

DETERMINANTS OF PUBLIC
SATISFACTION WITH THE
POLICE: A BALANCE THEORY
ANALYSIS

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DETERMINANTS OF PUBLIC SATISFACTION WITH THE POLICE:

A BALANCE THEORY ANALYSIS

by

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ABSTRACT

A questionnaire survey was conducted of 170 citizens and 31 police officers to investigate the determinants of public satisfaction with the police. Within the framework of Newcomb's (1953) balance model, various components of the public's phenomenology were examined and then compared with the responses of the police. Results show that comparisons of what the public think the police do with (a) what the public would do if they were police officers, and (b) what the public would like to see the police do are both good predictors of public satisfaction in that agreement between the components of each comparison resulted in greater satisfaction than did disagreement. Of the three comparisons relating the phenomenology of the public to actual police responses, only the one comparing what the members of the public think the police do predicted public satisfaction. Explanations to account for these results and the applicability of Newcomb's model for the study of the police-community relationship are discussed, as are implications of the findings.

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INTRODUCTION

In a crime-free society the police would be unemployed. But we do not live in such an utopia and as the rate of crime increases with each passing year (Canada Year Book, 1974; President's Commission on Law Enforcement and Administration of Justice, 1967) the necessity for the police becomes greater and greater particularly in our large urban centres. If the police are to be effective in their role within the community it is imperative that they have and maintain the support and co-operation of the members of the public. Only by means of public support and community co-operation can the various police agencies hope to prevent and control the increasing occurrence of crime.

The level of public support and citizen co-operation which the police receive is determined by the quality of the relationship between the police and the public sector (Renner, Groves & Moore, 1976). It has been suggested that a poor relationship between the police and the community not only leads to undesirable negative effects by creating tension between the two groups but that it also stimulates more crime (President's Commission on Law Enforcement and Administration of Justice, 1967). It can therefore be seen that the quality of the relationship between the police and the public is of paramount importance for the existence of

a lawful society.

The purpose of the present research is to investigate this relationship. In order to do so it is necessary to examine the differential perceptions, actions and expectations of the police by both the police themselves and the public.

Some work has already begun in this area. Hadar and Snortum (1975) have found that the "typical" policeman was rated more positively on both an evaluation and an activity scale by the police themselves than by a sample of the community. These investigators also report that "202 community residents and 53 policemen agreed on standards for police conduct but differed sharply in their views on actual police behavior" (p. 37). It is difficult to see how these authors arrived at such a conclusion concerning the public's view of police behaviour since the only measure of public opinion was based on descriptions of personal experiences rated as "fair" or "unfair" treatment from the police. Such a measure alone is clearly too ambiguous to allow the formation of any solid conclusion. Furthermore, even if this conclusion could be derived from such a measure it would still not be clear where the basis for this difference lies since it could be attributed to several sources of difference between the perceptions and opinions of the public and the actual behaviours of the police. It may be that the difference of opinion as to whether police behaviour is fair or unfair is founded on a difference between what the

police do and what the public thinks the police do. This difference would depend upon the accuracy of the public's perceptions of police behaviours. The rating of police behaviour as fair or unfair may have also been founded on a difference between the actual behaviour of the police and how the members of the public think they would behave if they were police officers. If members of the public think they would do one thing and they see or hear of the police doing something different, then disagreement would be likely to arise resulting in an "unfair" rating of police behaviour. A third possible explanation to account for the disagreement would be based on a difference between what the public wants and expects of the police and what the police do. (It is important to note that what the members of the public think they would do if they were police officers may not necessarily be the same as what they would want and expect of an actual police officer.)

Therefore, even if we assume that Hadar and Snortum's measurement is a valid one, any of the above variations of perceived differences could have been responsible for their results leading to the conclusion that the police and the public are in disagreement regarding police behaviour. Which of the above differences is the most likely to affect disagreement is one question the present study attempted to answer.

There have been other studies which report mis-perceptions between the police and the public. Bayley and

Mendelsohn (1969), Westley (1970) and Wilson (1970) all report that police officers often tend to believe that the public views them more negatively than it does in fact. Such beliefs often lead to feelings of isolation, defensiveness and suspiciousness among police officers (Clark, 1965; Lefkowitz, 1975; Westley, 1970). Brieger (1971) has found a significant difference between the policeman's self-attitudes toward his role and function within the community and the way in which he feels the public views that role and function. Gabor and Low (1973) also report contrasting perceptions of the police role between the police themselves and the public.

Although the public often perceives the police more positively than the police believe, this does not necessarily mean to imply that the public perceives the police in a favourable manner. Even though a vast majority of respondents to opinion polls may report that they are satisfied with the police and their work, "police-citizen contacts in any but routine matters are likely to leave both parties dissatisfied" (Wilson, 1970, p. 49).

In a recent study investigating public expectations of police behaviour, Renner, Groves and Moore (1976) interviewed 84 citizens who had had either direct personal contact with a police officer or had observed a police-citizen interaction during the past year. Their subjects were asked to describe their interaction with the police, stating the circumstances of the encounter, what the

police officer involved did that was undesirable and what the police officer should have done instead which would have been desirable. The results showed that the degree of negativity experienced by the citizens was related to the difference between the actual undesirable behaviours of the police officer and the idealistic demands of the citizens regarding what they thought the police should have done in the situations. Renner, Groves and Moore report that police behaviour which is consistent with the expectations of the public occurred in only 55% of the cases investigated. These authors point out that "any public agency that is negatively evaluated on the remaining 45% of its occasions for service, in terms of what service is given and how it is provided, is likely neither to be well received nor to enjoy popular support and co-operation" (p. 2). However, the results of this experiment may have been biased by the fact that subjects were asked specifically about only the negative, undesirable actions of the police and therefore their responses may have been affected by induced demand characteristics.

The above discussion can be seen to have particular relevance to one of the basic tenets of balance theory which suggests that the quality of a relationship between two parties is based on the perception of each other's attitude toward an object or event (Heider, 1946; Newcomb, 1953). According to balance theory, areas of disagreement create unbalanced states producing tension and exerting

pressures to re-establish balance in the system (Heider, 1946).

No previous research has investigated the police-community relationship in terms of balance theory by relating the two parties' attitudes and perceptions to expressed satisfaction and dissatisfaction. The present research attempts to do so.

Newcomb (1953) has suggested that many phenomena of social behaviour may be best studied as communicative acts in which one party (A) transmits information to another party (B) about something (X) and that A-B-X be regarded as constituting an interactive communicative system. According to such an analysis, in those areas where the two parties are in agreement about X, a balanced state will exist and satisfaction will be expressed resulting in a positive relationship, whereas in those areas where there is disagreement about X, an unbalanced state will exist creating a 'strain toward symmetry' expressed as dissatisfaction and resulting in a negative relationship (Newcomb, 1953).

One purpose of the present study is to use Newcomb's model to analyse the relationship between the police and the general public. The present study investigates some of the factors which may influence the public's opinion of the role of the police by comparing police and public approaches to various situations which the police may encounter as part of their job.

It was hypothesized that where there is agreement between the police and the public, the public would express satisfaction with the police department and its work. However, where there is disagreement between the police and the public, the public would express dissatisfaction with the police department and its work.

Newcomb (1953) conceptualized his interactive communicative system as an equilateral triangle with vertices A and B representing the communicators and vertex X representing the object or event about which A and B express an opinion or attitude. In this conceptualization, side AX represents A's attitude toward X, positive or negative, and side BX represents B's attitude toward X, positive or negative. Side AB represents the resulting attitude of A toward B and B toward A as a function of AX and BX (Fig. 1).

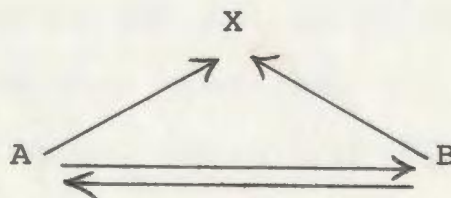


FIG. 1, Schematic illustration of
Newcomb's (1953) A-B-X model.

In the present study A represents the public, B represents the police and X represents various hypothetical situations in which a police officer might find himself. Line BX represents what the police say they would do in each of these situations. To determine which AX component best predicts public satisfaction with the police, line AX represents either (a) what members of the public think they would do if they were police officers, (b) what members of the public think a real police officer would do, and (c) what members of the public would like to see a police officer do. Finally, line AB represents the degree of satisfaction of police service as expressed by the police (Fig. 2).

At present it is difficult to say which component of the communication is the best predictor of expressed satisfaction with the work of the police. Is it what the public thinks they would do if they were police officers, what the public thinks a real police officer would do, or what the public wants the police to do? The present study attempts to answer this question.

Newcomb's model was originally designed to describe A's perception of B's phenomenology and B's perception of A's phenomenology. In addition to investigating across both A's and B's phenomenological fields by comparing each component of A's phenomenology with the BX component of B's phenomenology, i.e., what the police say they would do, the present study investigates A's phenomenal A-B-X system alone by comparing combinations of the 3 AX communication components

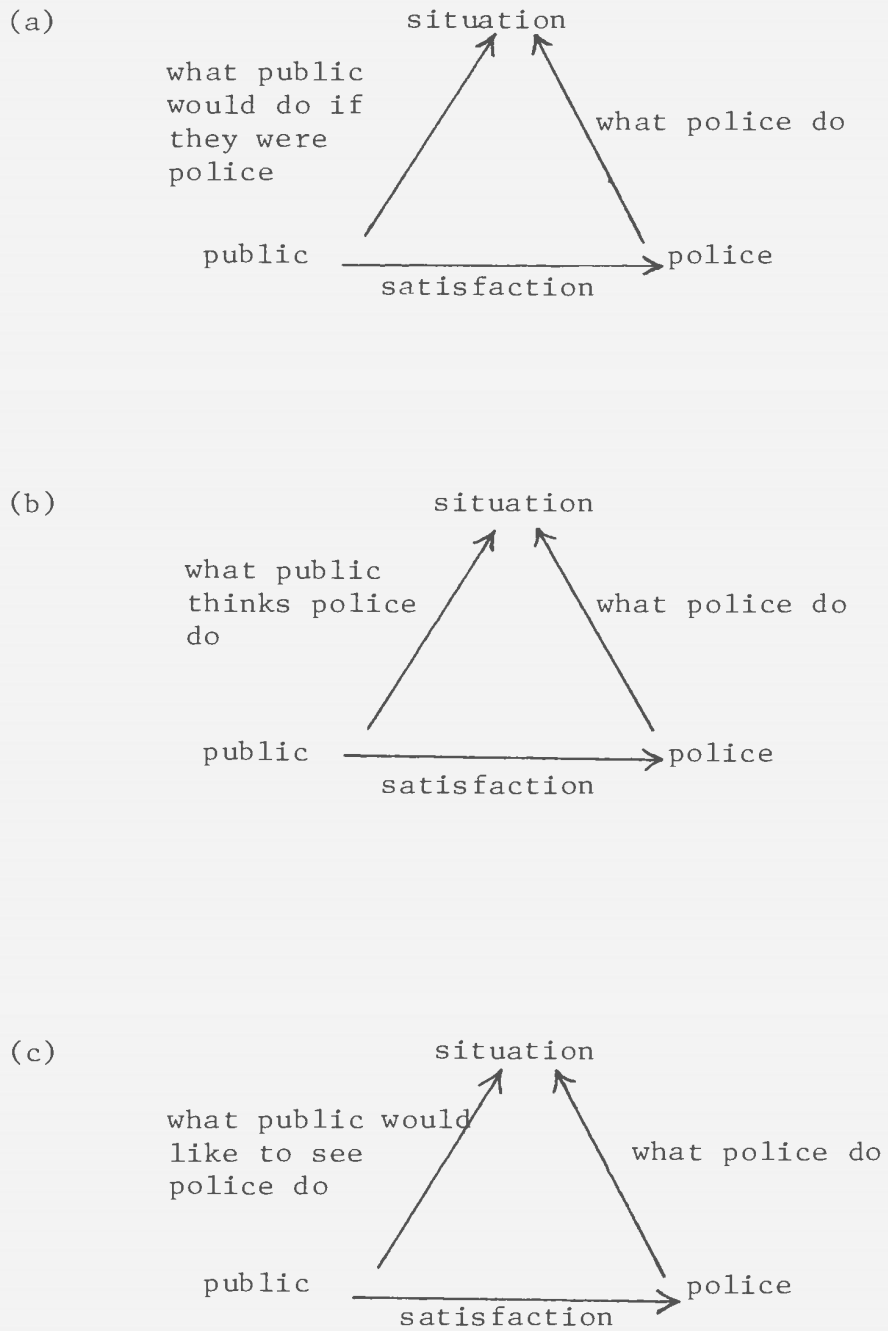


FIG. 2. Schematic illustrations of 3 test conditions of Newcomb's (1953) model.

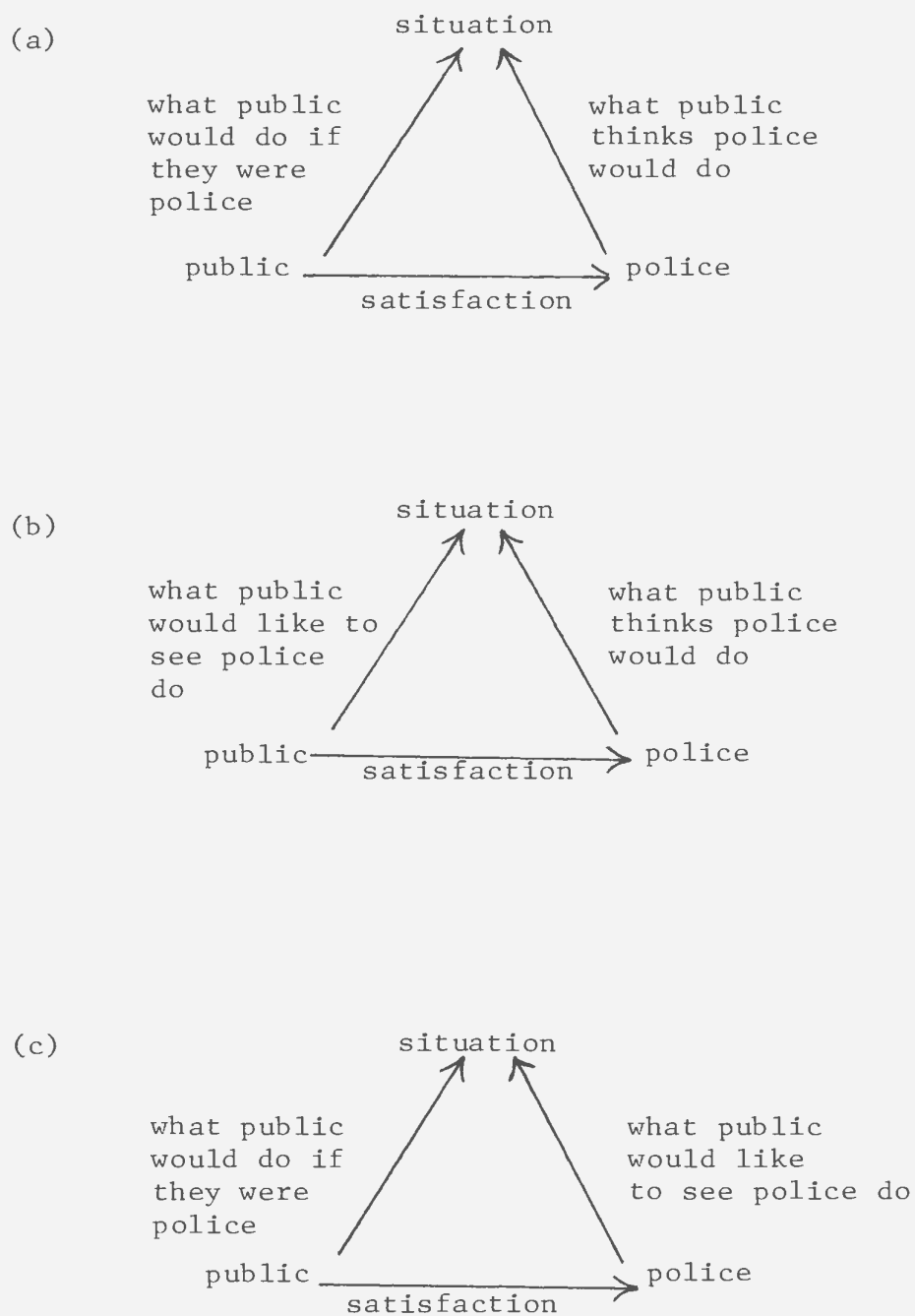


FIG.3. Schematic illustrations of 3 test conditions of Newcomb's (1953) model of the public's phenomenal field.

(Fig. 3). In so doing, we will better understand and determine which components are likely to be the best predictors of expressed satisfaction and dissatisfaction with the work of the police in the community.

METHOD

Subjects

The subjects for the present experiment were members of the municipal police force (Police) of a city in Eastern Canada (population 100,000) and 200 citizens of that same city (Public). The police group was made up of 31 officers who volunteered to answer the questionnaire. A random selection of residences within the city limits, drawn from the city directory, comprised the sampling unit for the public group and the subjects were the householders of these residences. Selection of a male or female head of household was randomly determined. Thirty members of the public group (17.65%) refused to answer the questionnaire. There were 90 females and 80 males in the public sample. All police officers were males. All subjects of both groups who answered the questionnaire did so anonymously.

Procedure

The public questionnaire was delivered to each subject's residence by the experimenter who identified himself as a graduate student interested in assessing public

attitudes toward crime and justice. If a subject was not at home when the experimenter called, a return visit was made. Three visits served as the criterion before excluding a subject from the survey and all subjects were contacted before the criterion was reached. The correct method of answering the questions was explained to each subject and a copy of the questionnaire was left with him/her to complete before the experimenter returned for it, approximately two hours later. The respondents were then asked about any problems they might have experienced in completing the questionnaire and were thanked for participating in the study. No one indicated any difficulty in completing the survey. The 30 people who refused to answer the questionnaire did so when first contacted or returned unanswered questionnaires.

The police questionnaire was distributed to the officers individually at police headquarters.

Questionnaire (see Appendices B and C)

The questionnaire contained brief descriptions of 13 hypothetical situations in which a law might or might not have been violated. These situations included all three levels of governmental law: federal, provincial, and municipal. Furthermore, the situations described were such as to allow for the use of discretion in dealing with the alleged offenders. The utilization of such discretionary situations allowed for varied responses to the same set of circumstances.

(It would have been pointless to ask if a kidnapper or murderer should be ignored or arrested.) The situations described in the questionnaire included a domestic dispute, the presence of juveniles on the streets at night, a reported case of rape, traffic violations, juvenile delinquency and vandalism, homosexuality, drug use and abuse, and prostitution.

The questionnaire distributed to the members of the police force asked the following questions about each situation: Given the following situation, X, in which a police officer might find himself, (a) "What would you do?" and (b) "What do you think your fellow officers would do?"

The questionnaire distributed to the members of the public asked the following questions: Given the following situation, X, in which a police officer might find himself, (1) "What would you do if you were a police officer?", (2) "What do you think a real police officer would do?", and (3) "As a private citizen, what would you like to see a police officer do?"

The answers to the questions on both the police and public questionnaires appeared as multiple choice items ranging in severity of response from "ignore" to "arrest". The number of alternatives varied according to the situation in question.

After completing this first section of the questionnaire, each respondent was asked how satisfied they thought the public was with the police force and how satisfied they

were with the police force. This latter question was asked for each of the 13 situations. These questions were in the form of a seven-point scale, ranging from -3, "very dissatisfied", to +3, "very satisfied", with a score of 0 assigned to the neutral point on the scale. For analysis this scale was converted to range from 1 to 7 with a score of 4 representing the neutral position.

The questionnaire also assessed attitudes toward criminal justice in general, gun control, capital punishment, drug use and abuse, prostitution, juvenile delinquency, vandalism, and attitudes concerning the role of the police within the community.

Finally, the members of the public sector were asked to estimate the number of times they had heard of, read about, witnessed or personally experienced a police reaction to each of the 13 situations described.

The analyses of these last two sections are not included in the report of this thesis because the data were collected for other purposes. A description of these sections has been included only for completeness.

RESULTS

Public Comparisons

Comp X 1-2: To assess the relationship between what a private citizen said he would do if he were a police officer and what he thought an actual police officer would do, and how this was related to satisfaction with police performance, a comparison (Comp) was made of the responses to the two following questions: Given a situation (X), (1) "what would you do if you were a police officer?" and, (2) "what do you think a real police officer would do?". On the basis of their answers to these two questions, subjects were divided into two groups: those who thought they would do what the police did (similar) and those who thought they would act differently (dissimilar). The mean satisfaction ratings of police performance were then calculated for both groups and compared by a t -test. This procedure was repeated for each of the 13 situations. According to the hypothesis, the 'similar' group should express greater satisfaction with police performance than should the 'dissimilar' group. The results are presented in Table 1. The mean satisfaction ratings of five of the 13 situations for Comp X 1-2 support the hypothesis at $p < .05$ or better ($df = 120$). The remaining eight situations, although not statistically significant, were in the predicted direction, i.e., mean satisfaction ratings were consistently higher for the 'similar' group than for the 'dissimilar' group.

TABLE 1

Means and t values for 'similar' and 'dissimilar' responses by situation for what the public say they would do versus what the public think the police do (Comp X 1-2)

Situation ^a	Similar		Dissimilar		
	<u>n</u>	Mean	<u>n</u>	Mean	<u>t</u>
A	129	4.73 ^b	38	4.18	2.17*
B	86	4.30	80	3.43	3.15**
C	131	4.34	31	3.55	2.34*
D	120	4.53	45	4.22	.876
E	103	3.51	64	2.94	1.77
F	130	4.12	30	3.67	1.50
G	144	4.51	22	3.59	1.84
H	100	4.72	64	3.86	2.97**
I	109	4.45	51	4.08	1.35
J	113	4.48	42	3.91	2.27
K	135	3.38	33	2.97	1.10
L	114	4.13	54	3.54	2.31*
M	69	4.33	15	3.53	1.34

^aSee Appendix D for key to situation symbols.

^bScores range from 1 as an unfavourable evaluation to 7 as a favourable evaluation.

*p < .05
 **p < .01

Because all 13 situations in Comp X 1-2 yielded results in the predicted direction, the data were collapsed across situations and a t-test for correlated means was performed. For reasons of statistical analysis, it was necessary that a score for each respondent be represented at least once in each 'similar' and 'dissimilar' group. Therefore, those questionnaires in which the respondent answered all 13 pairs of questions 'similarly'¹ were excluded from the analysis. Also excluded were those questionnaires containing missing data. A total of 42 questionnaires were excluded; 19 because all pairs of questions were answered 'similar' and 23 because of missing data. The results of the Comp X 1-2 correlated means t-test are reported in Table 2. As can be seen, those who answered the Comp X 1-2 questions 'similarly' had a mean satisfaction rating of 4.03 as compared with 3.77 for those whose answers were 'dissimilar' to the Comp X 1-2 questions (t = 2.58, df = 127, p < .01).

The data of the 19 respondents who were excluded from the above analysis because all 13 pairs of questions were answered 'similarly' showed a mean satisfaction rating of police performance of 4.52. As a comparison group, 19 questionnaires from the Comp X 1-2 analysis were randomly selected and mean satisfaction ratings were calculated for those pairs of questions answered 'similar' and for those

¹No respondent in any Comp X condition answered all pairs of questions 'dissimilarly'.

TABLE 2

Mean satisfaction ratings and correlated t -test results of 'similar' and 'dissimilar' responses across all situations

	Mean of 'similar' responses	Mean of 'dissimilar' responses	t
Comp X 1-2 ^a	4.03 ^b	3.77	2.58**
Comp X 2-3	4.08	3.84	2.37*
Comp X 1-3	3.96	3.99	-.32

^a n = 128, 137, and 114 for Comp X 1-2, Comp X 2-3 and Comp X 1-3, respectively.

^bScores range from 1 as an unfavourable evaluation to 7 as a favourable evaluation.

* \underline{p} < .02

** \underline{p} < .01

answered 'dissimilar'. This random subgroup's mean satisfaction rating of police service for 'similar' responses was 4.26 which was found not to differ significantly from the mean satisfaction ratings made by the respondents who answered all pairs of questions 'similar' ($t = .757$, $df = 36$, $p > .40$). The randomly selected subgroup's mean satisfaction ratings of police performance for 'dissimilar' responses was 3.11 which was significantly different from the mean satisfaction of those who answered all pairs of questions 'similar' ($t = 3.72$, $df = 36$, $p < .001$). These findings indicate that those respondents who answered all pairs of questions 'similar' are not different from the respondents included in the correlated t -test analysis and that their exclusion from the analysis did not significantly influence the results.

Comp X 2-3: Comp X 2-3 compared responses to the following questions: Given the following situation, X, "what do you think a real police officer would do?" and, "as a private citizen what would you like to see a police officer do?". As in the Comp X 1-2 analysis, the responses to these questions were categorized into 'similar' and 'dissimilar' groups for each of the 13 situations. The mean satisfaction rating of police performance for each situation was calculated for the two groups and t -tests performed. The results of Comp X 2-3 are shown in Table 3. As can be seen, five of the 13 situations significantly support the hypothesis at $p < .05$ or better and like Comp X 1-2, all situations, although

TABLE 3

Means and t values for 'similar' and 'dissimilar' responses by situation for what the public think the police do versus what the public would like to see the police do (Comp X 2-3)

Situation ^a	Similar		Dissimilar		
	\underline{n}	Mean	\underline{n}	Mean	\underline{t}
A	122	4.79 ^b	45	4.11	2.66**
B	81	4.31	85	3.47	2.99**
C	132	4.37	30	3.37	3.07**
D	116	4.55	50	4.12	1.29
E	101	3.43	67	3.10	1.01
F	120	4.12	40	3.78	1.29
G	133	4.43	33	4.27	.37
H	99	4.64	65	4.00	2.10*
I	103	4.46	58	4.12	1.33
J	110	4.48	45	4.00	1.92
K	127	3.30	41	3.29	.02
L	111	4.14	57	3.54	1.83
M	68	4.50	16	2.88	3.51***

^aSee Appendix D for key to situation symbols.

^bScores range from 1 as an unfavourable evaluation to 7 as a favourable evaluation.

* $\underline{p} < .05$

** $\underline{p} < .01$

*** $\underline{p} < .001$

not significant, resulted in higher mean satisfaction ratings for the 'similar' group than for the 'dissimilar' group.

Because all 13 situations in Comp X 2-3 yielded results in the predicted direction, the data were collapsed across situations and a t-test for correlated means was performed. As in the Comp X 1-2 correlated t-test it was essential that a score for each S be represented at least once in each 'similar' and 'dissimilar' group. For this reason, those questionnaires in which the respondent answered all 13 pairs of questions 'similarly' were excluded from this analysis. Twelve questionnaires of this type were excluded. Also excluded were 21 questionnaires containing missing data. The results of the Comp X 2-3 correlated t-test are presented in Table 2. Respondents answering the 13 pairs of questions 'similarly' rated their satisfaction of police performance as 4.08 as compared with 3.84 for those answering the pairs of questions 'dissimilarly' (t = 2.37, df = 136, p < .02).

To determine if the 12 questionnaires excluded from the Comp X 2-3 correlated t-test analysis because all 13 pairs of questions were answered 'similar' differed from those questionnaires included in the analysis, 12 of the included questionnaires were selected at random to serve as a comparison group. This subgroup's mean satisfaction rating for 'similar' responses was 4.44 and the mean satisfaction for 'dissimilar' responses was 3.07. The randomly selected subgroup's mean satisfaction for 'similar' responses

did not differ significantly from the mean satisfaction of the excluded group who answered all pairs of questions 'similar' ($t = .415$, $df = 22$, $p > .60$). However, a significant difference was found between the randomly selected subgroup's mean satisfaction rating of 'dissimilar' items and the mean satisfaction rating of those who answered all pairs of questions 'similar' ($t = 3.06$, $df = 22$, $p < .01$). These findings suggest that the exclusion from the correlated t -test of those questionnaires containing 'similar' responses to all pairs of questions did not bias the results since those excluded were found not to differ from the random sample of included questionnaires.

Comp X 1-3: Although somewhat ambiguous, Comp X 1-3 was performed for the purpose of completeness. This comparison matched responses to the two following questions: Given the following situation, X, "what would you do if you were a police officer?" and, "as a private citizen, what would you like to see a police officer do?", i.e., 'is there a difference between what you would do and what you would like to do?'. As in the Comp X 1-2 and Comp X 2-3 comparisons, responses to the pairs of questions were categorized into two groups, 'similar' and 'dissimilar', for each of the 13 situations, and again the mean satisfaction ratings of police performance were calculated for the two groups and t -tests performed. As Table 4 shows, only one of the 13 situations in this comparison was significant in the one direction (\bar{X} similar = 4.69, \bar{X} dissimilar = 3.94;

TABLE 4

Means and t values for 'similar' and 'dissimilar' responses by situation for what the public say they would do versus what the public would like to see the police do (Comp X1-3)

Situation ^a	Similar		Dissimilar		
	<u>n</u>	Mean	<u>n</u>	Mean	<u>t</u>
A	149	4.69 ^b	18	3.94	2.03*
B	128	3.88	39	3.92	-.12
C	150	4.16	12	4.50	-.67
D	148	4.45	17	4.35	.20
E	128	3.21	39	3.54	-.87
F	139	3.99	21	4.33	-.96
G	146	4.30	19	5.11	-2.02*
H	123	4.44	42	4.26	.52
I	125	4.33	35	4.34	-.05
J	127	4.31	27	4.48	-.63
K	144	3.20	24	3.88	-1.58
L	152	3.86	16	4.69	-1.96
M	75	4.16	10	4.40	-.33

^aSee Appendix D for key to situation symbols

^bScores range from 1 as an unfavourable evaluation to 7 as a favourable evaluation.

* $p < .05$

$t = 2.03$, $df = 165$, $p < .05$). This situation concerned a public disturbance resulting from a domestic dispute. One situation in Comp X 1-3 was found to be statistically significant in the other direction (\bar{X} similar = 4.30, \bar{X} dissimilar = 5.11; $t = -2.02$, $df = 163$, $p < .05$). This situation described a parked car at an expired meter.

Of the 13 situations in Comp X 1-3, 10 yielded results in the same direction, i.e., similarity resulted in lower mean satisfaction ratings, while the remaining three situations were found to be in the other direction, i.e., similarity resulted in higher mean satisfaction ratings.

Because of its ambiguity and irrelevance to the major purpose of the study, further analyses of Comp X 1-3 have been excluded from this report.

Public-Police Comparisons

Because the police sample included only 31 officers, the likelihood of sample bias makes the drawing of any conclusions concerning the police data somewhat tenuous. For this reason, results involving data obtained from this sample are presented in Appendix A.

DISCUSSION

The present study investigated the determinants of public satisfaction with the work of the police by examining six different A-B-X systems. Three of these systems were entirely within the public's phenomenological field (Fig. 3) while three systems related various components of the public's phenomenological field to that of the police (Fig. 2).

Within the public's phenomenology the present study indicates that Comp X 1-2 (what the public would do if they were police officers compared with what the public think the police would do) and Comp X 2-3 (what the public would like to see the police do compared with what the public think the police would do) are both good predictors of expressed satisfaction. Respondents who answered both components of each comparison 'similarly' provided a more positive rating of police service than did those respondents who answered both components of each comparison 'dissimilarly'. This indicates that if members of the public think they would react to a situation in one way and that the police would react in a similar manner, then satisfaction with the police will result. If, however, the members of the public think that they would act in a manner different from the police, dissatisfaction with the police will result. Likewise in Comp X 2-3, if what the public think the police do is similar to what they would like to see the police do, satisfaction

will be expressed, whereas if the public think the police would do something different than what they would like to see the police do, dissatisfaction will be expressed.

As previously stated, Comp X 1-3, a comparison of what the members of the public would do if they were police officers with what the members of the public would like to see the police do, was performed for the purpose of completeness and the resulting ambiguity of this comparison does not permit the drawing of any conclusions relating to the public's satisfaction of the police. However, one finding does emerge from the comparison of these two components. This finding concerns the public's perception of the constraints of a police officer's job. The question addressed here is: Does the public perceive the police officer as having a choice in his mode of action or is the police officer seen as being bound to the 'letter of the law'? For example, do the members of the public think that a police officer has the choice of arresting an offender or 'turning a blind eye' by either warning him or ignoring the entire incident, or do the members of the public think that the police officer is without discretionary power and therefore has no choice but to carry out an arrest if the law has been violated? How the members of the public perceive the police officer's freedom to choose in a situation is a necessary question to ask as it may be an important variable in determining public satisfaction with the police.

In the present study, 170 respondents replied to each of the 13 pairs of the Comp X 1-3 components ("what would you do if you were a police officer?" and "what would you like to see a real police officer do?") thereby allowing 2,210 instances to test perceived constraints. Of these, 1,876 were answered 'similar' and 334 'dissimilar'. The 'dissimilar' responses suggest that the respondents perceived the police as being without discretionary power as these respondents answered that they would like to see the police do something different than they themselves would do if they were police officers. For example, a respondent may have answered that if he were a police officer he would arrest the marijuana smoker but that he would like to see a real police officer give the offender a warning. The difference of response suggests that although the warning is the preferred mode of action, the respondent perceives the police officer as having no choice but to arrest.

Unfortunately, conclusions based on the 'similar' responses to the two components are not so clear. Here, although the respondents may have perceived constraints, they also may have answered 'similar' because the chosen mode of action to the situation was the best one from their viewpoint. A more sensitive isolation of the variables mediating perceived constraints would be likely to better indicate how the public perceives the discretionary powers of the police.

The present study also investigated the public's phenomenological field with reference to that of the police

(Fig. 2). Of the three components tested, only one, what the public think the police do, proved to be significantly related to satisfaction with the police over all situations. Those respondents whose answers to the question "what do you think a real police officer would do?" were similar to what the police said they would do expressed greater satisfaction with the police than did those respondents who thought that the police would act differently than the police themselves answered they would. This finding indicates that those respondents with accurate perception of police behaviour tended to be more satisfied with the police than were those respondents who were inaccurate.

It is important to note that throughout this study it was assumed that the responses of the police to the question "what would you do?" represent an accurate account of what the police actually do. If this assumption is a valid one, and also if, in fact, the public is accurate in their perception of police behaviour, then there appear to be some inconsistencies in the results relating to Comp X 1-2 and Comp X 2-3 and their corresponding comparisons using police officers' phenomenologies. For example, the comparison of what the members of the public would do if they were police officers with what the members of the public think the police would do (Comp X 1-2) proved to be related to the satisfaction measure yet the corresponding comparison of what the members of the public would do if they were police officers with what the police said they would do did not

evaluation apprehension.

The police responses may also have been biased because of the inadequacy of the police sample. Although the police force has 220 officers, only 31 responded to the questionnaire. This sample is too small to insure a proper representation of the force as a whole.² In addition, the sample was not a random one, as these officers had volunteered to participate in the study and therefore may have represented a specific subset of the force. As such, their responses, although perhaps honest and 'true', may not have necessarily reflected the behaviour of the majority of the officers on the force.

These difficulties suggest that the police responses be questioned concerning their validity and therefore the accuracy measure should be viewed with scepticism as it is predicated on the assumption that the police responses are valid.

The second explanation for the apparent inconsistencies concerns the responses of the public to the question "what do you think a real police officer would do?". It is possible that the public responded to this question with reference to a stereotype of the police. If this is the case, then the public's responses, when compared with the socially acceptable responses of the police, may have resulted in the appearance that the public is accurate in their perception of police behaviour. For example, if the police

² Numerous calls to the police department were unsuccessful in obtaining more officers to complete the questionnaire. Difficulties within the department, including the selection of a new Chief of Police, salary negotiations and additional duties due to a strike at a nearby mental hospital, prevented full co-operation.

responded to the question "what do you do?" with a socially acceptable response and if the public responded to the question "what do you think the police do?" with reference to a positive stereotype of the police, then agreement would be likely to occur and the appearance of accuracy would result. The public would appear to be accurate in their perception of what the police do even though in reality they may have had no idea what the police actually do. Cronbach (1955) has isolated four components of assumed similarity and has shown how such artifacts as these can indeed give the appearance of agreement and perceived accuracy where none exists.

It is for these above reasons that the comparisons involving the public's phenomenology as related to that of the police should be viewed with scepticism. A more direct and better measure of police behaviour, either by unobtrusive field observation or archival research, should be attempted. Such measures as these may eliminate any demand characteristics, evaluation apprehensions or sampling biases related to the police sample and consequently may provide different behaviours as an index of the police response to various situations. Unfortunately, such measures as these would have been impractical at the time the present study was conducted. However, it is hoped that at some future date such measures of police behaviour can be obtained to be compared to the public's phenomenology.

The uncertain validity of the accuracy measure does not in any way affect the findings of Comp X 1-2 or

Comp X 2-3 as these comparisons involved only the phenomenology of the public. The findings of these two comparisons tend to support Newcomb's (1953) concepts of balance and strain toward symmetry; similarity being two positive (or two negative) orientations toward the situation and dissimilarity being one positive and one negative.³ In cases where the two orientations toward the situation are similar, a balanced relationship will exist and the public will express satisfaction with the police. However, where the two component orientations are dissimilar, an unbalanced relationship will exist and the corresponding 'strain toward symmetry' will be expressed as dissatisfaction with the police. According to the model, such an imbalance and the resulting dissatisfaction could be made symmetrical, resulting in satisfaction, by a change in either of the dissimilar phenomenological components. Within the present framework, this could be achieved in one of two ways: either a change in the BX component or a change in the AX component. A change in the BX component would mean a change in the public's perception of what they think the police do (component BX in Comp X 1-2 and Comp X 2-3) and a change in the AX component would be a change in the public's belief in what they would do if they were police officers (Comp X 1-2) or a change in what the members of the public want the police to do (Comp X 2-3).

³The scales in the present study had no positive or negative gradings. Similarity of response could occur anywhere on the scale.

Concerning the first of these possibilities, the present study indicates that such an approach is not applicable since the comparison of what the public think the police do with what the police say they would do shows the general public's awareness of police action as being accurate. Difficulties with this accuracy measure have already been discussed. Furthermore, the findings indicate that public satisfaction is not significantly influenced by the actions of the police but rather by the public's perception of what the police do based on their expectations of police service. Thus, to change this 'perception' component it would be necessary either to change the behaviours of the police so that they conform to public expectancies and widely publicize the new behaviours regardless of how idealistic these expectancies may be or mislead the public with false information regarding police behaviour. The first alternative is unrealistic and the second is ethically undesirable.

Encountering such unlikelihood of changing the public's perception of what the police do, we may ask if it is possible to change the public's other phenomenological component, i.e., what the members of the public think they would do if they were police officers (Comp X 1-2) and what the members of the public would like to see the police do (Comp X 2-3). Both of these components may be seen to be based on, and influenced by, the public's expectations of the police. Vollmer (1936; cited in Leonard (1971)) has stated that we, the public, expect the police officer

"..... to have the wisdom of Solomon, the courage of David, the patience of Job, and leadership of Moses, the kindness of the Good Samaritan, the strategy of Alexander, the faith of Daniel, the diplomacy of Lincoln, the tolerance of the Carpenter of Nazareth, and finally, an intimate knowledge of every branch of the natural, biological and social sciences" (p. 128) .

Such an expectation of the police, or anyone, is obviously unrealistic and yet it is such an expectation that often plays an important role in determining what the public want to see the police do and what they think they would do if they were police officers. It may be such an unrealistic expectation that gives rise to any public dissatisfaction with the police. This observation is similar to the conclusion drawn by Chackerian and Barrett (1973) who found that citizens were most dissatisfied when their highly professionalized police force seemed incapable of managing the high incidence of crime. A change, by means of public education and public relations programmes, toward a more honest and realistic expectancy of police behaviour, would likely result in an increase of public satisfaction of the police by bringing into balance the two components of the public's phenomenology that are imbalanced due to the unrealistic expectancies. In this way the public could be made aware that the police officer is human and as such is subject to the same fears, prejudices, frustrations and mistakes as all of us. By these means the strain toward symmetry, resulting from the unrealistic expectations of the public,

would be reduced and balance would be created within the A-B-X system. Once this balance between expectancies and perception of police behaviour is established, public satisfaction with the police should result as can be seen among the 'similar' groups of Comp X 1-2 and Comp X 2-3 who demonstrated balanced systems. As discussed earlier, public satisfaction is necessary for the existence and maintenance of a positive relationship and without such a relationship between the public sector and the police we cannot hope to control and prevent the rising frequency of crime.

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APPENDIX A

RESULTS OF POLICE-PUBLIC COMPARISONS

As a check on the accuracy of the public sample's awareness of what the police do, a comparison was made of what the police said they would do and what the public thought the police would do for each of the 13 situations. Subjects' responses were categorized into two groups: those in agreement with the modal police response and those in disagreement with it. A Chi-square analysis was performed to determine whether the public selection of the modal police response occurred at a greater than chance level (indicating accuracy). Results indicate that in 12 of the 13 situations described, the public's awareness of police action was accurate ($\underline{df} = 1, \underline{p} < .01$). In only one situation was the public inaccurate ($\underline{x}^2 = 3.29, \underline{df} = 1, \underline{p} > .05$). This situation was one in which the respondent was asked what action he thought the police would take in dealing with underage drinkers. The modal police response indicated that 71% of the police sample would arrest the underage drinker whereas only 25.3% of the public sample indicated that they thought the police would arrest the offender.

It was hypothesized that the members of the public whose responses were similar to those of the modal police response on any given question would show a greater degree of satisfaction with the police and their work than those respondents whose answers were not in agreement with the modal police response.

To test this hypothesis, the modal responses of the police were tabulated and the mean satisfaction ratings

made by the public of police performance were calculated for the public respondents answering the same as the modal police position and those with answers different than the modal police response for each of the 13 situations. This procedure was performed for (1) what the public thinks the police do, and (2) what the public would do if they were police officers. Analysis of the data indicates that when 'what the public thinks the police do was compared to the police responses, the mean satisfaction rating for those who agreed with the modal police response was greater than the mean satisfaction rating for those who disagreed with the modal police response in 11 of the 13 situations.

The overall mean satisfaction rating for those away from the modal police response was tested against the overall mean satisfaction rating for those on the modal police position. Results show that agreement between what the public thinks the police do and what the police say they would do is significantly related to the satisfaction measure (\bar{X} agree = 4.16, \bar{X} disagree = 3.96; $t = 2.64$, $df = 165$, $p < .01$).¹

When comparing what the public would do if they were police officers to the police responses, only five of the 13 situations showed greater satisfaction ratings for those in agreement with the police mode. Overall, the question "what would you do if you were a police officer?"

¹Four questionnaires in this condition were excluded from the analysis because of missing data.

was not found to be significantly related to public satisfaction ($t = 1.11$, $df = 166$, $p > .20$).²

A comparison of the question "what would you like to see a police officer do?" with the police reactions was found not to be significantly related to the public satisfaction measure ($t = .53$, $df = 166$, $p > .50$).³

²Three questionnaires were omitted in the analysis of this condition because they contained missing data.

³Three questionnaires containing missing data were excluded from this analysis.

APPENDIX B

PUBLIC QUESTIONNAIRE

The following questionnaire is designed to ascertain the attitudes which people have toward the treatment of various crimes in our society.

Crime is a general term and it is obvious that some crimes are more serious than others and that how each crime is dealt with may depend on the individual circumstances. As we are all human each of us often reacts in ways different from those prescribed by the rules and regulations. For example, child psychologists may tell us that physical punishment, even if mildly administered, may have a harmful effect on our children. Yet, we all find that there are times when we may have to spank our child regardless of what the books and specialists say is the ideal way to raise children. In raising our children, it may not always be best to follow each and every rule right to the letter.

As in raising our children we may bend the rule according to our feelings and the circumstances, police officers in dealing with individual criminal offenders may also bend the rule depending on the offender and the circumstances. Although "the book" may be clear in stating which actions one should take, human nature sometimes tells us that it is occasionally best to make exceptions; it is often the only humane thing to do. In the same way as a child psychologist who knows the rules may have to make exceptions and spank his child, a policeman, who knows the laws, may also have to make exceptions. This questionnaire is an attempt to get at how people react to situations in which

"human nature" and the "rules" may or may not agree. We are interested in finding out if you would react in the same way as do members of the police force to these situations. We ask that when answering the following questions you pretend that you are a (name of city) police officer.

We hope that you will answer each of the following questions as honestly as possible. It may be difficult to say how you would react to some of the situations, particularly since you are not a police officer and have never encountered such a situation in the line of duty. Bear in mind that, as far as we are concerned there is no "right" answer. We ask that you do not put your names or any other distinguishing marks on the questionnaire. It is our intention to keep all answers private and anonymous. Remember, answer the questions pretending you are a (name of city) police officer.

Thank you for your co-operation.

You have been called upon to investigate a public disturbance. You are alone and you learn that what started out to be a simple disagreement between husband and wife about which TV programme to watch has turned into a loud verbal battle. Although there is no physical violence involved the individuals are disturbing the neighbourhood and keeping the neighbours awake.

Have these people broken any laws?

- ☐ Yes, federal, provincial, municipal (circle one).
- ☐ No, there is a law but they haven't broken it.
- ☐ No, there is no law pertaining to this.
- ☐ Don't know.

As a police officer, what would you do in this situation?

- () a. ignore the situation
- () b. give mild warning
- () c. give severe warning
- () d. arrest
- () e. other, please specify

What do you think a real police officer would do?

- () a. ignore the situation
- () b. give mild warning
- () c. give severe warning
- () d. arrest
- () e. other, please specify

As a private citizen, what would you like to see a police officer do in this situation?

- () a. ignore the situation
- () b. give mild warning
- () c. give severe warning
- () d. arrest
- () e. other, please specify

Suppose you are on patrol by yourself. It is 11:15 at night and as you drive along a side street you see a group of six fourteen-year-olds standing around talking and having a good time. They are not creating any mischief.

Are these people breaking the law?

☐ Yes, federal, provincial, municipal
(circle one).

☐ No, they are not breaking any laws.

☐ Don't know.

As a police officer, what would you do in this situation?

- () a. ignore them
- () b. stop and have a friendly chat with them
- () c. question them about what they are doing out so late and send them home
- () d. lecture to them about being out late and send them home
- () e. take them home
- () f. take them to the station and call their parents
- () g. other, please specify

What do you think a real police officer would do?

- () a. ignore them
- () b. stop and have a friendly chat with them
- () c. question them about what they are doing out so late and send them home
- () d. lecture to them about being out late and send them home
- () e. take them home
- () f. take them to the station and call their parents
- () g. other, please specify

As a private citizen what would you like to see a police officer do in this situation?

- () a. ignore them
- () b. stop and have a friendly chat with them
- () c. question them about what they are doing out so late and send them home
- () d. lecture to them about being out late and send them home
- () e. take them home
- () f. take them to the station and call their parents
- () g. other, please specify

Suppose you are on duty during the midnight shift. You are alone in the station when a young women comes in obviously upset and complaining that she has just been raped.

As a police officer, what would you do in this situation?

- () a. try to calm her down and send her home
- () b. try to calm her down, get the details and send her home
- () c. try to calm her down, get the details, and inform the officers on patrol to search for the accused rapist
- () d. other, please specify

What do you think a real police officer would do in this situation?

- () a. try to calm her down and send her home
- () b. try to calm her down, get the details and send her home
- () c. try to calm her down, get the details, and inform the officers on patrol to search for the accused rapist
- () d. other, please specify

As a private citizen, what would you like to see a police officer do in this situation?

- () a. try to calm her down and send her home
- () b. try to calm her down, get the details and send her home
- () c. try to calm her down, get the details, and inform the officers on patrol to search for the accused rapist
- () d. other, please specify

You are on patrol by yourself in a cruiser when you notice a car go through a red light. As you begin to follow the vehicle, the driver sees you and suddenly speeds away in an attempt to escape. Although you note the car make and colour you do not see the licence plate.

Has the driver broken any laws?

☐ Yes, federal, provincial, municipal
(circle one).

☐ No, he has not broken any laws.

☐ Don't know.

As a police officer, what would you do in this situation?

- () a. give up the chase and ignore the incident
- () b. give up the chase but radio in for assistance
- () c. step on the gas and chase the driver
- () d. continue the chase and radio in for assistance
- () e. other, please specify

What do you think a real police officer would do in this situation?

- () a. give up the chase and ignore the incident
- () b. give up the chase but radio in for assistance
- () c. step on the gas and chase the driver
- () d. continue the chase and radio in for assistance
- () e. other, please specify

As a private citizen, what would you like to see a police officer do in this situation?

- () a. give up the chase and ignore the incident
- () b. give up the chase but radio in for assistance
- () c. step on the gas and chase the driver
- () d. continue the chase and radio in for assistance
- () e. other, please specify

You are on patrol by yourself in the afternoon when you notice two fourteen-year-olds in an alleyway target shooting with a pellet gun. You stop to investigate and learn that they bought the gun from the shopkeeper of a local sporting goods store.

Have these youths broken any laws?

- ☐ Yes, federal, provincial, municipal
(circle one).
- ☐ No, they have not broken any laws.
- ☐ Don't know.

As a police officer, what would you do to the youths in this situation?

- () a. allow them to continue
() b. give mild warning
() c. give severe warning
() d. inform their parents
() e. lay charges
() f. other, please specify

What do you think a real police officer would do in this situation?

- () a. allow them to continue
() b. give mild warning
() c. give severe warning
() d. inform their parents
() e. lay charges
() f. other, please specify

As a private citizen, what would you like to see a police officer do in this situation?

- () a. allow them to continue
() b. give mild warning
() c. give severe warning
() d. inform their parents
() e. lay charges
() f. other, please specify

You receive a complaint from a lady who has rented a one-bedroom apartment to a young man. She tells you that although her tenant is not disturbing anyone, the apartment has only one bed and the tenant has a male friend living with him. The landlady's complaint is that she strongly suspects homosexuality.

Has the tenant broken any laws?

- ☐ Yes, federal, provincial, municipal
(circle one).
- ☐ No, he has not broken any laws.
- ☐ Don't know.

As a police officer, what would you do in this situation?

- () a. tell the landlady to report her complaint to the rent control board
- () b. tell the landlady that there is insufficient evidence for a police action
- () c. give the tenant a mild warning
- () d. give the tenant a severe warning
- () e. arrest tenant
- () f. other, please specify

What do you think a real police officer would do in this situation?

- () a. tell the landlady to report her complaint to the rent control board
- () b. tell the landlady that there is insufficient evidence for a police action
- () c. give the tenant a mild warning
- () d. give the tenant a severe warning
- () e. arrest tenant
- () f. other, please specify

As a private citizen, what would you like to see a police officer do in this situation?

- () a. tell the landlady to report her complaint to the rent control board
- () b. tell the landlady that there is insufficient evidence for a police action
- () c. give the tenant a mild warning
- () d. give the tenant a severe warning
- () e. arrest tenant
- () f. other, please specify

You are on patrol by yourself and you notice a group of shoppers gathering around a parked car. As you approach to investigate the cause of excitement you find that everyone has gathered to admire the brand new auto. However, the time on the parking meter has run out.

Has the owner of the car broken any laws

- ☐ Yes, federal, provincial, municipal
(circle one).
- ☐ No, he has not broken any laws.
- ☐ Don't know.

As a police officer, what would you do in this situation?

- () a. nothing
() b. give parking ticket
() c. other, please specify

What do you think a real police officer would do?

- () a. nothing
() b. give parking ticket
() c. other, please specify

As a private citizen, what would you like to see a police officer do in this situation?

- () a. nothing
() b. give parking ticket
() c. other, please specify

You are on patrol by yourself at approximately 2:00 in the afternoon. You walk by a park in which there are a number of elderly people, parents and children enjoying the day. You become of two 18-year-olds sitting on a bench laughing, clowning around and acting silly. Observation of their behaviour, the odour in the air, and the fact that they appear to be holding a "joint" makes it obvious to you that they are smoking marijuana. No one has complained.

Have these people broken any laws?

☐ Yes, federal, provincial, municipal
(circle one).

☐ No, they have not violated any law.

☐ Don't know.

These two people pose no physical threat to you or the others present. As a police officer, what would you do in this situation?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. give warning and tell them that you
will arrest them next time
- () e. take them home to their parents
- () f. arrest them
- () g. other, please specify

What do you think a real police officer would do?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. give warning and tell them that you
will arrest them next time
- () e. take them home to their parents
- () f. arrest them
- () g. other, please specify

As a private citizen, what would you like to see a police officer do in this situation?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. give warning and tell them that you
will arrest them next time
- () e. take them home to their parents
- () f. arrest them
- () g. other, please specify

You are on patrol by yourself in the downtown shopping area when you notice a man and woman speaking and passers-by looking at them. As you observe their behavior it becomes obvious to you that the woman is a prostitute and is soliciting the man.

Has the woman broken any laws?

☐ Yes, federal, provincial, municipal
(circle one)

☐ No, she has not violated any law.

☐ Don't know.

As a police officer, what would you do to the woman in this situation?

- () a. ignore her
- () b. give her a mild warning
- () c. give her a severe warning
- () d. arrest her
- () e. other, please specify

What do you think a real police officer would do?

- () a. ignore her
- () b. give her a mild warning
- () c. give her a severe warning
- () d. arrest her
- () e. other, please specify

As a private citizen, what would you like to see a police officer do in this situation?

- () a. ignore her
- () b. give her a mild warning
- () c. give her a severe warning
- () d. arrest her
- () e. other, please specify

Has the man broken any laws?

☐ Yes, federal, provincial, municipal
(circle one).

☐ No, he has not violated any law.

☐ Don't know.

As a police officer, what would you do to the
man in this situation?

- () a. ignore him
- () b. give him a mild warning
- () c. give him a severe warning
- () d. arrest him
- () e. other, please specify

What do you think a real police officer would
do?

- () a. ignore him
- () b. give him a mild warning
- () c. give him a severe warning
- () d. arrest him
- () e. other, please specify

As a private citizen, what would you like to
see a police officer do to the man in this
situation?

- () a. ignore him
- () b. give him a mild warning
- () c. give him a severe warning
- () d. arrest him
- () e. other, please specify

You are on patrol by yourself at 10:30 at night when a middle-aged couple out for a walk stops you. They inform you that during their walk they saw four youths knocking over tombstones, throwing flowers, and generally vandalizing the nearby cemetery. As the couple is telling this to you, the youths suddenly run out of the cemetery and the couple identifies them as the ones they have just seen in the cemetery.

Have the youths broken any laws?

- ☐ Yes, federal, provincial, municipal
(circle one).
- ☐ No, they have not broken any laws.
- ☐ Don't know.

As a police officer, what would you do to the youths in this situation?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. take them to the station and call
their parents
- () e. take them to the station, call their parents,
and officially lay charges against them
- () f. other, please specify

What do you think a real police officer would do in this situation?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. take them to the station and call
their parents
- () e. take them to the station, call their parents,
and officially lay charges against them
- () f. other, please specify

As a private citizen, what would you like to see a police officer do in this situation?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. take them to the station and call
their parents
- () e. take them to the station, call their parents,
and officially lay charges against them
- () f. other, please specify

You are on patrol by yourself at 10:30 at night when a middle-aged couple out for a walk stops you. They inform you that during their walk they saw four youths knocking over tombstones, throwing flowers, and generally vandalizing the nearby cemetery. As the couple is telling this to you, the youths suddenly run out of the cemetery and the couple identifies them as the ones they have just seen in the cemetery.

Have the youths broken any laws?

☐ Yes, federal, provincial, municipal
(circle one).

☐ No, they have not broken any laws.

☐ Don't know.

As a police officer, what would you do to the youths in this situation?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. take them to the station and call their parents
- () e. take them to the station, call their parents, and officially lay charges against them
- () f. other, please specify

What do you think a real police officer would do in this situation?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. take them to the station and call their parents
- () e. take them to the station, call their parents, and officially lay charges against them
- () f. other, please specify

As a private citizen, what would you like to see a police officer do in this situation?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. take them to the station and call their parents
- () e. take them to the station, call their parents, and officially lay charges against them
- () f. other, please specify

You are on patrol by yourself in the evening when you notice four juveniles on a corner drinking from a bottle. You stop to investigate and you learn that it is a bottle of screech. Although these youths have been drinking, they are not drunk and when you question them about where they got the liquor you learn that they bought it from a twenty-year-old neighbour.

Have these youths broken any laws?

- ☐ Yes, federal, provincial, municipal
(circle one).
- ☐ No, they have not broken any laws.
- ☐ Don't know.

As a police officer, what would you do to these youths in this situation?

- () a. allow them to continue
- () b. give mild warning and confiscate bottle
- () c. give severe warning and confiscate bottle
- () d. call their parents
- () e. call their parents and lay charges
against youths
- () f. other, please specify

What do you think a real police officer would do to these youths in this situation?

- () a. allow them to continue
- () b. give mild warning and confiscate bottle
- () c. give severe warning and confiscate bottle
- () d. call their parents
- () e. call their parents and lay charges
against youths
- () f. other, please specify

As a private citizen, what would you like to see a police officer do in this situation?

- () a. allow them to continue
- () b. give mild warning and confiscate bottle
- () c. give severe warning and confiscate bottle
- () d. call their parents
- () e. call their parents and lay charges
against the youths
- () f. other, please specify

Has the neighbour broken any laws?

☐ Yes, federal, provincial, municipal
(circle one).

☐ No, he has not broken any laws.

☐ Don't know.

As a police officer, what would you do to the neighbour in this situation?

- () a. nothing
- () b. give mild warning
- () c. give severe warning
- () d. arrest him
- () e. other, please specify

What do you think a real police officer would do to the neighbour in this situation?

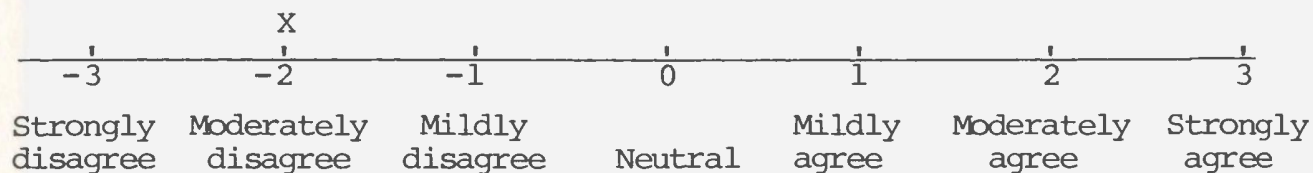
- () a. nothing
- () b. give mild warning
- () c. give severe warning
- () d. arrest him
- () e. other, please specify

As a private citizen, what would you like to see a police officer do in this situation?

- () a. nothing
- () b. give mild warning
- () c. give severe warning
- () d. arrest him
- () e. other, please specify

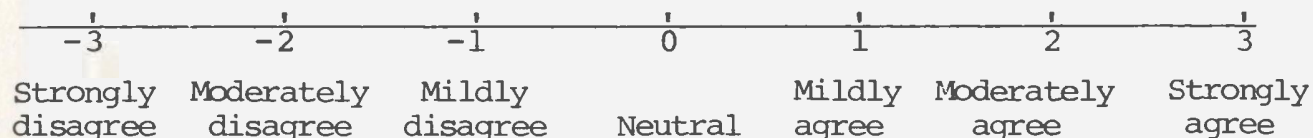
The following questions are designed to survey attitudes which are held about various areas of social concern. Each question contains two parts: a statement and a scale ranging from -3 to +3. After reading the statement mark an X on the level of the scale which represents your attitude toward the statement. For example: a person who disagreed moderately with the statement:

The Ford is a better car than a Pontiac,
would put an X on the line as shown below.

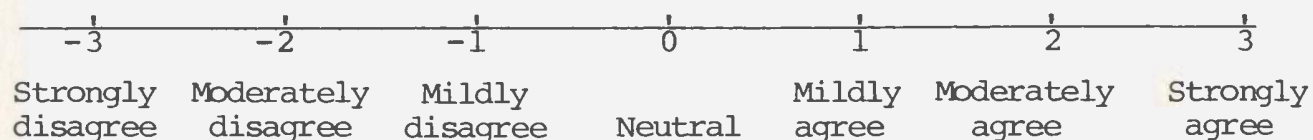


If you wish to comment on or explain your answers to any question please feel free to write in the space following each item.

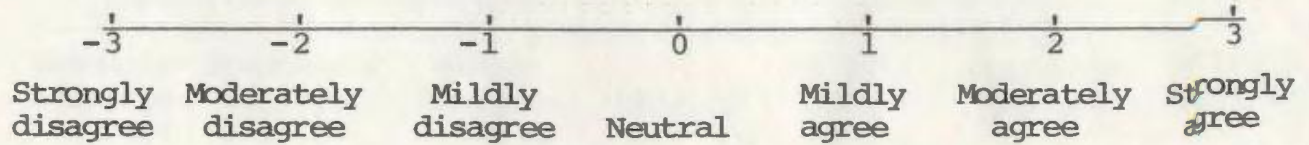
Capital punishment should only be imposed
when either a police officer or prison guard
has been murdered.



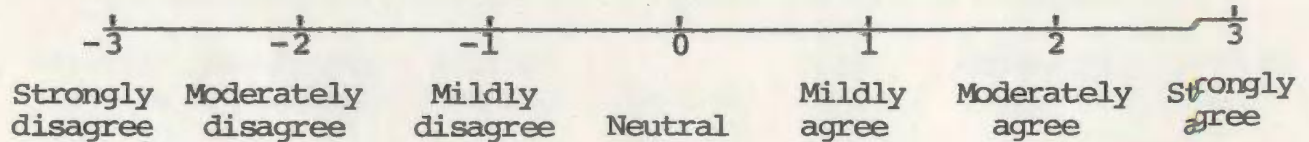
Police should use unmarked cars as a means
of catching traffic offenders.



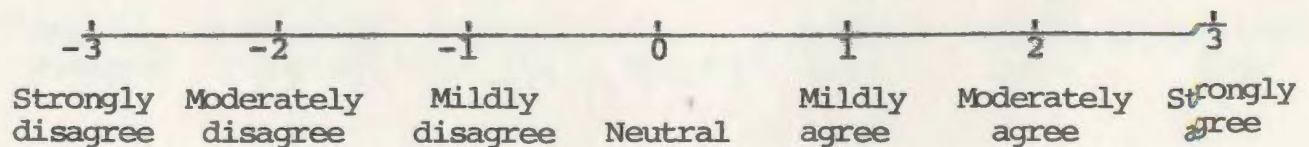
It should be up to parents to decide if their children should be out after dark.



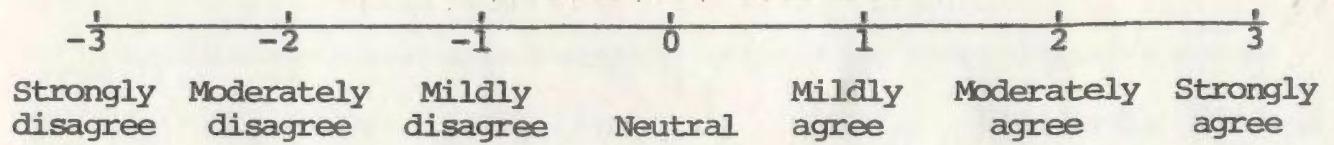
The police should carry guns at all times while on duty.



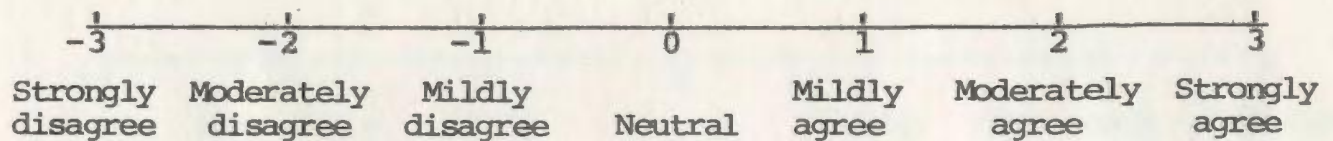
If a device were invented to give drivers sufficient warning of the presence of police radar for catching speeding drivers, laws should be legislated to prohibit the use of such devices.



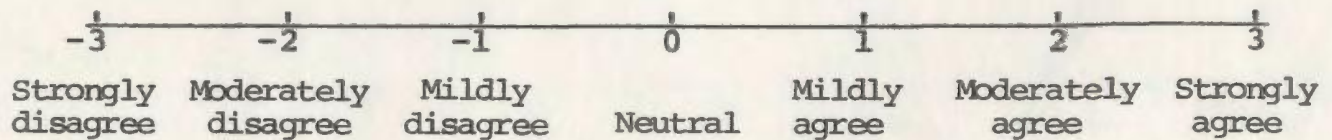
Police should not carry guns at any time.



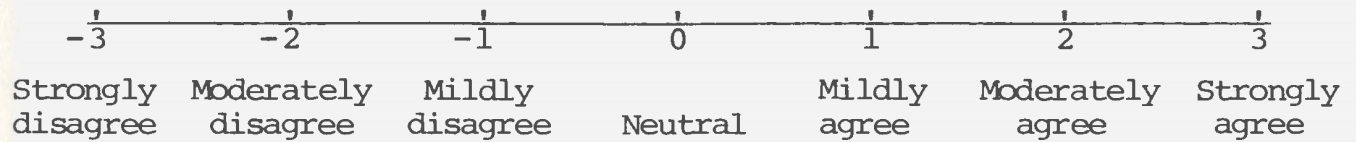
It is all right for consenting heterosexual adults to engage in premarital sex.



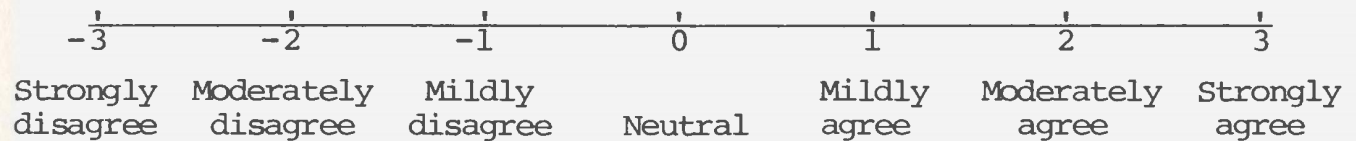
Capital punishment should be imposed for any crime in which a human life has been taken.



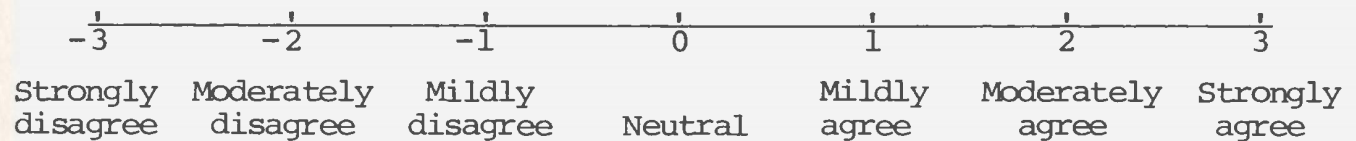
Laws should be legislated to keep children indoors after dark.



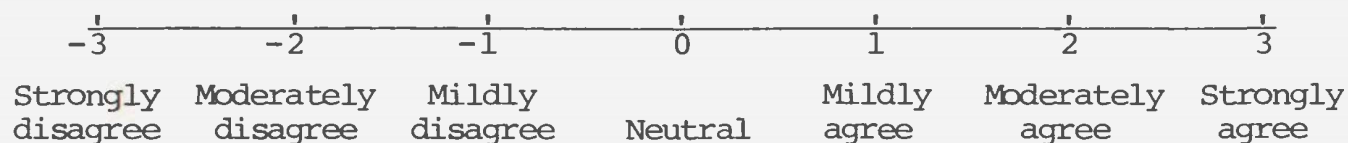
Police should carry guns only in emergency situations.



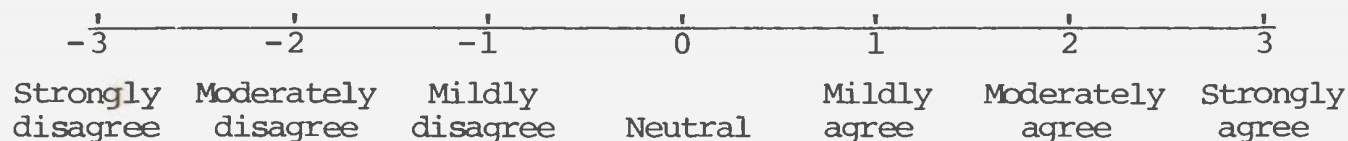
It is wrong for adult couples to engage in premarital sex.



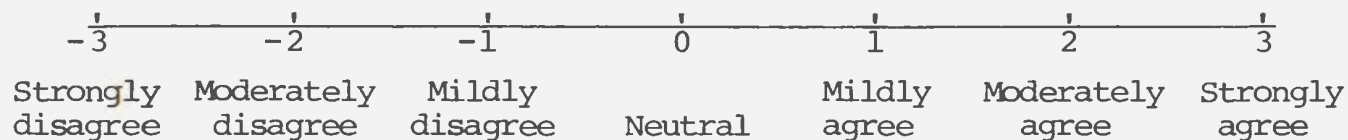
The use of marijuana leads to the use of
"harder" drugs such as heroin and morphine.



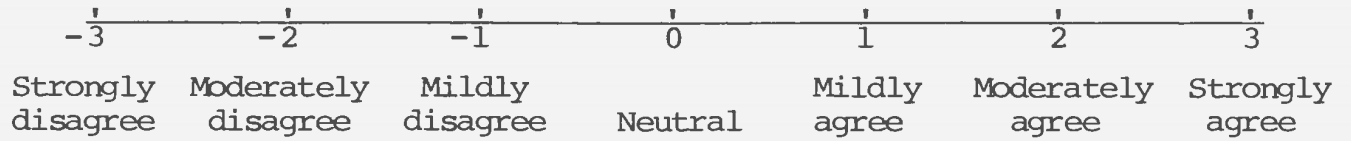
It is all right for adult couples who are
in love to engage in premarital sex.



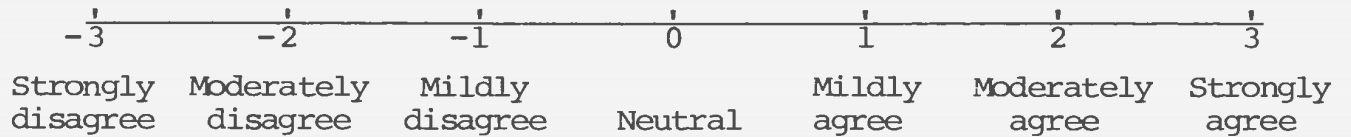
Marijuana should be legalized.



The government has no business in the
bedrooms of the nation.



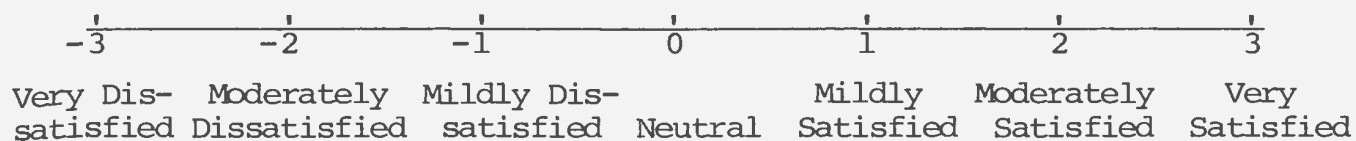
Capital punishment should not be imposed
under any circumstances.



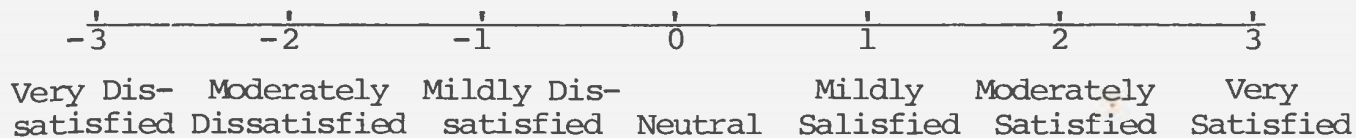
What do you think is the most important part of a policeman's
job in (name of city)?

What do you think the police in (name of city) do most often
as part of their job?

How satisfied do you think the public is
with the police force in (name of city)?

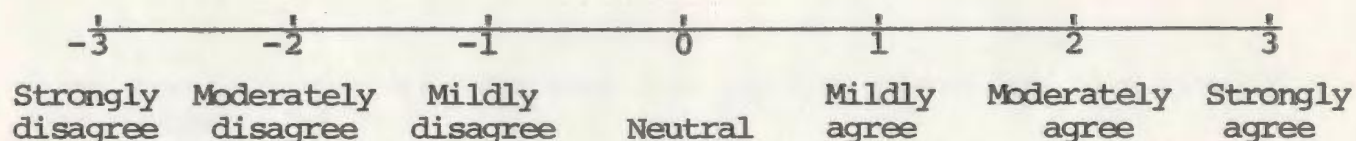


How satisfied are you with the (name of city)
police department?

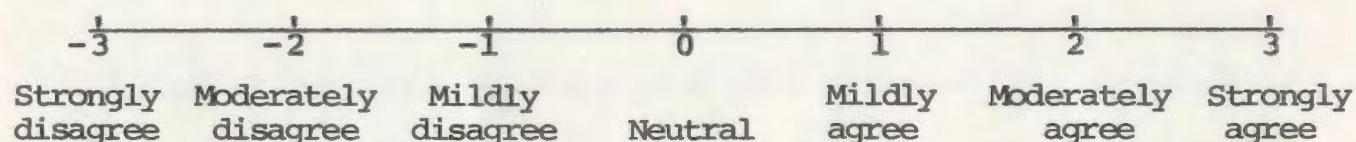


Although you may have never experienced any of these situations, please answer all of the following questions:

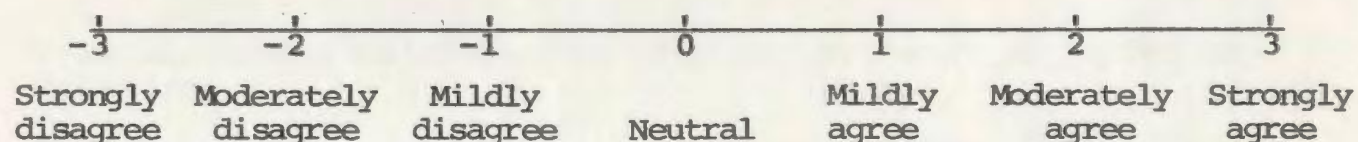
I am satisfied with the way the police react to family disputes.



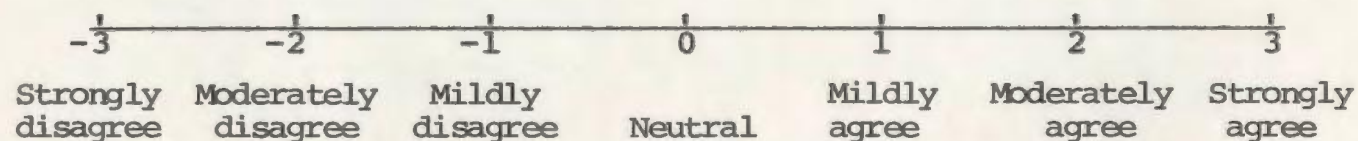
I am satisfied with the way the police react to young people on the streets at night.



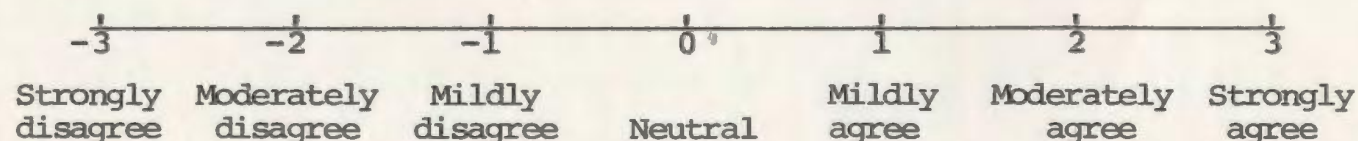
I am satisfied with the way the police react to reported cases of rape.



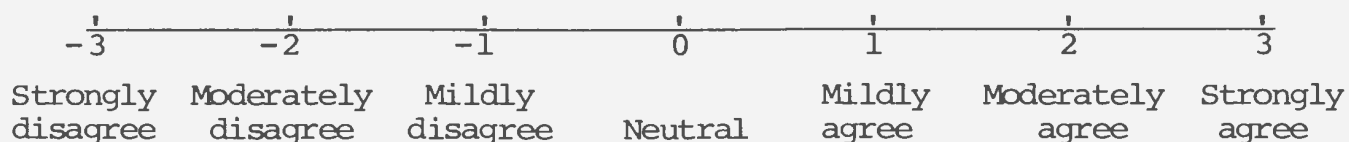
I am satisfied with the way the police react to traffic violations.



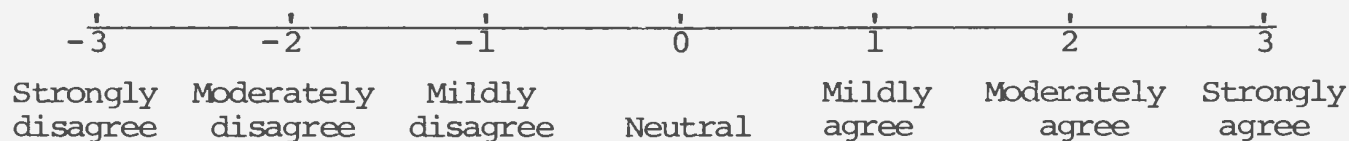
I am satisfied with the way the police react to vandalism.



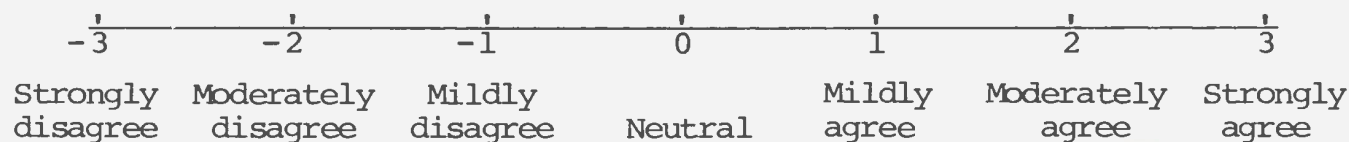
I am satisfied with the way the police react to incidents of homosexuality.



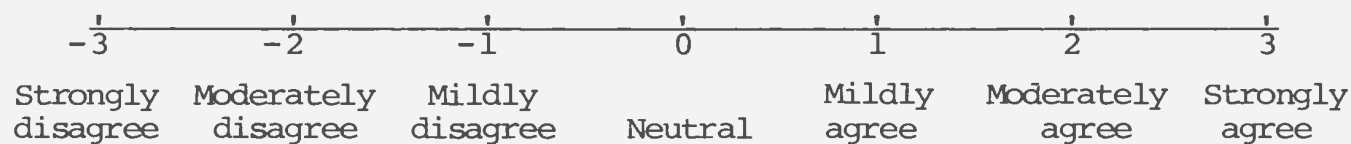
I am satisfied with the way the police react to the use of marijuana.



I am satisfied with the way the police react to prostitution.



I am satisfied with the way the police react to underage drinking.



How many times have you heard of, read about, witnessed or personally experienced police reaction to a family dispute?

$\frac{1}{0}$ $\frac{1}{1}$ $\frac{1}{2}$ $\frac{1}{3}$ $\frac{1}{4}$ $\frac{1}{5}$ $\frac{1}{6}$ $\frac{1}{7}$ $\frac{1}{8}$ $\frac{1}{9}$ $\frac{1}{10}$ more than 10

How many times have you heard of, read about, witnessed or personally experienced police reaction to young people on the streets at night?

$\frac{1}{0}$ $\frac{1}{1}$ $\frac{1}{2}$ $\frac{1}{3}$ $\frac{1}{4}$ $\frac{1}{5}$ $\frac{1}{6}$ $\frac{1}{7}$ $\frac{1}{8}$ $\frac{1}{9}$ $\frac{1}{10}$ more than 10

How many times have you heard of, read about, witnessed or personally experienced police reaction to reported cases of rape?

$\frac{1}{0}$ $\frac{1}{1}$ $\frac{1}{2}$ $\frac{1}{3}$ $\frac{1}{4}$ $\frac{1}{5}$ $\frac{1}{6}$ $\frac{1}{7}$ $\frac{1}{8}$ $\frac{1}{9}$ $\frac{1}{10}$ more than 10

How many times have you heard of, read about, witnessed or personally experienced police reaction to traffic violations?

$\frac{1}{0}$ $\frac{1}{1}$ $\frac{1}{2}$ $\frac{1}{3}$ $\frac{1}{4}$ $\frac{1}{5}$ $\frac{1}{6}$ $\frac{1}{7}$ $\frac{1}{8}$ $\frac{1}{9}$ $\frac{1}{10}$ more than 10

How many times have you heard of, read about, witnessed or personally experienced police reaction to vandalism?

$\frac{1}{0}$ $\frac{1}{1}$ $\frac{1}{2}$ $\frac{1}{3}$ $\frac{1}{4}$ $\frac{1}{5}$ $\frac{1}{6}$ $\frac{1}{7}$ $\frac{1}{8}$ $\frac{1}{9}$ $\frac{1}{10}$ more than 10

How many times have you heard of, read about, witnessed or personally experienced police reaction to incidents of homosexuality?

$\frac{1}{0}$ $\frac{1}{1}$ $\frac{1}{2}$ $\frac{1}{3}$ $\frac{1}{4}$ $\frac{1}{5}$ $\frac{1}{6}$ $\frac{1}{7}$ $\frac{1}{8}$ $\frac{1}{9}$ $\frac{1}{10}$ more than 10

How many times have you heard of, read about, witnessed or personally experienced police reaction to the use of marijuana?

0 1 2 3 4 5 6 7 8 9 10 more than 10

How many times have you heard of, read about, witnessed or personally experienced police reaction to prostitution?

0 1 2 3 4 5 6 7 8 9 10 more than 10

How many times have you heard of, read about, witnessed or personally experienced police reaction to underage drinking?

0 1 2 3 4 5 6 7 8 9 10 more than 10

What is your age? _____ years

Have you completed grade school? YES___ NO___

Have you completed high school? YES___ NO___

Have you completed college or university? YES___ NO___

APPENDIX C

POLICE QUESTIONNAIRE

The following questionnaire is designed to ascertain the attitudes which people have toward the treatment of various crimes in our society.

Crime is a general term and it is obvious that some crimes are more serious than others and that how each crime is dealt with may depend on the individual circumstances. As we are all human each of us often reacts in ways different from those prescribed by the rules and regulations. For example, child psychologists may tell us that physical punishment, even if mildly administered, may have a harmful effect on our children. Yet, we all find that there are times when we may have to spank our child regardless of what the books and specialists say is the ideal way to raise children. In raising our children, it may not always be best to follow each and every rule right to the letter.

In dealing with individual criminal offenders, as in raising our children, we may also bend the rule depending on the offender and the circumstances. Although "the book" may be clear in stating which actions one should take, our human nature sometimes tells us that it is occasionally best to make exceptions; it is often the only human thing to do. In the same way as a child psychologist who knows the rules may have to make exceptions and spank his child, a policeman, who knows the laws, may also have to make exceptions. This questionnaire is an attempt to get at how people react to situations in which "human nature" and the "rules" may or may not agree. After we obtain your reactions

to these situations we shall go out and interview the public at large in (name of city) to ask for their reactions to the same situations. We are interested in finding out if they would react in the same way as to members of the police force to these situations.

We hope that you will answer each of the following questions as honestly as possible. It may be difficult to say how you would react to some of the situations, particularly if you have never encountered such a situation in the line of duty. Bear in mind that, as far as we are concerned there is no "right" answer. We ask that you do not put your names or any other distinguishing marks on the questionnaire. It is our intention to keep all answers private and anonymous. No individual questionnaire will be seen by anyone other than the research staff.

Thank you for your co-operation.

The following set of questions are designed to determine your reactions to incidents which you might encounter while on duty. After reading the description of an incident, decide whether or not a law has been broken and place an "X" in the appropriate box. If you feel that a law has been violated, then decide whether the law is federal, provincial, or municipal, and circle the appropriate level. Next, decide which course of action you think you would take and then which course of action you think your fellow officers would take. Please make sure that you indicate only one course of action which you would take and only one course of action you think your fellow officers would take. Remember that it is possible that you and your fellow officers may choose different courses of action.

You have been called upon to investigate a public disturbance. You are alone and you learn that what started out to be a simple disagreement between husband and wife about which TV programme to watch has turned into a loud verbal battle. Although there is no physical violence involved the individuals are disturbing the neighbourhood and keeping the neighbours awake.

Have these people broken any laws?

☐ Yes, federal, provincial, municipal
(circle one)

☐ No, there is a law but they haven't broken it.

☐ Don't know.

What would you do in this situation?

- () a. ignore the situation
- () b. give mild warning
- () c. give severe warning
- () d. arrest
- () e. other, please specify

What do you think your fellow officers would do?

- () a. ignore the situation
- () b. give mild warning
- () c. give severe warning
- () d. arrest
- () e. other, please specify

Suppose you are on patrol by yourself. It is 11:15 at night and as you drive along a side street you see a group of six fourteen-year-olds standing around talking and having a good time. They are not creating any mischief.

Are these people breaking the law?

- ☐ Yes, federal, provincial, municipal (circle one).
- ☐ No, they are not breaking any laws.
- ☐ Don't know.

What would you do in this situation?

- () a. ignore them
- () b. stop and have a friendly chat with them
- () c. question them about what they are doing out so late and send them home
- () d. lecture to them about being out late and send them home
- () e. take them home
- () f. take them to the station and call their parents
- () g. other, please specify

What do you think your fellow officers would do?

- () a. ignore them
- () b. stop and have a friendly chat with them
- () c. question them about what they are doing out so late and send them home
- () d. lecture them about being out late and send them home
- () e. take them home
- () f. take them to the station and call their parents
- () g. other, please specify

Suppose you are on duty during the midnight shift. You are alone in the station when a young woman comes in obviously upset and complaining that she has just been raped.

What would you do in this situation?

- ☐ a. try to calm her down and send her home
- ☐ b. try to calm her down, get the details and send her home
- ☐ c. try to calm her down, get the details, and inform the officers on patrol to search for the accused rapist
- ☐ d. other, please specify

What do you think your fellow officers would do in this situation?

- ☐ a. try to calm her down and send her home
- ☐ b. try to calm her down, get the details and send her home
- ☐ c. try to calm her down, get the details, and inform the officers on patrol to search for the accused rapist
- ☐ d. other, please specify

You are on patrol by yourself in a cruiser when you notice a car go through a red light. As you begin to follow the vehicle, the driver sees you and suddenly speeds away in an attempt to escape. Although you note the car make and colour you do not see the licence plate.

Has the driver broken any laws?

- ☐ Yes, federal, provincial, municipal
(check one)
- ☐ No, he has not broken any laws.
- ☐ Don't know.

What would you do in this situation?

- () a. give up the chase and ignore the incident
- () b. give up the chase but radio in for assistance
- () c. step on the gas and chase the driver
- () d. continue the chase and radio in for assistance
- () e. other, please specify

What do you think your fellow officers would do in this situation?

- () a. give up the chase and ignore the incident
- () b. give up the chase but radio in for assistance
- () c. step on the gas and chase the driver
- () d. continue the chase and radio in for assistance
- () e. other, please specify

You are on patrol by yourself in the afternoon when you notice two fourteen-year-olds in an alleyway target-shooting with a pellet gun. You stop to investigate and learn that they bought the gun from the shopkeeper of a local sporting goods store.

Have these youths broken any laws?

☐ Yes, federal, provincial, municipal
(circle one).

☐ No, they have not broken any laws.

☐ Don't know.

What would you do to the youths in this situation?

- () a. allow them to continue
- () b. give mild warning
- () c. give severe warning
- () d. inform their parents
- () e. lay charges
- () f. other, please specify

What do you think your fellow officers would do in this situation?

- () a. allow them to continue
- () b. give mild warning
- () c. give severe warning
- () d. inform their parents
- () e. lay charges
- () f. other, please specify

You receive a complaint from a lady who has rented a one-bedroom apartment to a young man. She tells you that although her tenant is not disturbing anyone, the apartment has only one bed and the tenant has a male friend living with him. The landlady's complaint is that she strongly suspects homosexuality.

Has the tenant broken any laws?

- ☐ Yes, federal, provincial, municipal
(circle one)
- ☐ No, he has not broken any laws.
- ☐ Don't know.

What would you do in this situation?

- () a. tell the landlady to report her complaint to the rent control board
- () b. tell the landlady that there is insufficient evidence for a police action
- () c. give the tenant a mild warning
- () d. give the tenant a severe warning
- () e. arrest tenant
- () f. other, please specify

What do you think your fellow officers would do in this situation?

- () a. tell the landlady to report her complaint to the rent control board
- () b. tell the landlady that there is insufficient evidence for a police action
- () c. give the tenant a mild warning
- () d. give the tenant a severe warning
- () e. arrest tenant
- () f. other, please specify

You are on patrol by yourself and you notice a group of shoppers gathering around a parked car. As you approach to investigate the cause of excitement you find that everyone has gathered to admire the brand new auto. However, the time on the parking meter has run out.

Has the owner of the car broken any laws?

- ☐ Yes, federal, provincial, municipal (circle one).
- ☐ No, he has not broken any laws.
- ☐ Don't know.

What would you do in this situation?

- () a. nothing
- () b. give parking ticket
- () c. other, please specify

What do you think your fellow officer would do?

- () a. nothing
- () b. give parking ticket
- () c. other, please specify

You are on patrol by yourself at approximately 2:00 in the afternoon. You walk by a park in which there are a number of elderly people, parents and children enjoying the day. You become aware of two 18-year-olds sitting on a bench laughing, clowning around and acting silly. Observation of their behaviour, the odour in the air, and the fact that they appear to be holding a "joint" makes it obvious to you that they are smoking marijuana. No one has complained.

Have these people broken any laws?

- ☐ Yes, federal, provincial, municipal (circle one).
- ☐ No, they have not violated any law.
- ☐ Don't know.

These two people pose no physical threat to you or the others present. What would you do in this situation?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. give warning and tell them that you will arrest them next time
- () e. take them home to their parents
- () f. arrest them
- () g. other, please specify

What do you think your fellow officers would do?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. give warning and tell them that you will arrest them next time
- () e. take them home to their parents
- () f. arrest them
- () g. other, please specify

You are on patrol by yourself in the downtown shopping area when you notice a man and woman speaking and passers-by looking at them. As you observe their behaviour it becomes obvious to you that the woman is a prostitute and is soliciting the man.

Has the woman broken any laws?

☐ Yes, federal, provincial, municipal
(circle one).

☐ No, she has not violated any law.

☐ Don't know.

What would you do to the woman in this situation?

- () a. ignore her
- () b. give her a mild warning
- () c. give her a severe warning
- () d. arrest her
- () e. other, please specify

What do you think your fellow officers would do?

- () a. ignore her
- () b. give her a mild warning
- () c. give her a severe warning
- () d. arrest her
- () e. other, please specify

Has the man broken any laws?

☐ Yes, federal, provincial, municipal
(circle one).

☐ No, he has not violated any law.

☐ Don't know.

What would you do to the man in this situation?

- () a. ignore him
- () b. give him a mild warning
- () c. give him a severe warning
- () d. arrest him
- () e. other, please specify

What do you think your fellow officer would do?

- () a. ignore him
- () b. give him a mild warning
- () c. give him a severe warning
- () d. arrest him
- () e. other, please specify

You are on patrol by yourself at 10:30 at night when a middle-aged couple out for a walk stops you. They inform you that during their walk they saw four youths knocking over tombstones, throwing flowers, and generally vandalizing the nearby cemetery. As the couple is telling this to you, the youths suddenly run out of the cemetery and the couple identifies them as the ones they have just seen in the cemetery.

Have the youths broken any laws?

☐ Yes, federal, provincial, municipal
(circle one).

☐ No, they have not broken any laws.

☐ Don't know.

What would you do to the youths in this situation?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. take them to the station and
call their parents
- () e. take them to the station, call
their parents, and officially
lay charges against them
- () f. other, please specify

What do you think your fellow officers would do in this situation?

- () a. ignore them
- () b. give mild warning
- () c. give severe warning
- () d. take them to the station and
call their parents
- () e. take them to the station, call
their parents, and officially
lay charges against them
- () f. other, please specify

You are on patrol by yourself in the evening when you notice four juveniles on a corner drinking from a bottle. You stop to investigate and you learn that it is a bottle of screech. Although these youths have been drinking, they are not drunk and when you question them about where they got the liquor you learn that they bought it from a twenty-year-old neighbour.

Have these youths broken any laws?

- ☐ Yes, federal, provincial, municipal
(circle one).
- ☐ No, they have not broken any laws.
- ☐ Don't know.

What would you do to these youths in this situation?

- () a. allow them to continue
- () b. give mild warning and confiscate
bottle
- () c. give severe warning and confiscate
bottle
- () d. call their parents
- () e. call their parents and lay charges
against youths
- () f. other, please specify

What do you think your fellow officers would do to these youths in this situation?

- () a. allow them to continue
- () b. give mild warning and confiscate
bottle
- () c. give severe warning and confiscate
bottle
- () d. call their parents
- () e. call their parents and lay charges
against youths
- () f. other, please specify

Has the neighbour broken any laws?

☐ Yes, federal, provincial, municipal
(circle one).

☐ No, he has not broken any laws.

☐ Don't know.

What would you do to the neighbour in
this situation?

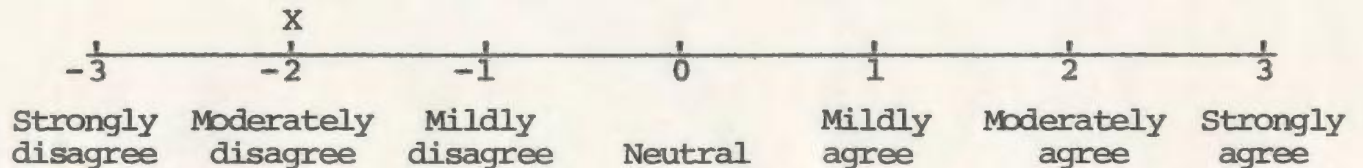
- () a. nothing
- () b. give mild warning
- () c. give severe warning
- () d. arrest him
- () e. other, please specify

What do you think your fellow officers would
do to the neighbour in this situation?

- () a. nothing
- () b. give mild warning
- () c. give severe warning
- () d. arrest him
- () e. other, please specify

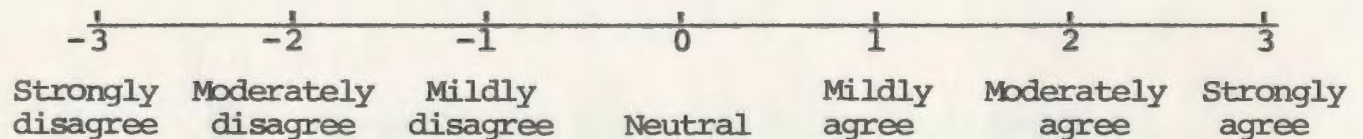
The following questions are designed to survey attitudes which are held about various areas of social concern. Each question contains two parts: a statement and a scale ranging from -3 to +3. After reading the statement mark an X on the level of the scale which represents your attitude toward the statement. For example, a person who disagreed moderately with the statement:

The Ford is a better car than a Pontiac,
would put an X on the line as shown below.

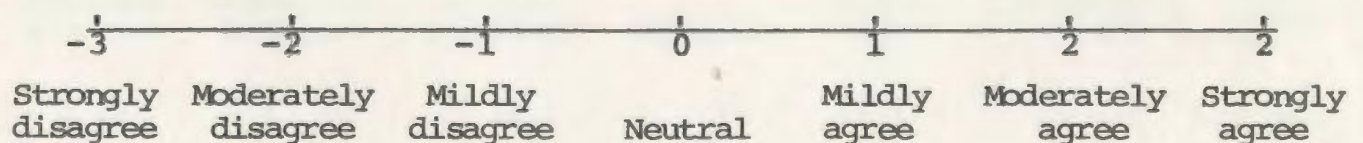


If you wish to comment on or explain your answers to any question please feel free to write in the space following each item.

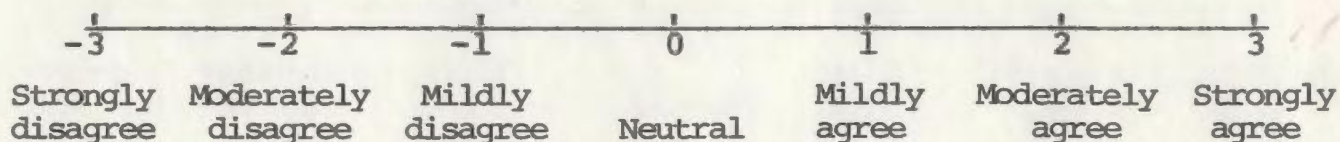
Capital punishment should only be imposed when either a police officer or prison guard has been murdered.



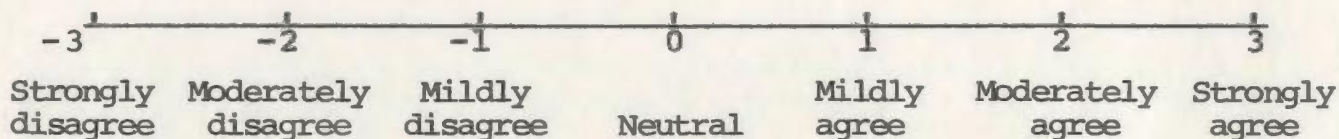
Police should use unmarked cars as a means of catching traffic offenders.



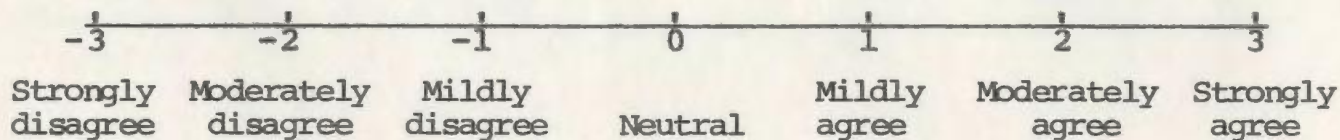
It should be up to parents to decide if
their children should be out after dark.



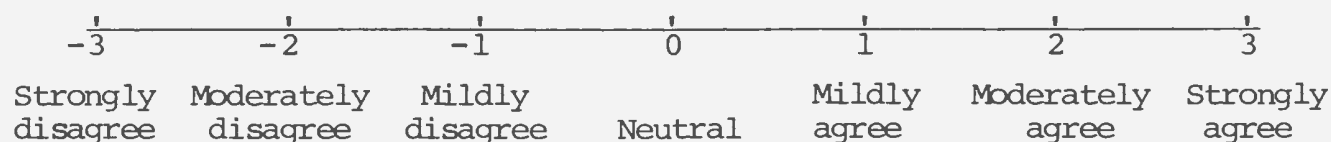
The police should carry guns at all times
while on duty.



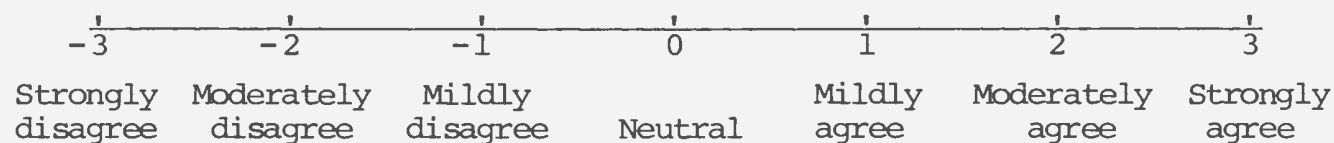
If a device were invented to give drivers
sufficient warning of the presence of police
radar for catching speeding drivers, laws
should be legislated to prohibit the use
of such devices.



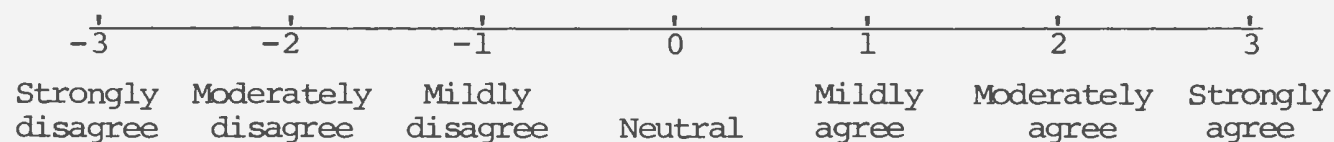
Police should not carry guns at any time.



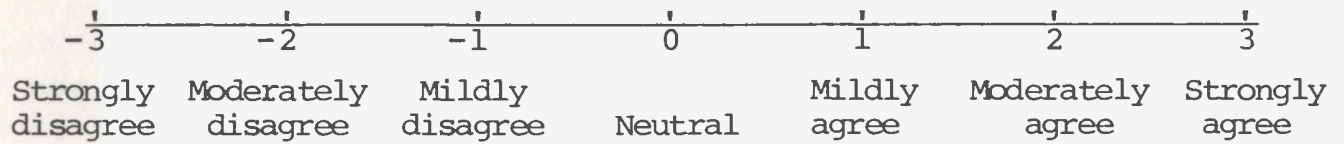
It is all right for consenting heterosexual adults to engage in premarital sex.



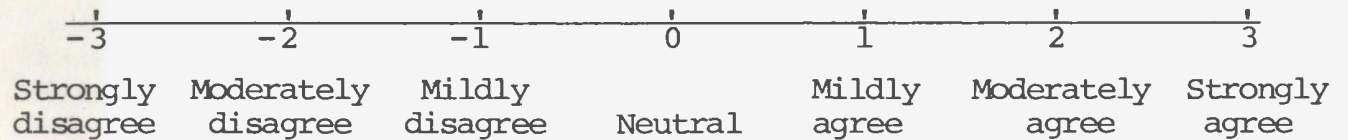
Capital punishment should be imposed for any crime in which a human life has been taken.



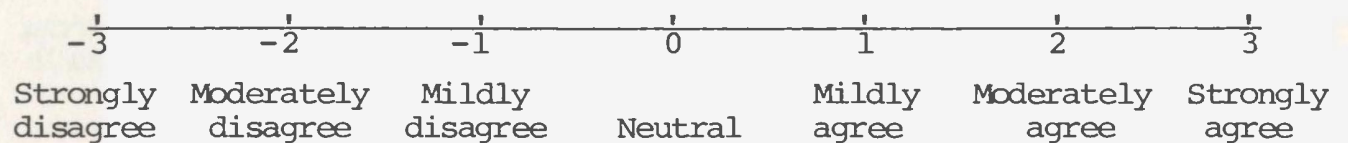
Laws should be legislated to keep children indoors after dark.



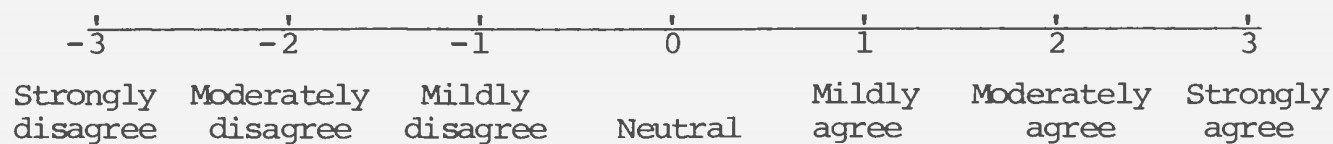
Police should carry guns only in emergency situations.



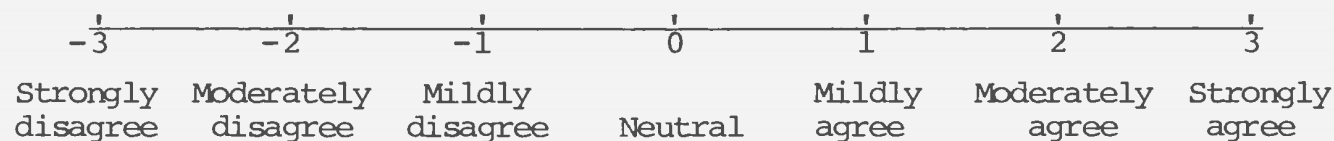
It is wrong for adult couples to engage in premarital sex.



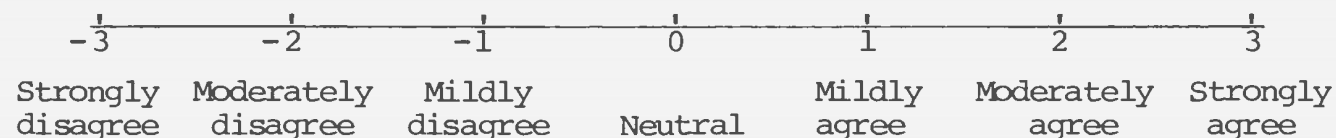
The use of marijuana leads to the use of
"harder" drugs such as heroin and morphine.



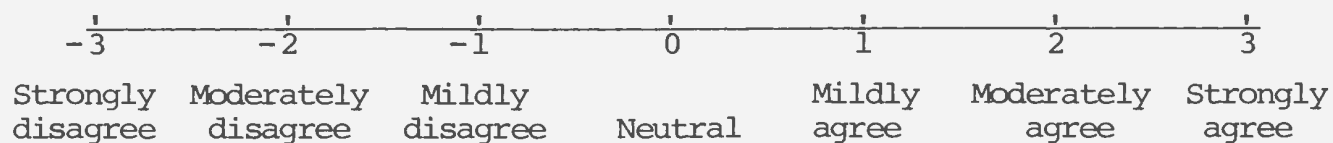
It is all right for adult couples who are
in love to engage in premarital sex.



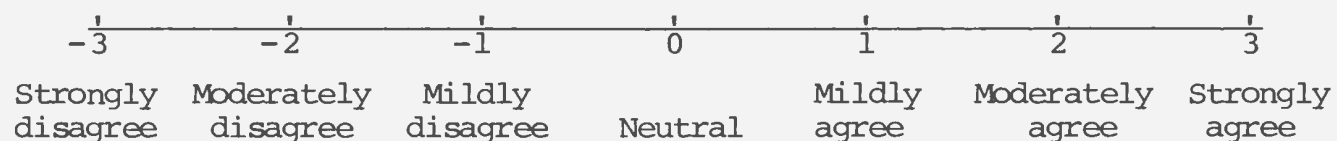
Marijuana should be legalized.



The government has no business in the
bedrooms of the nation.



Capital punishment should not be imposed
under any circumstances.



What do you think is the most important part of a policeman's
job in (name of city)?

What do you think the police in (name of city) do most often
as part of their job?

How satisfied do you think the public is
with the police force in (name of city)?

$-\frac{1}{3}$	$-\frac{1}{2}$	$-\frac{1}{1}$	0	1	2	3
Very dis-	Moderately	Mildly dis-	Neutral	Mildly	Moderately	Very
satisfied	dissatisfied	satisfied		satisfied	satisfied	satisfied

How satisfied are you with the (name of city)
police department?

$-\frac{1}{3}$	$-\frac{1}{2}$	$-\frac{1}{1}$	0	1	2	3
Very dis-	Moderately	Mildly dis-	Neutral	Mildly	Moderately	Very
satisfied	dissatisfied	satisfied		satisfied	satisfied	satisfied

How many years have you been a police officer? _____

How many years have you been on the police force? _____

PLEASE NOTE THAT NOT ALL OF THE QUESTIONNAIRES WERE THE SAME.

APPENDIX D

KEY TO SITUATION SYMBOLS

KEY TO SITUATION SYMBOLS

<u>Situation symbol</u>	<u>Situation description</u>
A	domestic dispute - public disturbance
B	youths on the streets at night
C	report of rape
D	traffic offence - failure to stop, attempt to escape
E	youths with pellet gun
F	homosexuality
G	traffic offence - expired parking meter
H	possession of marijuana
I	prostitution - woman
J	prostitution - man
K	vandalism
L	underage drinking
M	contributing to juvenile delinquency

