SS), Sub Inspector of Police (SIP), Inspector of Police (IP), Chief Inspector of Police (CIP), Superintendent of Police (SP), Chief Superintendent of Police (CSP).

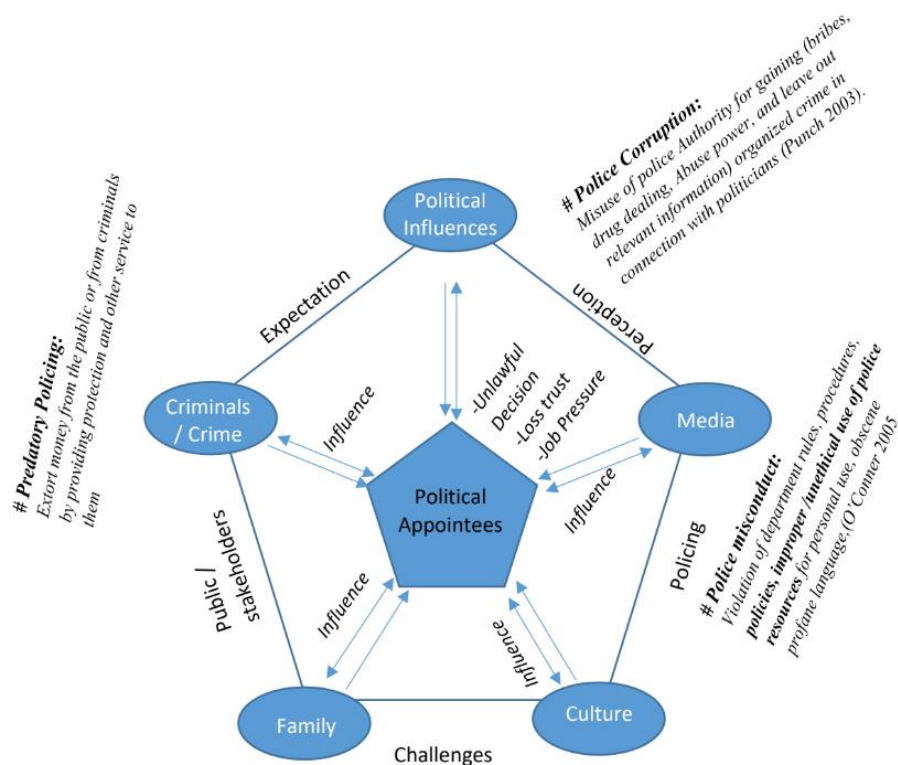


Figure 2: Culture influence Model (Created by Author Ibrahim Hussain Didi)

Political influences, family pressure, and culture influence are the internal and external policing challenges in Maldives Police service. Such as Police corruption, misuse of police authority for gain (Bribes, drug dealing, abuse power, leave out relevant information). Direct influences (Misconduct, predatory policing) by criminals, politicians, media, and

also families. According to Vick (2004: 4) ‘the overarching criticism of police leadership is about its perceived failure to lead and adapt to change. To this effect, police leaders have been less radical than politicians and academics in general innovations. Therefore, police conservatism is matched by police conformity.

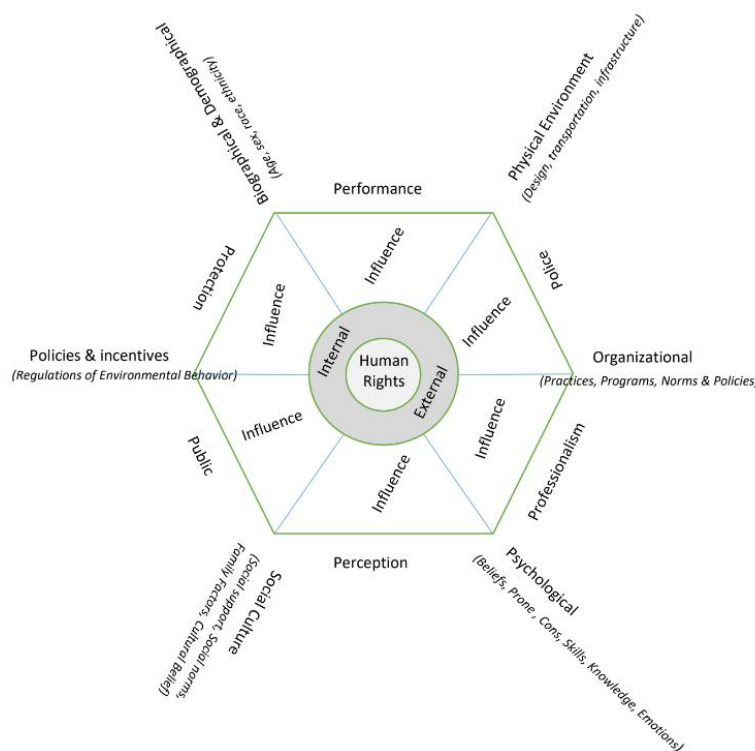


Figure 2.1: Occupational Culture Model (Created by Author Ibrahim Hussain Didi)

Factors Explaining Stakeholders / External Stress

Table 3.8 below explores the challenges, influence between current stakeholders, and attachment types on external influence stress. In addition, the following table provides the results from cross-tab analysis where anxiety and avoidance measures of external influence stress were collapsed into low, moderate, and high categories. According to the survey results, the rankings were coded statistically in the frequencies. It could be expected that stakeholders experiencing high levels of anxiety and

avoidance in their responsible relationships would also rank high on external influence stress. However, the statistics indicate that there is no support for this, as only 42% of stakeholders who experienced high anxiety also reported high external influence stress. Meanwhile, the statistics show that 33% of stakeholders experiencing high avoidance also reported high external influence stress. According to the survey statistics, cross-tab analyses show that those stakeholders experiencing high levels of stress (63%) have a significant value of 0.008 ($p < 0.05$).

Table 3.8: Factors Explaining Stakeholders / External Stress (n=73)

Anxiety	Law	External Stress		
		Moderate	High	
Low	48%	26%	26%	
Moderate	28%	35%	37%	
High	18%	40%	42%	
x2=7.54, df=4, sig=.113				
Avoidance	Low	42%	27%	
	Moderate	27%	31%	
	High	32%	65%	
x2=3.91, df=4, sig=.425				
Stakeholders	City Council	13%	25%	62%
	NIC	8%	40%	52%
	MCS	26%	35%	39%
	HRCM	11%	37%	52%
	Political Parties	17%	22%	61%
	Political Activists	16%	21%	63%
	MP	20%	34%	46%
	Media	14%	38%	48%
	Detainees	27%	26%	47%
	EPA	35%	23%	42%
	NDMC	42%	39%	19%
x2=21.29, df=8, sig=.008*				

*p < .05

Note. The abbreviations for Stakeholders are: City Councils (CC), National integrity commission (NIC), Maldives Correctional Service (MCS), Human Rights Commission of the Maldives (HRCM), Political Parties (PP) /Political Activists (PA), Parliament Members (MP), Media (M), Detainees (D), Environmental Protection Agency (EPA), National Disaster Management Centre (NDMC).

Community demands and public service provider or stakeholder’s performance effect public expectation and perception towards police and policing challenges in Republic of Maldives.



Figure 3: Community demand Model (Created by Author Ibrahim Hussain Didi)

- National Integrity Commission (NIC)
- Maldives Correctional Service (MCS)
- Environmental Protection Agency (EPA)
- National Deserters Management Centre (NDMC)
- Human Rights Commission of Maldives (HRCM)

According to Streimikiene (2015), the quality of life of a neighborhood is not defined by the income capacity of an area but by the standards of society individuals live (Streimikiene, 2015). The absence of citizens and police as key stakeholders in neighborhoods may lead to crime, fear, and urban decay and the loss of decent, safe, and sanitary occupied spaces (Grohe, B; DeValve, M; Quinn, E, 2012). Failure to create decent, safe, and sanitary neighborhoods may lead to crime¹⁴, fear, and urban decay (Grohe, B; DeValve, M; Quinn, E, 2012).

Having Correlations Associated with Internal and External Stress

Table 3.9 discusses having correlations associated with External (Public stakeholders) and Internal (Police) stress among Police officers. Following these correlations start to address the research questions (Research Question 1 and Research Questions 2) examining the relationships between

avoidance and anxiety attachment style and internal and external influence stress. The variable of the current rank was recorded as "Rank above commissioned officer" where commissioned officer = 0 and 1 Inspector of police, Chief Inspector of Police (CIP), Superintendent of Police (SP), Chief Superintendent of Police or above and other to allow for inclusion in multivariate analysis. Directly have correlations, it shows some support for the hypotheses insofar as avoidant and anxiety attachment is significantly. However, it shows positively correlated ($p < .05$) with internal stress. However, these correlations are relatively weak (.263, .281). During the data collection process found that the attachment style was a significant positive correlate of external influence stress; these findings suggest that this correlation is also relatively weak ($r = .262, p < .05$). In this research survey, findings analysis confirm the relationship between rank above an officer and external stress as significant ($r = .349, p < .01$). Forthwith, found correlations that rank above an officer plays a factor in explaining internal influence stress ($r = .294, p < .05$).

¹⁴On the other hand, it may not actually be crime itself but what it represents to the public that leads people to lose confidence in the government and the police. More specifically, Jackson and Sunshine (2007) argue that public confidence in the police is actually influenced by concerns about the perceived amount of social cohesion in a community and not by crime itself or the fear of crime (Jackson and Sunshine 2007).

Table 3.9: The Correlates Associated with Internal and External Challenge /Influence (n=73)

	1	2	3	4	5	6	7	8	9	10	11	12	13
1	1	.691**	.263*	.281*	.146	.294*	.015	-.072	-.074	-.064	-.142	-.139	.001
2		1	.262*	.196	-.004	.349**	.042	-.106	-.025	-.002	-.120	-.095	-.108
3			1	.257*	.111	.011	-.003	-.051	-.085	.087	.011	.003	.042
4				1	.041	.077	-.100	.021	-.020	-.161	.055	-.071	-.087
5					1	-.154	-.173	.010	.030	-.143	-.081	-.003	.004
6						1	.373**	.102	.050	.051	-.005	-.084	.116
7							1	.110	.312**	.235*	.010	.093	.602**
8								1	.160	-.253*	.183	.044	.171
9									1	-.058	.175	.296*	.427**
10										1	.414**	.285*	.263*
11											1	.551**	.107
12												1	.164
13													1

a Note: 1= Internal Stress, 2= External Stress, 3=Anxiety Index, 4= Avoidance Index, 5= No of years Serviced in the MNDF (Military Service), 6= Constable to CSP Rank Above officers, 7= Changed Average age form MNDF to Police, 8= Marital Status, 9= Current Rank, 10= Number of Years in Police Service (MPS), 11=Average Level of Education Completed, 12= Participants Residence Locations and 13= Average Age.

*p< .05, **p< .01, ***p< .001

The Regression Examining Factors Associated with Internal and External Influence Stress

Table 3.10 below explores those factors that were found to be significant in involving exactly in this analysis including anxiety, avoidance and rank above commission officer. According to survey results shows the regression was conducted to look at the factors associated with internal influence stress and external influence stress among participants. Model 1 utilized internal influence stress as the dependent variable with anxiety, avoidance, and rank above the commissioned officers serving as the independent variables. According to survey result of the following table 3.10, Model 2 utilized external influence stress as the dependent variable with anxiety, avoidance and rank above commission officer again serving as the independent variables. The following attachment table survey result indicates in Model 1, summarizes the effects of anxiety and avoidance attachment types on internal influence stress, while controlling for rank above commission officer. This model displays that neither anxiety nor avoidance attachment types have a significant influence with internal

stress. However, survey result indicates the following table; there is a significant positive influence stress between ranks above commissioned officer and organizational internal stress ($\beta=.259, p<.05$) with those above the rank of commissioned officer reporting significantly greater internal stress when compared to non-commissioned officers.

The following attachment table survey result indicates in Model 2, summarizes the effects of anxiety and avoidance attachment types on external stress, rope of the effects of rank above commissioned officer. Following result of this model displays that anxiety is positively correlated with internal stress ($\beta=.230, p<.05$), however, the result does not found any significant relationship between the avoidance attachment type in external stress. But Comparing to Model 1, in Model 2, result discover there is a significant positive relationship between ranks above commissioned officer in external influence stress. ($\beta=.337, p<.01$). Forthwith survey result discovered that being above rank of commissioned officer is the only factor found to be significant and positively associated with both internal and external influence stress in both multivariate models.

Table 3.10: The regression, Factors Associated with External and Internal influence Stress among Police officers, (n=73)

	Model 1 (SD)	Model 2 (SD)
Anxiety	.206 (.418)	.230* (.393)
Avoidance	.207 (.409)	.113 (.384)
Rank above commissioned Officer	.259* (4.970)	.337** (4.686)
Adjusted R Square	.148	.163
df	71	70

*p< .05, **p< .01, ***p< .001

5.Discussion and Conclusion

Policing and police services are a very essential service in people's daily lives today. Public expectations and perceptions towards the police depend on the service we

receive from police officers. Policing must ensure to uphold organizational code of conduct, demonstrate professionalism, and maintain the highest standard of character within the organization. Police officers dedicate their intellect, energy, and resources to ensure public needs

and concerns are fully addressed in a timely manner. Policing services are accountable for their actions, both individually and as an organization, to the law, the community, and other oversight bodies at all stages of police work. Police also accept accountability for their operations and resources. Figure:-2: Culture influence Model. This type of socialization threatens and erodes the trust and legitimacy of police officers and the organization. The criminal justice system adds additional stress from the public. Figure:-2.1: Occupational Culture Model. Sometimes court appearances interfere with the public, court decisions curtail discretion, perceived leniency of the courts, and the release of offenders on bail, probation, or parole also influence public stress. Police officers should be respectful to all in their actions, render service in a courteous and dignified manner, enforce the law impartially and without prejudice or favoritism, and respond with care, kindness, and compassion to everyone they serve. Police officers may feel frustration from external issues that influence stress. Refer to Figure:-3: Community demand Model. According to research, some institutions were unable to provide service to the public due to inadequate resources, manpower, and proper laws and regulations. Factors affecting policing include internal and external challenges faced in policing and the decision-making process. Communication affects public perception towards the police, including issues such as abuse of police authority and the use of force, which may involve (1) the improper use of authority and involvement in bribery and corruption, (2) internal and external influences affecting police officers' attitudes and behavior, and (3) the risk of free and fair investigations. In addition, public expectations and perceptions towards policing change due to unfair decisions influenced by direct internal and external factors. Direct internal and external influences and challenges towards the police are influenced by political appointments in the Maldives Police Service (Selection of Commissioner and Deputy Commissioner of Police).

6. Conclusions

Police service throughout the country is the primary institutions that uphold law and security to the society in dealing with crimes, rapid response to calls for services, and careful investigations of the crimes committed. Nowadays, we have found the image of the police service is not well-respected because public perception and expectation towards police has been changed. Due to the political changes and past events, they are being branded as corrupt, brutal, inefficient, unfair treatment. The results of an organizational performance vary according to environmental conditions, especially an organizational culture that is one of the important indicators that are characterized by organizations (Taib, et al., 2016). Required to capacity and confidence building measures and opportunities should be created for officers to enable them deliver the required services to the public with professionalism. Scholars have examined that Law enforcement is reinforced or rewarded by the organizational structure, law enforcement and service to name a few, seems the functions are supported by rewarded or promotions, police officer attitudes toward abuse of authority (Paoline, 2003; Terrill, Paoline, & Manning,

2003; Toch, 1976; Wordon, 1989;Telep, 2011). Osse cited "at the heart of effective police accountability system is the integrity of the internal police hierarchy, from strategic management to day-to-day supervision. A clear and unambiguous line of command is essential to ensure lawful orders and professional instructions are complied with¹⁵.

Police leadership must ensure an effective internal disciplinary system that is applied in a fair way (Osse, 2011). To ensure performance excellence, quality management practices are considered as one of the variables that affect the organizational¹⁶ performance (Taib, et al., 2016). This study provides MPS and the citizens of Maldives with a stronger foundation on which to build trust and to know how to solve within MPS internal and external pressure to serve inequality of treating with dignity to build trust, bridge the gap between public perception of the Police service, and social integration, and it helps to design mutual solution to overcome political pressure within Maldives Police Service to freely investigate the cases and uphold the law. Police officers who are working in each Command, Department, Unit, City and the island may also be able to work freely without pressure. It will show positive social change that it may foster trusting partnership between police personnel and citizens, (Politicians, Businessman's, and Public Media) which may yield prosaically outcomes versus a loss of dignity and trust to be rebuild positive public perception of MPS. Police personnel may embrace positive initiatives and strategies because no unlawful order and political pressure to serve, it increase satisfaction within the organization, uphold the law, trusting community policing, increase community satisfaction with police, element of police legitimacy, and public perception of inequality of treating with dignity.

Reflections and Considerations

In the process of data analysis for phase II police officers a comprehensive approach of looking at the challenge experienced to stress of police officer by examining both internal and external influence affect to provide a professional service. By interviewing both police officers and public stakeholders, researcher was able to allow for both internal (Police Officers) and external (Public Stakeholders) influence based comparison which provided the opportunity to examine similarities and differences across these participants. Thus, researcher was able to gain a better understating of the role policing has on both partnership and relationship with public. During the data analysis process researcher discovered some themes, the following sections are organized by the themes and relating

¹⁵For police to be able to carry out their job fairly and effectively, the necessary conditions, including guidelines and codes of conduct, well-prepared police staff and good working conditions, need to be in place. This is also reflected in the Seoul Declaration of INTERPOL, which defines the key factors to be taken into account in a national integrity program for law enforcement.

¹⁶The results of organizational performance vary according to environmental conditions, especially an organizational culture that is one of the important indicators that are characterized by organizations (Taib, et al., 2016).

subthemes that emerged during the data analysis: (1) communication, (2) abuse of police authority and use of force (3) job related stress, and (4) police and public stakeholders trust.

Theme 1: Communication

During the analysis process researcher discovered communication problems. Communication is a vital component for any law enforcement organization those who provides a service to general public, and keeps good relationship with public stakeholders.

- (1) Better Communication obtain Public Trust and better Public Relationships
- (2) Difficulties in communicating.
- (3) Communication Effect Public Perception towards Police, and
- (4) Police officers directly interacting in public related fields are better able to communicate

Theme 2: Abuse of Police Authority and use of Force

Research discovered that abuse of police power was found overwhelmingly throughout the entire data analysis process. Relating to police, directly identifying, internal corruption, abuse power and police brutality were discussed almost universally by both police and public stakeholders participants during the interviews. While fleshing out this theme, three subthemes emerged including;

- (1) Use improper authorities and involvement of bribe and corruptions
- (2) Internal and external influences affect police officers attitude and behavior
- (3) Risk of free and fair investigation- police protection is only for powerful and rich people those with connection.

Theme 3: Job Related Stress

Analyzes of phase II found was stress relating to police officers duties. Researcher discovered Job-related stress is present in any occupation, and policing is very much high stress. This theme, however, focuses on the job –related stressors unique to those police officers also serving in investigation and frontline. Two subthemes emerged which includes;

- (1) Frustration on Internal influence to stress
- (2) Frustration on external influence to stress.

Figure 2: Culture influence Model. Researcher discovered that the following common cause of frustrations:

- Lack of opportunities
- Work overloaded, and lack of manpower, facilities and resources
- Poor Management skills and executive officers pregender for their benefits
- Financial and housing issues
- Working location or environment
- Relationship and interpersonal conflicts
- Internal police culture

- Discrimination on promotions and recognitions

Stressors in police work fall into:

- Stresses inherent in police work
- Stresses arising internally from police department practices and policies
- Internal stresses confronting individual officers
- Low ranking officers' influenced to higher ranking officer (e.g., by political power)

During the research discovered police stress arises from several features of police work. Alteration in body rhythms from monthly shift rotation and profession work rotation, for example, reduce productivity. The change from a day to a swing, or graveyard, shift not only requires biological adjustment but also complicated officers' personal live. Job conflicts between the job serving the public, enforcing the low and upholding ethical standards and personal responsibilities as spouse, parent and friend act as stressors. Other stressors in police work include.

- Responsibility for protecting the lives of others
- Threat to officers' health and safety
- Continual exposure to people in pain or distress
- The presence of gang activities
- Public complaints regarding the criminal activities

Refer to Figure 2.1: Occupational Culture Model. Everyone feels stressed due to their job. But for police officers, who are in positions of authority and making life and death decisions on a regular basis, stress can have a major negative impact on their lives. Public expectation and perception towards police depends on the service which they received from Maldives police service. Public pressure will be a frustration on external influence to stress. Police officers frustration tends to happen when public expectation doesn't work out the way they wanted as a result they pressure.

Researcher discovered that the following common cause of frustrations to stress:

- Poor performance of public stakeholders in the community
- Stresses inherent in political influences
- Media
- The responsibility of protecting the lives of citizens
- Stresses arising externally from influential authorities (e.g. International pressure)
- External stresses stemming from the criminal justice system and the society at large
- Threats to an officer's safety or health
- Increasing crime stresses confronting individual officers
- Lack of law and order
- Public discrimination issues
- Constant exposure to people suffering distress and pain

Police officers dedicate their intellect, energy and resources to ensure public needs and concerns are fully addressed in timely manners, with the help of other public stakeholders:

Refer to Figure 3: Community demand Model

- National Integrity Commission
- Maldives Correctional Service
- Human Rights Commission of Maldives
- National Disaster Management Centre
- Environment Protection Agency
- Fire & Rescue Service
- City Councils, Atoll Councils and Island councils
- Maldives National Defence force
- Government all Ministries

Figure 3: Community demand Model. When researcher probing further about the presence or lack of support from public stakeholder organizations. This became even more apparent when those participants who had indicated they felt that some institutions were not able to give service to public due to the inadequate resources, manpower and proper law and regulation to serve the public. Ahmed described the important of having support from public stakeholder institutions and organizations to all police stations, yet the difficulty in finding support due to the inadequate facilities and manpower.

The criminal justice system created an additional stress from public.

Figure 2.1: Occupational Culture Model. Sometime court appearance interfere to public, court decision curtailing discretion, perceived leniency of the courts, and release of offenders on bail, probation, or parole also lead to public influence to stress. Further stress arises from perceived lack of support and negative attitude towards police form the large society. Moreover public pressures to police stress also stems from distorted or unfavorable news accounts of incidents involving police officers. The public perceived police ineffectiveness of reduce crime from the society.

Research finding shows that some of the police officers' meet various stages of socialization, connection with crime and criminal groups; officers attitude and ethical behavior in the public, effects to the personal characteristics, this type of socialization of officers might face large influence on their attitude, due to some officers behavior and believe of an acceptance of misconduct or abuse, unethical behaviors will result later actions of officers.

Refer to Figure 2: Culture influence Model.

Critical incident scenes the media seems they influencing to shapers of public opinion by gathering information and analyze and report it, to help society understand what is going on.

Refer to Figure 2: Culture influence Model. The negative coverage of crime news by the media tends to reflect badly on the police, the fact is that, this type of information coverage creates problem between police and media, or public, which makes it more difficult for the police to maintain a positive public opinion. Some cases the mass media influence stresses arising externally from influential authorities. By probing police officer participant shared his experience.

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