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Citizens' Perception and Satisfaction of Kuwaiti Police Officers: A Case of Indian Community Expatriates

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Abstract

The present study aimed to assess the perception of the Indian community about the Kuwaiti police officers. A survey-based questionnaire was used to collect data that consisted of two parts from 900 individuals and the data was analyzed using SPSS version 22.0. Results revealed that age, marital status, educational level, occupation, and years of residence are statistically significant in affecting the perceptions of Indian community. The study concluded that Indian community is satisfied and have positive perceptions of Kuwaiti police. A judicial policy can be implemented or the police station can be added to raise awareness of fairness, respect and reliability.

Keywords

Expatriates, Indian Community Model, Kuwait, Mental Image, Police, Residence.

1- Introduction

The effectiveness of government organizations depends on the quality of services and positive public image. (Al-Shakhanbeh & Habes, 2022; Alloush et al., 2012) emphasized that effective public service agencies provide supportive and timely services to the public. However, the efficiency of any institution is dictated through public support and their mental image related to that institution (Elbasir

et al., 2021; Jeljeli et al., 2018). Most studies confirm that positive community perception of the police improves service effectiveness, which eventually enhances public satisfaction and confidence (Dhir & Shukla, 2019; Framework et al., 2011). Similarly, Wæraas & Byrkjeflot, (2012) stated that the perception of police among people, affect their responses towards violence. For instance, a negative perception might lead to their acceptance of violent behavior. Legal socialization is considered as the prime factor that affects public understanding while concerning the state judicial system and its societal role. It further affects individuals' expectations regarding their legal authorities and rights (Ellickson & Logsdon, 2002; Sonnemaker, 2015) that result in impacting their perception towards the services provided by police officials. Meraku, (2017) highlighted that legal institutes' practice and design are of primary importance for developing a relationship with public. Citizens are required to develop their understanding of law and the appropriate police behavior to learn about the implementation of law along with 'where' and 'what' of the legal power (Perito, 2010). Trinkner, Jackson & Tyler (2016) noted that most individuals due to the absence of legal socializations develop negative perceptions for the regulatory authorities, which require understanding the limits of legal power. Warren, (2016) highlighted that the structural and operational changes in the community enhances the community perception of police. The study showed that in urban communities, police is exposed to diverse individuals and encounter a wide range of crimes, especially experiencing the most violent crimes in their work in general. (Elareshi et al., 2021) There is relevance to such policing strategy, specifically with how police described the urban settings, they work in. The satisfaction level among the police tends to reduce as the result of enforcing laws that apply to smaller level crimes and utilize their own discretion to do so by a superior ranking officer. These changes have mostly been central in Western communities; however, it is not possible to apply the same changes for the communities in the Middle East. Statistics have estimated that the number of expatriates in Kuwait is high, where approximately 825,000 are Indians (Zafar & Haq, 2018) Many studies can be found pertaining to the west and the operational changes in the community that enhances the community perception of police but there exists little literary evidence about the communities in the Middle-East. (McArthur & Werker, 2016) Therefore; the present study aims to address the views of Indian community towards Kuwaiti police, and to identify the perception and satisfaction level of Kuwaiti police officers among citizens of the Residence Department. Primarily, it identifies the positive attributes to reinforce them while overcoming the negative ones.

The study is significant as it highlights an important subject at the national and international levels, given Kuwait's recognition as a highly developed economy with an increasing number of expatriates. Kuwait commands global prominence, despite its modest population, owning the second largest petroleum reserves in the world. Moreover, it has an expatriate population of 1.7 million (Bakker & Jain, 2002; Mbuba, 2010; UAE Ministry of Interior, 2019) Its significance also stems from its

relation to human rights and social interaction in dealing with the public in Kuwait to avoid problems related to objectivity and human rights. It provides National and Gulf Library with an important database for several important issues that need timely solutions. This study will be an important indicator regarding the performance of the officials of the Residence and Borders and would further help in developing important changes within the department.(Al Olaimat et al., 2022; Fernandes et al., 2020).

2- Theoretical Framework

Since the legitimacy of the police and trust in the police are personal opinions, these ideas are meaningful from a psychological point of view. An article by Sonnemaker, (2015) attempts to define the duty to exercise power and to recognize power legally in a psychological setting. Extant literature was used to determine the psychological background. Two schools of thought have been shown to influence whether an individual obeys power and whether they consider power to be legitimate: a model-based relationship model (which has the greatest influence on the perception of legitimacy) and a resource-related model.(Alhammad et al., 2021; Alhumaid et al., 2021; Tahat et al., 2022) Plays a small but important role in creating a sense of rightfulness. The relationship model shows that people are willing to obey an authority, which include the police and if people think that they are appreciated and evaluated by the authority and preserved in a neutral way and can trust the reasons behind the authority's actions, they will consider themselves legitimate.(Brumbulli et al., 2020; Elbasir et al., 2020) The acoustic model suggests that individuals who have a greater stake in the authority in question are more probably to believe that authority is legitimate and will fall before their judgment. Although this is not found in many of the studies used in this article, Cho et al., (2012) points out that the instrument model can still affect the perception of legitimacy, just in a different way than the relationship model. People will react best when they assume the police value them, so if they are respected by the police, they will trust and believe that the police are legal. Another psychological examination that can assist explaining trust in the police is the Durkheim attitude. (Osborne & Hammoud, 2017) studied the formation of trust in the police in countries / regions other than the United States. In a survey conducted in rural England in 2001, 1,023 out of 5,906 questionnaires were sent to 5 questionnaires. Half of the questionnaires asked respondents regarding social change, despotism, and law and order. Various factors have been highlighted that correlate with the community perceptions towards police, which include; attitudes, beliefs, race, gender, and religion.(Kioussis et al., 2019; Liggins et al., 2009; Schneider et al., 2011). All these factors significantly affect public attitude and influence their tendency to seek help from officers. Chism (2016) stated that the negative perception towards the legal system and police, limits the public use of services as well as crime reporting. Whereas, positive public perception of police within the community increases trust on legal authorities that results in the development of a safe community (Alloush et al., 2013) Researchers argued that citizens' perception towards police differs due to factors such as;

demographics, legal support, and interaction etc.(Nugraha et al., 2017). HASSAN, (2011) argued that race, age, gender, qualification, and residence of citizens impact their perception of police. Based on the above studies the current study assesses the perception of the Indian community about the Kuwaiti police officers.(A. Ziani et al., 2017)

1-2 Relationship between Minorities and Government Law Enforcement

Abuzandah, (2020) is one of the few psychologists who examined mental development, especially concerning awareness, motivation, and values in the framework of a phased developmental division and its relation to social influences. (Abuzandah, 2020) believes in the critical role of society in developing necessary symbols linked to an individual's thinking along with his/her satisfaction. determines a certain way to perceive the world in a framework of multiple mental images of individuals, issues and the society. The theory continues to assert that society influences the mental structures of the individual, which is stronger than the self-structure, given the constant social upbringing of the individual intelligence. According to the Piaget theory, individuals' perceptions are developed through a logical and orderly fashion. During the initial stage of the thought development process, individuals tend to observe their environment that led towards the formation of complex thoughts which support through reasoning and logics(Noran, 2003). The police observe that more was expected from them than simply enforcing the law and they are being judged on their abilities to maintain order, protect rights, resolve conflict, and provide other services, effectively.(Salloum et al., 2021) This highlights the necessity of minorities and organizational decentralization for remaining responsive towards the community related concerns. The policies offer extraordinary opportunities to participate in structuring the nature of police services which result in empowerment of the communities, especially the minorities. Similarly, the thought process of the Indian community of Kuwait develops their perceptions according to their experiences and observation of the police performances in their respective surroundings. As indicated by the theory, the thought process develops with young age. Therefore, demographic variable such as age is of greater value in this regard.(Almenayes, 1995)

2-2 Community Satisfaction and the Influence of Demographic Variables

Citizens' perception affects their level of satisfaction with the services provided by police officers(Vihman et al., 2019). Hurst et al., (2013)outlined that positive perception and satisfaction with the police workforce is integral for developing citizens' trust towards law enforcement. This satisfaction is determined through social interaction between citizens and officers. However, in the case of negative interaction, this image tends to be negative. Whereas, a different case is observed when this contact is positive (Aoun, 2018). Naz, (2014) highlighted that the way citizens are being treated by police officers significantly relate with the opinion and perception of the people who seek their assistance for resolving problems.(Dermawan et al., 2020)

2-3 Influence of Age and Education level.

Anecdotal studies pointed age as a stimulator to develop citizens' perception towards police. (She et al., 2021) indicated that younger citizens usually perceive a negative image of the police in contrast to the older ones, since they are more in contact with police. Langan et al. (2001) indicated that for older citizens, police officer's behavior is aggressive, which is different from the perceptions of young individuals. (Habes, Elareshi, et al., 2021). Whereas, in the view of Achilleos et al., (2010) age and community satisfaction of police shares a negative association. Schafer, Huebner & Bynum (2003) recognized age as a strong indicator, and found inverse relationship with individual's positive perceptions. This type of relationship further indicated that younger citizens tend to have more negative contact with police, making them more rigid in developing negative perceptions. Education is another factor that influences citizens' satisfaction level while concerning the capability of police officers. Abdallah, (2018) demonstrated that the knowledge level relates with the perception as well as their interaction with an educated police officer. Edwards, (2018) highlighted that the officer's education level improves his functional capacity, which ensures the development of positive interaction with citizens. In contrast to this, (Zein et al., 2009) found no relationship of education with the perception of police and their attitude towards community.

2- 4 Influence of Race, Social Status, and Length of Residence.

Various researches assessed the social observation of the community member concerning the police force (Alloush et al., 2012; Yuksel & Tepe, 2013; Zein et al., 2009). The difference in race and social status leads to divergent views for police. Kösters & Gøtzsche, (2003) suggested that the distribution of area for police patrolling gives rise to negative perceptions due to bad neighborhood. According to Dermawan et al., (2020) area belonging to a lower social class is patrolled more, indicating police' perceptions that more crimes are held in residential of lower classes. This develops a negative perception among citizens of that area. For Wong et al., (2007) though many efforts are being made for the development of positive police service, the negative perception remains prevalent. Jazayeri et al., (2020) stated that the alienated relationship of minority impacts citizens' satisfaction level with the police force as well as collaborative practices. The perceptions of minority group of being victimized reduces their confidence for reporting crimes (Habes, Ali, et al., 2021; Jeljeli et al., 2018) A similar pattern is observed for the impact of service year, rank and length on the ability of police officers, their attitude of interaction and coordination with other citizens (She et al., 2021) . For Liang et al., (2017) ,socio-economic status influences people's perception of police. Khoso, (2015) asserted that socio-economic status does not relate with the perception of the police. Nizar Al-Malkawi, (2007)) focused on the community perceptions of police with respect to the majority and minority population differences. According to the study, minority population tend to have negative perceptions in comparison to the majority population.

2-5 Influence of Gender/Sex.

The difference in the sex of the officers also affects the satisfaction prospects of citizens. It is believed that the two genders vary in attitude and values, which gives rise to different perceptions among citizens. The commitment level of female officers is high as compared to males, whose aggressive attitude is observed to be an agent driving their beliefs (Al-Sarayrah et al., 2021; Ali et al., 2021; Chiprianov et al., 2014). All these factors affect the perception of police among citizens. The examination of these factors is stressed for the decreased rate of crime reporting because of the negative relationship between citizens and police officers, relates to the ability of legitimate authorities in controlling crime (She et al., 2021). The performance of police declines when citizens are reluctant to seek help, impacting peace as a whole. This situation can be eradicated by studying the perception of the people in the community. One particular way of cultivating police-community relations and growing police accountability is by employing survey approach to measure police perceptions, that results in the formation of policies and practices which are planned to bring support from the public. If someone has an adverse experience of the police, it is the most important forecaster of satisfaction with the police and their view of the police is negative. Age is the most predicted variable in demographic data. Compared to young people, older people are happier with police services. (A. A. Ziani et al., 2021) In this study, the background of the neighborhood is considered to influence the composition of races, social class, violent crime and the mobility of the residents of the neighborhood, thereby creating satisfaction with the police for African-American respondents, who is the most important influencer. An example of the environmental impact of a neighborhood is living in a neighborhood where violent crime is high, making it easier for people to feel dissatisfied with the police. As research shows, unlike issues can be more significant when looking at particular satisfaction. Even if there is no race within the investigation, inaction or negligence on the part of the police can influence people's perception of them. Al-Skaf et al., (2021) wrote a research paper on the nature of trust and distrust in the police and their contribution to those who trust or distrust the police. This article first describes the general trust and confidence in the government and then examines why people could not trust the police. The key variables include the unsatisfactory practice of the police in their work, the legal consistency and the skepticism of the police towards people. Finally, the investigation examined how the police can build their trust. If people think that the police enforce laws specifically or completely ignore laws and rights, then citizens will have a feeling of distrust in law enforcement and the wider legal system. In addition, a highly suspicious and suspicious police officer can create a "us and them" mentality between citizens and the police, which can create an atmosphere of hostility and resentment towards the authorities.

3- Hypotheses Development

- ✓ **H1:** There is a significant statistical relationship of sex on the public

- perception and satisfaction with the residence and borders' police officers, completion of tasks, and language difficulty.
- ✓ **H2:** There is a significant statistical relationship of age on the public perception and satisfaction with the residence and borders' police officer, completion of tasks, and language difficulty.
 - ✓ **H3:** There is a significant statistical relationship of marital status on the public perception and satisfaction with the residence and borders' police officer, completion of tasks, and language difficulty.
 - ✓ **H4:** There is a significant statistical relationship of the educational level on the public perception and satisfaction with the residence and borders' police officer, completion of tasks, and language difficulty.
 - ✓ **H5:** There is a significant statistical relationship of the occupation on the public perception and satisfaction with the residence and borders' police officer, completion of tasks, and language difficulty.
 - ✓ **H6:** There is a significant statistical relationship of years of residence on public perception and satisfaction with the residence and borders' police officer, completion of tasks, and language difficulty.

4- Materials and Methods

A descriptive survey method was used to achieve the study objectives. It is the most appropriate for assessing the perceptions in the police studies (Achilleos et al., 2010; Al-Marouf et al., 2020; Habes, 2020; Salloum et al., 2019; Zainal et al., 2020) to draw holistic and conclusive findings. The study was conducted in Kuwait among the Indian community, mainly including the departments where police officers were assigned to duty. The population of the study constitutes Indian community members. This population was selected as it is one of the largest expatriate populations in Kuwait (Ashkanani, 2017) It was decided that information should be gathered from different ranks of police officers. The sample for this study was selected through probability sampling method as it was difficult to reach all members of the research population. (Habes, Ali, et al., 2021). The inclusion criteria for their selection are the duration of residence in Kuwait which must be minimum for two years. The participants other than the given duration were excluded from the study. A total of 900 citizens of the Indian community in the State of Kuwait were recruited. It is also known that training course is compulsory for all the officers, who become eligible for promotion. Moreover, the study has focused on the satisfaction of police officers with diverse ranks that is likely to assist in investigating information literacy capabilities of Kuwaiti police officers. A survey-based questionnaire was used for data collection that was constructed based on the previous literature. It consisted of two parts; the first part gathered demographic details (such as; sex, age, marital status, educational level, occupation, and years of residence) while, second was centered on examining the Indian community satisfaction and perception of the police in Kuwait. It further consisted of questions related to the examination of citizens' perception and

satisfaction of the Kuwaiti police (Appendix). The survey was administered to the study participants online via Google forms. All the demographic characteristics such as sex, age, marital status, educational level, occupation and years of residence were independent variables and the study investigated their impact on the public perception and satisfaction with the residence and borders' police officer, completion of tasks and language which makes it a dependent variable.

4-1 Method Biasness

The phenomenon of popular methods bias needs to be well-documented in studies focusing on self-reported tests. Since multiple constructs are calculated using the same measures, misleading effects are caused by the measuring instruments rather than the constructs being evaluated. Due to response types, social desirability, and priming effects that are independent of the true correlations among the constructs being tested, the fact that respondents are asked to record their own beliefs or experiences on two or more constructs in the same survey is likely to yield false correlations among the items measuring these constructs. However, the present study allows the same participants to be assessed on multiple constructs using various methods or tools, is the most popular technique for measuring and controlling for traditional methods bias.

4-2 Validity and Reliability

To ensure the validity of the questionnaire, two social science experts were consulted, resulting in the amendment of questionnaire.(Habes et al., 2020, 2023) The final questionnaire was then pilot tested to analyze the perception of the Indian community about the Kuwaiti police officers. The reliability and internal consistency of the study survey was obtained by calculating Cronbach alpha, which provides reliability of any given measurement by referring to the extent to which it is a consistent measure of a concept. Cronbach Alpha value of 0.81 was achieved for the questionnaire survey of the present study.(Elareshi et al., 2022).

5- Study Analysis

Statistical Analysis Program (SPSS) version 22.0 was used to analyze the responses and Cronbach Alpha test for the validity and reliability of the survey and one-way ANOVA was used for data analysis.Crosstab and Spearman's Rho will be completed with each combination of forecast variables and outcome variables to see how each forecast variable affects the outcome variable. (Al-Shibly et al., 2020; Alhashmi et al., 2019) The reason for using Spearman's Rho correlation in this analysis is that all variables are unequivocal in nature, which is Spearman's Rho's specialty, because Pearson's correlation test is based on constant variables. To determine whether there is a difference between the groups in the forecast variables, non-measurement tests are used to determine the difference in a

statistically significant way. The Kruskal - Wallis H test is used because it is a non-parametric test that can be used well on many categories of variables, such as race and household income. The Mann-Whitney U test is used to check whether the outcome variable is different from the employed and unemployed because the Mann-Whitney U only works best in the two variable groups. The reason for using non-parametric tests in this study is that outcome variables and forecast variables are unambiguous and therefore cannot be used in parametric tests without some continuous variables.

5-1 Results

Table 1 shows that 55% respondents were male, and 45% respondents were female. The age group 26-30 years was ranked first (40%), the age group 41 years and more ranked last (3.6%). Majority respondents were married (81.3%), while remaining (13.8%) were single. 45.6% participants were bachelor’s degree holders, whereas 17.7% were postgraduates. Findings’ regarding occupation indicates that 30.8% respondents were technicians/craftsmen, whereas only 9.8% were doctors/engineers. Majority respondents (33.7%) indicated the overall residence duration of 7 - 10 years.

Table 1 Distribution of the Sample According to the General Information of the Study

Percentage %	Frequency	Category	Variable
55.0	495	Male	Sex
45.0	405	Female	
6.6	59	25 and below years	Age
40.0	360	26-30 years	
30.1	271	31-35 years	
19.8	178	36-4040 years	
3.6	32	41 years and more	
81.3	732	Married	Marital Status
13.8	124	Single	
2.8	25	Widower	
2.1	19	Divorced	
4.6	41	Illiterate	Educational Level
32.2	290	Secondary	
45.6	410	Bachelor	
17.7	159	Postgraduate	
10.6	95	Laborer	Occupation
30.8	277	Technician / Craftsman	
12.9	116	Free business	
9.8	88	Doctor / Engineer	
22.6	203	Public relations	
13.4	121	Other	
21.9	197	3 years and less	Years of Residence
25.2	227	4-6 years	
33.7	303	7 - 10 years	
13.7	123	11-15 years	
5.6	50	16 years and more	

Table (2) indicates that 98.7% respondents reside with their families, and 98.6% of them were in contact with the Kuwaiti police. Besides, the absolute majority of 98.3% deal with the Kuwaiti police, especially when renewing their residence across the borders.

Table 2 Frequencies and Percentages of Respondents' Responses to the First Question

Variables		Frequency	Percentage
Residence type (Family)	Yes	888	98.7
	No	12	1.3
Contact with Kuwaiti Police	Yes	887	98.6
	No	13	1.4
Contact with Kuwaiti police of residence and borders to renew residence	Yes	885	98.3
	No	15	1.7
Total		900	100.0

Table 3a shows that the citizens' satisfaction with the Kuwaiti residence and borders' police treatment was high (M=4.61). The following items occupied the first ranks: the period of achievement with M=4.95, which is a positive indicator regarding the speed of completion of tasks in the residence and borders department. Human relationships were ranked second (M=4.95), followed by place (M=4.94). Whereas, the lowest rank is attained for telephone numbers provided by the police for citizens' concerns, with M=4.17. Results of Table 3b indicates the degree of participants' agreement against different items including; firmness and severity, frequent absence of workers, negative outlook of personnel, frequent crash of the computers, complexities in procedures, slow completion of residence renewal, blurred in instructions of residence, abuse of citizens, narrow place compared to the number of citizens, long waiting for the completion of documents, personnel need training courses, and lack of basic services for citizens. Findings provided the highest score for firmness and severity of Kuwaiti police with citizens (M= 4.88). Whereas, lowest rank is obtained for lack of basic services for citizens (M=0.31). Table 3c indicates the attained ranks for different features of Kuwaiti police officers. Those ranks included; Stylish/clean/tidy clothes, disciplined and serious, useful, honest, firm, moody, energetic, humble, understandable, provides services to all without exception, just, and diligent. Where the item "stylish, clean, and tidy clothes" was ranked first (M=4.56). Whereas, "Diligent" was ranked twelfth (M=4.41).

Table 3 Means and Standard Deviations of Community Satisfaction with (a) Residence and Borders Police Officer Treatment; (b) Degree of Agreement; (c) Kuwaiti Police Officer Features

Rank (R)	Degree (D)	Std. Deviation (S.D)	Mean (M)	Item
Residence and Borders Police Officer Treatment				
1	High	0.23	3.95	Duration of tasks completion
2	High	0.23	3.95	Human relationships
3	High	0.26	3.94	Place
4	High	0.27	3.93	Respect of order and queuing to deliver and receive tasks
5	High	0.30	3.91	employees smile in the face of citizens
6	High	0.32	3.9	Tranquility
7	High	0.34	3.88	Clarity of instructions for renewal of residence
8	High	0.34	3.78	Qualifications of personnel in the residence and borders department
9	High	0.35	3.87	Your sense of security and safety during your stay at the residence and borders department
10	High	0.38	3.84	Clarity of instructions to invite parents (mother, father, wife, and sons)
11	High	0.42	3.79	Listen to citizens
12	High	0.46	3.28	The commitment of employees to stay at the official working hours to receive and deliver documents
13	High	1.50	3.27	Providing citizens with guiding leaflets in different languages
14	High	0.44	3.25	Achievement
15	High	0.44	3.24	Providing photocopiers and stamps for documents
16	High	0.44	3.24	Providing accountants or payment machines
17	High	0.42	3.22	Dealing humanely with citizens
18	High	0.41	3.19	Providing a resting place for citizens
19	High	0.39	3.17	The Tel. numbers of offices concerned are clear
---	High	0.21	3.61	General Mean
Degree of Agreement				
1	High	0.33	3.88	Firmness and severity with citizens
2	High	0.35	3.85	The frequent absence of workers and not being available at their desks
3	High	0.41	3.78	The negative outlook of some personnel at the citizen
4	High	0.46	3.31	Frequent crash of the computers
5	High	0.44	3.26	Complexities in procedures due to the big number of citizens
6	High	0.45	3.25	Slow completion of residence renewal due to a large number of citizens
7	High	0.43	3.25	Blurred in instructions of residence
8	High	0.42	3.24	Abuse of citizens by some personnel
9	High	0.41	3.21	Narrow place compared to the number of citizens
10	High	0.39	3.19	Long waiting for the completion of some documents.
11	High	0.37	3.17	Personnel need training courses to raise their competencies
12	High	0.31	3.11	Lack of basic services for citizens
---	High	0.26	3.37	General Mean
Kuwaiti Police Officer Features				
1	High	0.36	3.56	Stylish, clean and tidy clothes
2	High	0.23	3.47	Disciplined and serious
3	High	0.26	3.43	Useful
4	High	0.27	3.41	Honest
5	High	0.30	3.18	Firm
6	High	0.41	3.93	Moody
7	High	0.43	3.89	Energetic
8	High	0.41	3.81	Humble
9	High	0.42	3.76	Understandable
10	High	0.45	3.69	provides services to all without exception
11	High	0.46	3.57	Just
12	High	0.47	3.43	Diligent
---	High	0.161	4.01	General Mean

Table 4 provides findings regarding the behavior of police officers with citizen. The behavioral measures include; beating and insulting, dealing with the police officer, and difficulties in task completion due to language. Results depict that 24.3% respondents were exposed to beating and insulting. However, 31.6% participants viewed that did not prefer to deal with the residence and borders police, indicating the negative aspects mentioned by some of the respondents. The difficulties in completing the tasks are due to the language factor (66.4%).

Table 4 Frequencies and Percentages About Beatings, Insulting and Dealing with the Residence Police Officer

Total	Neutral	No	Yes	Variable
900 (100%)	688 (74.2%)	13 (1.44%)	192 (24.3%)	Beating and Insulting
900 (100%)	603 (57%)	13 (1.44%)	282 (31.6%)	Dealing with the Police officer if I have the chance
900 (100%)	-	302 (33.6%)	598 (66.4%)	Difficulties in Task Completion due to language

Table 5 providing findings regarding the influence of sex variable on participants' level of satisfaction and completion of task. Findings indicate no significant relationship of sex and the degree of satisfaction with the treatment of residence and borders' police and completion of task with a $p < 0.06$ and 0.15 respectively. Table 6 then indicate the relationship between sex and language difficulty. Results depicted a statistically strong relationship between sex and language difficulty ($p < 0.001$).

Table 5 t-test for the Independent Samples to Measure the Degree of Satisfaction with the Treatment of Residence and Borders Police and Completion of Task Concerning Sex Variable

Statistical Significance	T. Value	Number	Sex	
0.06	-1.83	495	Male	The degree of satisfaction with the treatment of residence and borders police
		405	Female	
0.15	1.43	495	Male	Completion of Tasks
		405	Female	

Table 6 (X2) test for the Relationship Between Sex and Language Difficulty

Statistical significance	Chi-Square	Total	Female	Male	Language Difficulty
.001*	11.69	598 (66.4%)	245 (27.2%)	353 (39.2%)	Yes
		302 (33.6%)	160 (17.8%)	142 (15.8%)	No
		900 (100.0%)	405 (45.0%)	495 (55.0%)	Total

Table 7 shows the one-way ANOVA test for the influence of age on the participants' degree of satisfaction with police officers. Results indicate age as a significant variable in influencing the participants' degree of satisfaction ($p < *0.004$). Table 7 and 8 provide findings regarding the influence of age variable on completion of task and language difficulty. Findings indicate age as the statistically significant variable in influencing the degree of task completion and language difficulty, with a significant value of 0.000 respectively. Table 8 provide results regarding the extent of participant's satisfaction in terms of the marital status variable. Findings indicate statistically strong difference ($p < 0.003$) between the degree of satisfaction with respect to the marital status. Table 8 provides findings in relation to the influence of marital status on task completion and language difficulty. Results provide statistically significant influence of marital status on tasks completion ($p < 0.000$) and language difficulty ($p < 0.000$).

Table 7 One-way ANOVA test To Measure (a) Degree of Satisfaction with the Residence and Borders' Police Officer Treatment Concerning the Age Variable:
 (b) Tasks Completed in Relation to the Demographics

Factor		Degree of satisfaction with the residence and borders' police officer	Completion of Tasks	F-value	P-value
Age				*.004	3.82
	25 and below	59	59		
	26-30 years	360	360		
	31-35 years	271	258		
	36-40 years	178	178		
	41 and more	32	32		
Marital status				*.003	4.75
	Married	732	719		
	Single	124	124		
	Widower	25	25		
	Divorced	19	19		
Education				*.019	3.34
	Illiterate	41	41		
	Secondary	290	277		
	Bachelor	410	410		
	Postgraduate	159	159		
Occupation				*.000	19.15
	Laborer	95	95		
	Technician / Craftsman	277	277		
	free business	116	116		
	Doctor / Engineer	88	88		
	Public relations	203	190		
	Other	121	121		
Years of residence				*.000	20.52
	3 or less years	197			
	4-6 years	227			
	7-10 years	303			
	11-15 years	123			
	16 and more	50			

Table 8 Chi-square test to Find the Relationship Between Demographic Variables and Language Difficulty

Factor		Yes	No	Chi-Square	p-value
Age				43.85	.00
	25 and below	46 (5.1%)	13 (1.4%)		
	26-30 years	251 (27.9%)	109 (12.1%)		
	31-35 years	200 (22.2%)	71 (7.9%)		
	36-40 years	87 (9.7%)	91 (10.1%)		
	41 and more	14 (1.6%)	18 (2.0%)		
Marital status				0.000*	63.78
	Married	6 (0.7%)	13 (1.4%)		
	Single	12 (1.3%)	13 (1.4%)		
	Widower	50 (5.6%)	74 (8.2%)		
	Divorced	530 (58.9%)	202 (22.4%)		
Occupation				.000*	90.06
	Laborer	87 (9.70%)	34 (3.80%)		
	Technician / Craftsman	125 (13.90%)	78 (8.70%)		
	free business	79(8.8%)	9(1.0%)		
	Doctor / Engineer	38 (4.2%)	78(8.7%)		
	Public relations	201(22.3%)	76(8.4%)		
	Other	68 (7.6%)	27 (3.0%)		
Years of residence				0.000*	69.75
	3 or less years	14 (1.6%)	36 (4.0%)		
	4-6 years	66 (7.3%)	57 (6.3%)		
	7-10 years	244 (27.1%)	59 (6.6%)		
	11-15 years	147 (16.3%)	80 (8.9%)		
	16 and more	127 (14.1%)	70 (7.8%)		

The study shows that it is imperative to apprehend the relationship between citizen and police territories for meeting and exceeding the expectations. Police holds unique power to commit services impulsively by using force against their will. It is also known that citizens expect respect from the police staff that is they should talk in a 'respect-giving tone'. Somehow, it is true that this gesture helps in understanding the problem in a better way as it develops relationship with community. The level of satisfaction among the police corresponds to the collection of feedback from the community, especially the minorities.

5-2 Discussion

The study provided knowledge regarding the perceptions of Indian community, related to the performance and behavior of Kuwaiti police officers. Findings indicated the high-level satisfaction of community with the performance of Kuwaiti police officers. Thus, it confirms the validity of H1, H2, H3, H4, H5 and H6. These findings are consistent with those proposed by Yang et al., (2018) , which indicates that the development of citizens satisfaction on police includes, the police contact, and work ratings in relation to collaboration individual community.

However, findings indicated that police work ratings and their overall performance serve as the most important indicators of community satisfaction of police. Feelings of individual safety were moderately associated in predicting the community satisfaction for police performances. In addition, individuals that were previously victimized or have felt unsafe, reflected least satisfaction towards police. Jazayeri et al., (2020) further outlined that the nature of relationship shared by demographic predictor 'gender' and their perceptions about police have been inconsistent. As men are more towards committing crime, therefore, they tend to reflect negative perceptions for police. The individual conventional thinking is found favorable in this perspective. According to which relationship between gender and their perceptions have always proposed divergent findings. These findings are in contrast with those proposed in the existing study, that states a significant relationship between gender perceptions and their satisfaction level with community police. For Jazayeri et al., (2020), lack of citizens' contact with police serves as a broader indicator of their satisfaction with the services provided by them. Findings indicated that individual dissatisfaction with police was associated to either voluntary or involuntary contact with the police. Johnson et al., (2016) identified three important themes regarding the strategies that are helpful in the development of community trust. This includes visibility, shift in policing philosophy, and positive engagement. The study further outlined that in cases there was 10% population which developed negative perception about police due to interactions, and it further affected the perceptions of remaining 90% population of that community. It outlines the need of more nonhostile interactions of police within the community. McArthur & Werker, (2016) highlighted some of the important points according to which police image within the community is often distorted. These factors were the lack of accountability, culture of corruption within the workforce, low salaries, ineffective trainings and their inefficiency in dealing with public issues that contributed towards developing the negative perceptions of police within the community. The study thus suggested that police need to reform their work patterns to increase the effectiveness of their services. These findings are in line with those proposed in the present study, where participants rated high for police performance in developing positive perceptions that were regarding the police's performance. On the other hand, Johnson (2003) viewed the idea through a different stance, where the demographic variables are important, but they are of least value when considering the individual satisfaction with police. dos Santos et al., (2017) identified police trust and their responsiveness under policing as the most important indicators of perceived police effectiveness, other than the demographic variables. The study thus indicated that police must concentrate on gaining trust of the community to improve the perceived effectiveness of individuals. In this regard, the study of Fattah et al., (2020) showed the relationship between mental representations of welfare recipients and attitudes toward welfare. The results suggested that the mental image of the welfare recipients might form bias attitudes towards welfare policies while depending upon

the distribution of resources, economic inequality can be triggered in the mind of some citizens, which can cause conflicts among social groups. In U.S, a large part of the poor community has negative perceptions towards police; however, when surveyed, poor people were assumed to be less-friendly, less-intelligent, and were mentally-fit below the par (Medvidovic & Taylor, 2000) However, some individuals respond automatically in one of the following ways, such as the flow of meaning, cooperation, motivation, reinforcement, and simulation (Hamid et al., 2016). The perception of Kuwaiti police officers among the Indian community and other citizens can significantly influence human rights and transparency at national and international levels. The results of the existing study showed a positive relationship between the community mental image of Kuwaiti police officers and their attitudes and behaviors. Based on the importance of scientific research, it is necessary to conduct more studies in-depth on the mental image of the Kuwaiti police officer; to provide the national and Arab library with a database on the mental image. In addition, further studies can be carried out for detailed analysis to underline the reasons that are associated to each variable which contributes in the mental image development.(Elareshi et al., 2021) Value of this study resides in the possibility of benefiting from its results by the Kuwaiti security institutions to reduce the barriers. It is clear from the results that there is an urgent need for holding training courses for security police officers to enable them to deal with citizens smoothly and logically, and to reflect the positive image of the State of Kuwait. The present study has limitations in terms of the using the quantitative method only. Future researchers can conduct interviews and explore the perception of the police officers, which can help expand the research significance.

5-3 Implications

Findings of the study implies towards the development of community-based programs for the police, which help in fostering the positive perception among the community members. Furthermore, training sessions are recommended to equip police officers with the scientific knowledge that can assist them to deal efficiently with citizens and to reflect a positive image of the State of Kuwait. Both group-based and individual-based training can be used for developing the necessary understanding among the officers, which can help them in representing a positive stance of the Kuwaiti State.It is suggested to develop community policing programs to improve individual perceptions towards it. Also, mass media platform should be used to promote positive behavior towards the police force. This can be done through exposure to positive police practices and timely response to the misconducts in the society. A positive contact with police officers should also be promoted to strengthen the confidence of community members. Similarly, programs centered on the young population must be instigate such as officers should work near or with educational institutes not directly in class but for the student organizations, and peer-jury programs. Educational interventions should be promoted to improve citizens understanding of the police. Likewise, all police

personnel i.e., line officers, detective, supervisors, telephone operators, and administrators must be encouraged to respond in a courteous and culturally sensitive manner to develop positive mental image within the community. As mentioned earlier, the results of this study show that important external forces influence citizens' perceptions of their interactions with the police, and these external forces are the focus of any policy that helps to increase people's perceptions of the police. One measure that the municipality's police can implement is to allow their police officers to respond more quickly to community concerns because this perception has the lowest overall score among the four outcome variables identified in this study. The municipality's police department can also try to communicate with citizens outside the field of investigation of illegal activities through informal community meetings or community policing programs. In addition, the police department can try to make its practices and policies more transparent, which will increase citizens' awareness of honesty, legitimacy and consistency. When the police at the police station communicate with citizens from medium-sized cities that we inspected, a judicial policy can be implemented or the police station can be added to raise awareness of fairness, respect and reliability.

Future Studies

This study recommends that future research not only collect data on citizens' trust in the police, but also include quantitative data on all training practices and policies regarding communication and communication with residents. When questionnaire surveys are used to measure the population's perception of police communication, deviations from conventions and standards can lead to an increase in levels and an increase in the area of distribution. This study has assumed that police officers and units can deviate from the implementation of policies related to the exercises and behavior of the community, appearance and appearance, communication and communication with residents. This study recommends comparing responses from multiple residents in more than one medium-sized city and gathering data from the communication practices and policies of police departments, which can lead to conclusive social demographic and criminal justice factors. In addition, future research aims to measure citizens' perceptions of police communication and should include a detailed analysis of citizens' perceptions and their scope should go beyond verbal communication and communication. For example, the interaction of citizens and the professional appearance of military officers, the position of the department or individual officers online, community search and activities organized by the police, participation in police sports activities and knowledge between participation in civilian police communications There are related institutions, recent departmental corruption investigations or corruption investigations. This study encourages further research to investigate and examine the factors that make citizens understand the police, because this will (1) provide more evidence for decision-making to make more budgetary decisions and (2) it will continue to increase procedural theories. The scope of research (3) will help to

develop and test evidence-based practices used to develop police training methods.

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Appendix

Questionnaire

Part 1: Demographics

Sex

- Female
- Male

Age

- 25 below
- 30-26- years
- 31-35 years
- 36-4040 years
- 41 years and more

Married

- Marital Status
- Single
- Widow
- Divorced

Educational Level

- Illiterate
- Secondary
- Bachelor
- Postgraduate

Occupation

- Laborer
- Technician / Craftsman
- Free business
- Doctor / Engineer
- Public relations
- Other

Years of Residence

- 3 years and less
- 4-6 years
- 7 10 - years
- 11-15 years

- 16 years and more

Part 2: Perception and Satisfaction with Residence Department Police

Question no. 2			
Do you live with your family in Kuwait?	Yes	No	
Is dealing with the Kuwaiti police of residence and the borders limited to renew your residence and the rest if they live with you?	Yes	No	
Did your contact with Kuwaiti police of residence and borders was to renew residence?	Yes	No	
Question no 3. Honestly speaking, how much are you satisfied with the treatment of the residence and borders police officer with you in the following areas and the degree of your satisfaction?			
Duration of tasks completion	High	Medium	Low
Human relationships	High	Medium	Low
Place	High	Medium	Low
Respect of order and queuing to deliver and receive tasks	High	Medium	Low
employees smile in the face of citizens	High	Medium	Low
Tranquility	High	Medium	Low
Clarity of instructions for renewal of residence	High	Medium	Low
Qualifications of personnel in the residence and borders department	High	Medium	Low
Your sense of security and safety during your stay at the residence and borders department	High	Medium	Low
Clarity of instructions to invite parents (mother, father, wife, and sons)	High	Medium	Low
Listen to citizens	High	Medium	Low
The commitment of employees to stay at the official working hours to receive and deliver documents	High	Medium	Low
Providing citizens with guiding leaflets in different languages	High	Medium	Low
Achievement	High	Medium	Low
Providing photocopiers and stamps for documents	High	Medium	Low
Providing accountants or payment machines	High	Medium	Low
Dealing humanely with citizens	High	Medium	Low
Providing a resting place for citizens	High	Medium	Low
The Tel. numbers of offices concerned are clear	High	Medium	Low
Question no 4. What is the degree of approval for each of the following?			
Firmness and severity with citizens	High	Medium	Low
The frequent absence of workers and not being available at their desks	High	Medium	Low

The negative outlook of some personnel at the citizen	High	Medium	Low
Frequent crash of the computers	High	Medium	Low
Complexities in procedures due to the big number of citizens	High	Medium	Low
Slow completion of residence renewal due to a large number of citizens	High	Medium	Low
Blurred in instructions of residence	High	Medium	Low
Abuse of citizens by some personnel	High	Medium	Low
Narrow place compared to the number of citizens	High	Medium	Low
Long waiting for the completion of some documents.	High	Medium	Low
Personnel need training courses to raise their competencies	High	Medium	Low
Lack of basic services for citizens	High	Medium	Low
Question no 5: What are the features of the mental image of the Kuwaiti police officer?			
Stylish, clean and tidy clothes	High	Medium	Low
Disciplined and serious	High	Medium	Low
Useful	High	Medium	Low
Honest	High	Medium	Low
Firm	High	Medium	Low
Moody	High	Medium	Low
Energetic	High	Medium	Low
Humble	High	Medium	Low
Understandable	High	Medium	Low
provides services to all without exception	High	Medium	Low
Just	High	Medium	Low
Diligent	High	Medium	Low
Question no 6. Honestly speaking, have you been beaten or insulted and never preferred to deal with the residence and borders police officer if you have the opportunity to do so?			
Beating and Insulting	Yes	Neutral	No
Dealing with the Police officer if I have the chance	Yes	Neutral	No
Difficulties in Task Completion due to language	Yes	Neutral	No
Question no 7.			
Honestly speaking, do you view the degree of satisfaction with the treatment of residence and borders police?	Yes	Neutral	No
Honestly speaking, do you view the degree of satisfaction with the completion of tasks of residence and borders police?	Yes	Neutral	No