



Measuring and determining the relationship between the performance of law enforcement police and the extent of perceived security

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Abstract: Law enforcement police are one of the largest law enforcement agencies in all countries. Creating social security and establishing security at the national and regional levels is subject to the operation of law enforcement police. The existence of this factor in creating security has led to the formation of regulatory bodies on its performance. The purpose of this study is to investigate the role of law enforcement police and the extent of perceived security in the community. The research method in this research is quantitative and the required information and data have been collected by survey and field method, through a questionnaire, and in some cases by interview and observation. Data were analyzed at two levels of descriptive and inferential statistics and statistical variables (Spearman correlation coefficients, Pearson and T-tests, and analysis of variance F) were used to analyze the data.

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Introduction

The role and importance of security in progress in any field at the community level today is the context and prerequisite for any development in different countries (Tanner & Meyer, 2015). Every society is growing and progressing, especially developing societies that face various crises and challenges due to backwardness and structural weakness in various political, economic, social, and other dimensions. Security can play an important role in stimulating and advancing the development of that country and accelerating the path of development and achieving the goals of sustainable development. Also, without security and the existence of law enforcement agencies, the growth and flourishing of talents, creativity, and economic, social, and commercial activities will not be possible (Ma, 2013).

A study of societies from the distant past to the present shows that some needs are human twins and despite the progress that has been made throughout history, one of these needs is the right and rights. In every society that lives, human beings have rights as citizens of that society, and also the executors who supervise the society (law enforcement) have rights. Therefore, its observance is mandatory and undeniable by fellow human beings and the disciplinary system on that society (Raganella & White, 2004).

Today, it is no secret that the law enforcement police are at the forefront of dealing with crime and

criminals, and its service span covers the entire geographical area of the country. This issue has created the ground for law enforcement police officers to communicate with different segments of society, each of which has

its own specific behavioral characteristics. They must be able to be in any communication situation, have sufficient skills to control different situations, and on the other hand, social institutions must teach citizens the correct culture of how to deal with police officers in various ways. It is clear that law enforcement officers must perform their duties well and decisively when they observe good Islamic ethics (Cooper-Knock & Owen, 2015).

The rights of the people against the law enforcement police can be expressed from the point of view of the executive institutions in such a way that regarding the demands and expectations of the people from the police, they say: The people want the law enforcement police ... to be polite and expressive and understanding with the people. One of the examples of politeness and respect is the observance of the dignity and respect of the people by the police officers. This respect can take many forms (Sarre & Prenzler, 2000). The duty of the police as an institution is to establish security, and security is to be free from any threat and violation of the legitimate rights and freedoms of citizens, or in other words, to provide public comfort for members of society (Wu et al., 2009) and also to

provide the field of trust (Terpstra, 2008) and the establishment of civil rights and crime prevention, etc. (Luen, TW, & Al-Hawamdeh).

However, it should be noted that the people should also respect law enforcement officers and respect the rights of those who are in charge of the executive and controlling of the country (Susan et al., 2012).

One of the ways to support government officials in the proper performance of their duties is to provide them with criminal protection and one of this criminalization is known as rebellion. The police are also a subset of government officials, and their duties are primarily governed by the authority. Therefore, there is a possibility of committing the crime of rebellion against these people and due to the fact that the duties of this force are in more friction with the rights of individuals, in most cases, rebellion against this group of agents occurs (Haarr, 2005). One of the rights that people can use to help officers is the right to cooperate with the police. People can help the police to create lasting security, and this participation is not about time or a specific area, but wherever people have participated in security and participated more, the security has been more stable. How people can participate in this must be properly thought out in order to achieve better results. When people's involvement with the police is acceptable, it can be accepted that the police are very successful in preventing crime (Goold, 2003). In general, the rights of people and agents in society are different and wide. This study is done to investigate the mutual rights of people and law enforcement police in the country, which is discussed below.

In order to achieve a degree of success in life, in addition to meeting their own human needs, human beings need to have a secure environment for their growth and prosperity (Jauregui, 2016).

The need for security after human needs is considered as one of the most basic and basic needs of human personality and as long as human beings do not have perceived security in their daily lives, they will not have any progress along the path of life and reaching their excellence.

Therefore, the issue of security and the mental health of society should be addressed. As we know, security is effective in various dimensions and levels such as national and regional, or international security and should not be ignored (Bonifacio, 2013).

The issue of security is hierarchical and starts from the individual and leads to the family and society and finally the international system (Nalla et al., 2006) but the beginning of perceived security goes back to the individual in the first stage. Human beings always feel insecure on two levels: one: lack of proper upbringing in the family, which forms the basis of

personality formation (psychological insecurity), on the other hand, this feeling of insecurity may be due to the special situation and situation prevailing in society and the person may feel insecure due to the presence of some factors that impair security in the society (Lobnikar et al., 2015).

A person at the community level perceives security when there are minimum individual needs such as the presence or absence of a crime or any threat, deterrent, deterrent and disruptive security and leisure in that community, and the less these risks are at the community level. Perceived security will be stronger and the person will feel better in the psychological dimension, and if the frequency of crime is higher in the community and security is lower, the feeling of insecurity will increase in the community and the individual, and the conditions for sustainable development of a the country will be in trouble. There may be security at the community level but citizens do not perceive security and minimums are not provided at the community level. This factor depends on several factors such as age, gender, customs, culture, etc. (Lutterbeck, 2004).

Given the fundamental importance of security in human social life and its key role at the micro, medium, and macro levels, it is necessary to pay attention to it (Wall, 2007). In the meantime, when examining the relationship between this category of security and perceived security, taking into account the gender factor, especially the role of women, the importance of addressing it doubles. Due to the increasing level of women's social participation in various administrative-social areas and making significant progress in the methods of dealing with police software and hardware, the need to address this issue and examine the relationship between these two areas becomes more apparent. What makes it necessary to study and pay attention to the perceived security situation of citizens, especially women in Zanzan is the special cultural-religious context of this city. This feature provides the study and study of factors affecting the creation of perceived security among women in a scientific and accurate manner so that it is possible to examine the specific angles and dimensions of perceived security. In addition, assigning the second rank and position of a country to Zanzan province in the field of providing and establishing social security, doubles the importance of paying attention to this issue (Wood et al., 2017).

Materials and methods

The research method in this research is quantitative and in the form of survey and field, the required information has been collected through a questionnaire and in some cases by interview and observation. The data collection tool in this research is

a questionnaire. In some cases, the interview method has been used to collect additional and more detailed information. The time of this research is 2020 and 2019, in other words, this research was conducted during the second half of 2020 and the first half of 2019. The place of this research is different areas of Tehran.

The information collected by the questionnaires was first classified and then processed and analyzed by SPSS software. Data analysis was performed at two levels of descriptive statistics and inferential statistics.

Parametric and non-parametric tests were also used to test the research hypotheses. The relationship between dependent and independent variables has been done according to their measurement levels.

In this research, the dependent variable is perceived security and the main independent variables in this research are police performance, how the police treat people and background variables (marriage, education, family income, place of residence, age, etc.). The selected statistical population includes people over 18 years old, the sample size of 321 people in Tehran, which was calculated using the Cochran's formula and was selected from the people of the statistical population using stratified sampling method.

Cronbach's correlation and alpha coefficient were used to evaluate the validity of the research, to critique the theories, as well as to discuss and exchange opinions with experts (supervisors and consultants). Regarding the perceived security and measurement questionnaire of police performance, a number of university professors and experts in this field were coordinated and consulted and their expert and scientific opinions were used. Also, according to

the guidance of professors, questionnaires were determined and provided to researchers. In this study, a reliability test was performed using Cronbach's alpha method, the numerical value of which was 0.897, which indicates its high accuracy. Also, the reliability of each dimension and questions related to the variables of research hypotheses were calculated separately, which in all cases, Cronbach's alpha was higher than the standard (75%).

Results

According to the results, 59% of the respondents were married and 41% were single. 41% of the respondents had a university degree and 59% of the rest of the participants had no university degree. 29% of the participants were self-employed and the rest were employed in administrative departments. In terms of social class, 40% of respondents have a medium social class, 30% have a high social class and 30% have a low social class. The criterion of classification based on different social classes, according to most social thinkers, was four variables, level of education, income of individuals, type of job and location of individuals.

Hypothesis 1: It seems to be between "people's personal experiences of how the police behave and perform and perceived security."

The significance of the above relationship is indicated by the value of T 3.603 and the significance level of Sig = 0.001. Therefore, the above hypothesis is confirmed due to p-value at the level of 5% and shows the accuracy of the results. Also, the value of f equal to 12.985 confirms the accuracy of the model in evaluating the above hypothesis.

Table 1 - Correlation test and regression analysis of variables of police treatment and performance and perceived social security

Sig	F value	T value	Beta	B index	Standard error	R2Ad	R ²	R ¹	Spearman Correlation	variable
0,001	12,985	3,603	0,198	0,201	0,056	0,036	0,039	0,198	0,193	Police performance

What is important is the strong relationship between people's sense of security and confidence with their experiences and knowledge, which is clearly and conclusively proven in the first hypothesis of this study.

Hypothesis 2: There is a significant relationship between the frequency of police presence on the scene and the ease of access to police services and the amount of perceived social security.

To test this hypothesis, the average score related to "police presence on the scene and ease of access to police services" was calculated using the answers provided in items 7, 4, 3, 13, and 15 of section 4 of the questionnaire and is considered as a basis for evaluation and its relationship with the level of "feeling of social security" of women has been examined, whose detailed results are given in Table 2.

¹ Pearson Correlation

In order to investigate the relationship between the variables "police presence on the scene and ease of access to police surveys and services" and "perceived social security of women", regression statistical technique was used. All regression assumptions have already been tested and verified. The significance of the above relationship is indicated by the value of T equal to 3,532 and the significance level of Sig, which had an acceptable accuracy of the executive model. Therefore, the above hypothesis is confirmed with a confidence interval of $P < 0.01$. Also, the value of $F = 12,474$ and the significance level of $Sig = 0.000$ confirm the above model.

Table 2. Correlation test and regression analysis of variables. Police presence at the scene and perceived social security

sig	F value	T value	Beta	B index	Standard error	R2Ad	R ²	R ²	Spearman Correlation	variable
0,000	12,474	3,532	0,194	0,041	0,012	0,035	0,038	0,194	0,218	Police performance

Hypothesis 3: It seems that between the place of residence and the amount of perceived social security

Due to the fact that 22 districts from different neighborhoods of Tehran were selected as a sample and the sample population of these areas was randomly selected, so to test the hypothesis, the analysis of variance was used. Also, considering that in examining the third hypothesis, in order to increase the accuracy of the study and obtain more and more scientific results, the perceived social security is considered in two modes and two levels, sequential and intermediate/relative. Statistical tests related to both levels have been used to examine the significant differences and to gain knowledge and understanding of its different angles. Therefore, F and Kruskal-Wallis statistical tests have been used for this purpose, the detailed results of which are given in full in the table below.

An important point that needs to be reminded in this section is to use the sum of scores related to the perceived level of social security and calculate their average. This has been done in order to use statistical tests with higher and more accurate measurement power (more t-test, analysis of variance, etc.) that the results of all tests used to test the research hypotheses in the relevant tables can be seen.

Table 3. Examining the relationship between respondents' "place of residence" and perceived social security

sig	df	Deviation Standard	Average	Eta coefficient	N	Kruskal Wallis	F	variable
0,002	2	0,45806	2,7993	0,480	321	20,102	8,783	Police performance

According to the statistics used, $F = 8,783$ and $Kruskal-Wallis = 20,102$, and $Sig = 0.002$, there is a significant difference between the perceived level of social security and their place of residence in different regions. This can be concluded from the fact that $Sig = 0.002$ is less than 0.05.

Also, the correlation coefficient of $Eta = 0.480$ indicates the existence of a relationship between the two variables and the value of $Sig = 0.002$ confirms that the relationship is significant, and based on the results, the H_0 hypothesis is rejected and the H_1 hypothesis (research hypothesis) is confirmed.

Hypothesis 4: It seems between the income of women's family and the perceived social security According to the number of statistics used ($F = 1,439$) and $Kruskal Wallis = 10,074$ and $0,181$ $Sig =$ there is no significant difference between the amount of perceived social security and the different incomes of their families. This can be concluded from the fact that $Sig = 0.181$ is greater than 0.05. Although the correlation coefficient of $Eta = 0.405$ also indicates the

² Pearson Correlation

relationship between the two variables, because the value of Sig = 0.181 is more than 0.05, therefore, the mentioned relationship is not significant and is false, and based on the results, hypothesis H0 is confirmed and hypothesis H1 (research hypothesis) is rejected.

Table 4. A study of the relationship between "monthly family income and their perceived social security".

sig	df	The standard deviation	average	Eta coefficient	N	Kruskal Wallis	F	variable
0,181	7	0,62975	3,0873	0,405	245	10,074	1,439	income

Hypothesis 5: It seems that between age and the degree of their social feeling

Table 5. Correlation test and regression analysis of variables of women's age and perceived social security

sig	F	T	Beta	B	Standard error	R2Ad	R2	R	Spearman coefficient	variable
0,009	6,897	2,626	0,145	0,007	0,003	0,018	0,021	0,115	0,145	age

In order to investigate the relationship between age and perceived social security variables, regression statistical technique was used. The significance of the above relationship is T = 2.626 and the significance level is Sig = 0.009. Therefore, the above hypothesis is confirmed with a confidence interval of P < 0.01. Also, the value of F = 6,897 and the significance level of Sig = 0.009 confirm the above model.

Hypothesis 6: It seems that there is a significant relationship between the type of job and economic activity and their perceived social security.

Table 6. Investigating the relationship between respondents' job type and perceived social security.

sig	Df	The standard deviation	average	Eta coefficient	N	Kruskal Wallis	F	variable
0,038	9	1,220	2,47	0,223	321	16,519	1,516	job type

According to the statistics used, F = 1,516 and Kruskal-Wallis = 16,519, and Sig = 0.038, there is a significant difference between the perceived level of social security with different occupations.

This can be concluded from the fact that Sig= 0.038 is less than 0.05. Also, the correlation coefficient of Eta = 0.223 indicates the existence of a relationship between the two variables and the value of Sig = 0.038 confirms that the relationship is significant and based on the results, the H0 hypothesis is rejected and the H1 hypothesis (research hypothesis) is confirmed.

Hypothesis 7: It seems that between the socio-economic status of women and the degree of perceived social security

Table 7. A study of the relationship between the respondents' socioeconomic status and the level of perceived social security

sig	df	The standard deviatio	average	Spearman coefficient	N	F	variable
0,021	2	0.458	2,79	0,129	321	2.843	socioeconomic status

According to the statistics used, F = 0.843 and Sig = 0.021, there is a significant difference between perceived social security and different socio-economic status. This can be

concluded from the fact that the Sig is less than 0.05.

Also, Pearson correlation coefficient = 0.129 indicates the relationship between the two variables, and the value of Sig = 0.021 confirms that the relationship is significant and based on the results, hypothesis H0 is rejected and hypothesis H1 (research hypothesis) is confirmed.

Calculate path analysis

To determine the path coefficients and calculate the direct and indirect effects of the variables using the regression technique, the paths must first be separated based on a graph. The path separation is based on the origin of the arrows, which represent the independent variable, and the end of the arrows, which represent the dependent variable. In this process, in each step, one of the variables is used as a dependent variable and the variables related to the origin of the arrows ending in the above variable are used as independent variables in regression analysis to obtain beta coefficients that show the direct effects of independent variables on the dependent variable.

Table 10 - The sum of direct and indirect effects of independent variables on the dependent variable

independent variable of Indirect effects	Indirect effects	Direct effects	The sum of direct and indirect effects
X1 - Police scene in attendance	0.013	-	0.013
X2- Awareness and knowledge	0.045	-	0.045
X3- Profession Skills	0.034	-	0.034
X4- Equipment and facilities	0.023	-	0.023
X5- Police have easy access	0.033	-	0.033
X6- Age	0.013	0.086	0.099
X7- Personal experiences of police performance	-	0.078	0.078
X8- Police performance how	0.069	0.066	0.13
X9- Place living	-	0.210	0.210
X10- (SES)	0.1	0.023	0.12
X11- Location employment	-	0.023	0.23
The sum of direct and indirect effects Independent variables on dependent variables	0.33	0.48	0.81

Discussion and conclusion

Today, the role and importance of security in the development of any society are to the extent that it is considered the basis and prerequisite for any development, especially in developing societies that face all kinds of crises and continuous challenges due to backwardness and instability of various political, economic, social and other structures, security plays a decisive and important role in creating different types

of development. Also, the growth and flourishing of valuable talents, creativity, and activities in a society will not be possible without security. Basically, human beings need security and a "sense of security" in order to achieve a degree of success in life and to achieve high human goals after satisfying the physiological needs that form the basis of their existence. In order to accurately and scientifically explain the subject under study and prepare a

theoretical framework for the research, various theoretical fields such as sociological, psychological, social psychology, and security theories were used. The theoretical framework of the research has been prepared as a combination of security, psychological and sociological theories that have dealt with different dimensions of security and perceived security. Then, using the theoretical framework of the research, a theoretical model and research hypotheses were designed.

The most important results and findings obtained after analyzing the available data and information and examining the hypotheses are as follows:

Regarding the first hypothesis, ie the relationship between women's personal experiences of how the police deal with perceived security, after calculating the correlation test and regression analysis, there is a strong correlation between the variables of women's personal experiences of how the police perform and perceived security. Regarding the second hypothesis, ie the relationship between the frequency of police presence on the scene and the ease of access to police services and the level of perceived social security of women, after calculating the correlation test and regression analysis, there is a strong correlation between the many variables of police presence on the scene and perceived social security. Accordingly, the more police are present on the scene, the more perceived security women in society will have, so the hypothesis is confirmed. Regarding the third hypothesis, ie the relationship between women's place of residence and their perceived social security, after calculating the correlation test and regression analysis, there is no significant difference between the perceived social security of women in different regions. That is, according to the areas in the province, there is no significant difference between the perceived social security of women in the upper and lower areas of the city and the above hypothesis is not confirmed and the above relationship is not significant and is false.

Regarding the fourth hypothesis, ie between the amount of women's family income and the amount of perceived social security, after calculating the correlation test and regression analysis, there is no significant difference between the amount of perceived social security of women and the above relationship is not significant and is false, ie the amount of household income has no effect on reducing or increasing the perceived security of women or its effect is very, very small.

Regarding the fifth hypothesis, ie between the age of women and their perceived social security, regression statistical technique has been used. There is a strong correlation between the variables of women's

age and women's sense of social security. That is, the older women get, the higher their perceived social security as their personal experiences of policing and performance increase. Therefore, the above hypothesis is confirmed.

Regarding the sixth hypothesis, there is a significant difference between the perceived social security of women with different occupations after the type of women's job and their perceived social security after calculating the correlation test and analyzing the regressions used.

Regarding the seventh hypothesis (the existence of a relationship between the socio-economic status of women and the level of perceived social security) after analyzing the available data, a significant relationship was obtained between these two variables.

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