

Myrstol, B. A. and S. R. Hawk-Tourtlot (2011). "In Search of Respect: Examining Arrestee Satisfaction with Police." *American Journal of Criminal Justice* 36(4): 371-391.

- Recent research suggests that attitudes toward police hinge upon the procedures officers use in their interactions with the public.
- Using survey data collected from a sample of adults arrested and booked into a local jail in Washington County, Arkansas, this paper examined some of the factors that influence arrestees' satisfaction with police.
- Results reveal that the most important factor influencing arrestees' opinions of police was their belief in the benevolence of police actions, followed by their perceptions of the effectiveness of police, whether or not their arresting officer treated them with respect, racial group membership, and total household income.
- These findings lend support to the "normative" or "process-based" model of policing.

Wu, Y., I. Y. Sun, et al. (2011). "Race, Immigration, and Policing: Chinese Immigrants' Satisfaction with Police." *JQ: Justice Quarterly* 28(5): 745-774.

- A considerable body of research focuses on racial and ethnic minorities' perceptions of police, yet non-Black, non-Hispanic minority groups, Asians in particular, are largely overlooked.
- Using data from over 400 Chinese immigrants, this study examined the issues of race/ethnicity, immigration, and policing with a focal concern on Chinese immigrants' attitudes toward police.
- Results indicate that the majority of Chinese immigrants rate police positively in overall performance and specific areas of effectiveness, integrity, and demeanor.
- Both universal and immigrant-specific factors are important predictors of immigrants' attitudes.
- Chinese immigrants' evaluations of police are not only affected by exposure to media coverage of police misconduct, neighborhood conditions, and city context, but also are intertwined with their opinions of their home country police and perceptions of US immigration authorities.

Dai, M. and R. R. Johnson (2009). "Is Neighborhood Context a Confounder? Exploring the Effects of Citizen Race and Neighborhood Context on Satisfaction with the Police." *Policing* 32(4): 595-612.

- The purpose of this study is to examine individual-level and community-level models of citizen satisfaction with the police with particular focus on the effects of citizen race and community context.
- Using data collected in a 1997 telephone survey of citizens in Cincinnati, Ohio, this study examined citizen satisfaction with the police with hierarchical linear modeling techniques.
- The sample included 614 surveys in 29 neighborhoods.
- The results show that citizen race becomes an insignificant factor when neighborhood context is examined simultaneously in the hierarchical model.
- In addition, prior negative contacts and perceived lower quality of life are strong factors reducing the level of citizen satisfaction.
- Practical implications - There are a number of ways for police agencies to improve citizen satisfaction. The results suggest that reducing unprofessional police conduct and improving neighborhood conditions are effective strategies.

De Angelis, J. (2009). "Assessing the Impact of Oversight and Procedural Justice on the Attitudes of Individuals Who File Police Complaints." *Police Quarterly* 12(2): 214-236.

- This article uses the procedural justice perspective and anonymous mailed surveys to examine the effect the implementation of a new citizen oversight agency in one midsized Western city had on levels of satisfaction among citizens who filed complaints against police officers.
- The results indicate that the implementation of the oversight agency improved levels of satisfaction with certain parts of the complaint process, such as the quality of communication and the thoroughness of the process.
- However, the new citizen agency had no statistically significant direct effect on levels of satisfaction with either the complaint process as a whole or with complaint outcomes.

Dukes, R. L., E. Portillos, et al. (2009). "Models of Satisfaction with Police Service." *Policing* 32(2): 297-318.

- This paper examined the process of citizen satisfaction with police service - so police can emphasize important aspects of service and maintain high satisfaction.
- Citizens of Colorado Springs (n=3591) participated in one of four yearly surveys (2002-2005) to test two structural equations models.
- Findings - The five-variable model fits the data very well (CFI=0.95). It did not vary from 2002 to 2005. The 12-variable model explained the satisfaction process more completely but fits less well (CFI=0.91). Neither model varied by demographic characteristics of respondents.
- Practical implications - Police should implement a process-based model of service that emphasizes citizens' feelings of neighborhood safety and police response as important predictors of positive evaluations of service.

Giblin, M. J. and A. D. Dillon (2009). "Public Perceptions in the Last Frontier: Alaska Native Satisfaction with the Police." *Journal of Ethnicity in Criminal Justice* 7(2): 107-120.

- The present study examined citizen satisfaction with police in Anchorage, Alaska.
- Using data collected through a city-level victimization survey, White and Alaska Native/American Indian perceptions were contrasted, controlling for other relevant factors such as level of neighborhood disorder, prior victimization, and age.
- Results showed that Alaska Natives/American Indians held more favorable views of the police than White residents.

Larsen, J. E. and J. P. Blair (2009). "The Importance of Police Performance as a Determinant of Satisfaction with Police." *American Journal of Economics and Business Administration* 1(1): 1-10.¹

- This examines the results of three public opinion surveys, conducted biannually, to identify determinants of citizen satisfaction with police.
- The findings indicated that satisfaction was largely determined by citizen perception of police behaviors.
- Four variables reflecting perceptions of police performance were particularly important:
 - Response time to a crime in progress
 - Visibility on the street

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<http://www.google.com/url?sa=t&rct=j&q=&esrc=s&frm=1&source=web&cd=3&cad=rja&ved=0CEAQFjAC&url=http%3A%2F%2Fthescipub.com%2Fpdf%2F10.3844%2Fajebsp.2009.1.10&ei=J-r7UeqIjXl4AO3nYHABw&usg=AFQjCNEpC9R6wY4N0mDeTSwMzmRZs2AZrQ&sig2=OWfWip8S6L3ZR7UMvgik4g>

- The quality of the relationship between the police and community
- Police efforts to reduce crime
- Almost all demographic and other individual factors, as well as subjective measures of crime severity in the respondent's neighborhood were insignificant or less important.
- Conclusion/Recommendations: The findings suggested that public officials could improve citizen satisfaction by focusing on specific aspects of police behavior.
- Training programs should be oriented accordingly.

Lloyd, K. and J. Foster (2009). Citizen Focus and Community Engagement: A Review of the Literature. London, Police Foundation.²

Despite receiving higher public ratings than other criminal justice professionals, public confidence in the police has declined significantly in the last 25 years. Research suggests that dissatisfaction with the police is related to how people are treated, not the role that the police perform. This literature review examines the evidence base for a 'citizen-focused' approach to policing and encompasses: Public perceptions of the police; Critical success factors in community engagement and neighborhood policing initiatives; Approaches to improving confidence and satisfaction in the police.

Lord, V. B., J. B. Kuhns, et al. (2009). "Small City Community Policing and Citizen Satisfaction." Policing 32(4): 574-594.

- This paper aimed to examine the impact of the implementation of community-oriented policing and problem solving in a small city.
- Citizen surveys that measure perceptions and activities of the police were completed before and three years after broader implementation of community policing.
- The results show that although the police invest a great deal of time building partnerships with and problem solving in neighborhoods, there were no significant differences over time in citizen satisfaction with police or in fear of crime.
- Personal contact with police mediates the influence of individual and neighborhood characteristics on citizen satisfaction.
- Police presence remains a common significant predictor of citizen satisfaction.
- Practical implications - Citizen satisfaction is an important concern for all police and local governmental administrators; therefore, the findings of this study are useful for smaller agencies that are implementing or planning to implement community-oriented policing.

Wu, Y., I. Y. Sun, et al. (2009). "Race, Class or Neighborhood Context: Which Matters More in Measuring Satisfaction with Police?" JQ: Justice Quarterly 26(1): 125-156.

- The primary purpose of this study is to assess the relative effects of race and class, at both individual and neighborhood levels, on public satisfaction with police.
- This study analyzed how individual-level variables, including race, class, age, gender, victimization and contact with police, and neighborhood-level factors, including racial composition, concentrated disadvantage, residential mobility and violent crime rate, influence residents' satisfaction with police.
- The results indicate that both race and class are equally important predictors.
- African Americans and lower-class people tend to be less satisfied with police.

² http://www.police-foundation.org.uk/uploads/catalogerfiles/citizen-focus-and-community-engagement-a-review-of-the-literature/citizen_focus.pdf

- The significant effects of race and class, however, disappear when neighborhood-level characteristics are considered simultaneously.
- Neighborhood racial composition affects satisfaction with police, with residents in predominately White and racially mixed neighborhoods having more favorable attitudes than those in predominately African American communities.
- Further analyses reveal that African Americans in economically advantaged neighborhoods are less likely than Whites in the same kind of neighborhoods to be satisfied with police, whereas African Americans and Whites in disadvantaged communities hold similar levels of satisfaction with police. Implications for future research and policy are discussed.

McCluskey, J. D., C. P. McCluskey, et al. (2008). "A Comparison of Latino and White Citizen Satisfaction with Police." *Journal of Criminal Justice* 36(6): 471-477.

- This study aimed to compare citizen satisfaction with police among Latinos and Whites in the majority-minority city of San Antonio, Texas.
- The study modeled citizen satisfaction with police from a sample of 592 survey respondents that were contacted by telephone in the fall of 2005.
- Models across the two groups indicated that neighborhood disorder strongly influenced satisfaction and Latinos had slightly higher satisfaction levels when compared with Whites.

Miller, J. and R. C. Davis (2008). "Unpacking Public Attitudes to the Police: Contrasting Perceptions of Misconduct with Traditional Measures of Satisfaction." *International Journal of Police Science & Management* 10(1): 9-22.

- This article tests four hypotheses:
 1. Public attitudes about police misconduct are distinct from their attitudes about police effectiveness and responsiveness;
 2. Determinants of attitudes about police misconduct are different from those relating to police effectiveness and responsiveness;
 3. Negative experiences of police among friends, family and associates impact on personal attitudes to the police; and
 4. Attitudes toward the police are affected by the character of news coverage to which members of the public are exposed.
- This research found support for all four hypotheses.
- This research underscored how perceptions of police misconduct are more sensitive to media influences, race and neighborhood factors and police-initiated contacts, than traditional measures of public confidence.

Cao, L. and V. Garcia (2005). "Race and Satisfaction with the Police in a Small City." *Journal of Criminal Justice* 33(2): 191-199.

- This study explored determinants of satisfaction with the police.
- Data from 235 residents of a small northeastern city in the United States were analyzed.
- The results indicated that Hispanics had the lowest global satisfaction with the police, while Caucasians had the highest.
- The results also revealed the importance of separating global satisfaction from specific satisfaction.
- The study concluded that police departments must work harder at gaining public satisfaction among African Americans and Hispanics and work toward increasing public feelings of safety in order to improve citizen satisfaction with the police.

Skogan, W. G. (2005). "Citizen Satisfaction with Police Encounters." *Police Quarterly* 8(3): 298-321.³

- This article examines the character and consequences of encounters between police and residents of the city of Chicago.
- It describes the frequency with which they contacted the police for assistance or support and how often they were stopped by them.
- Follow-up questions gathered information about the character of those contacts.
- The analysis contrasts the effects of experiential, on-scene factors with those of race, age, gender, and language on satisfaction with encounters.
- It demonstrated the great importance of the quality of routine police-citizen encounters, for things that officers did on the spot dominated in determining satisfaction.
- The personal characteristics of city residents played an important role in shaping who was treated in this way or that and affected satisfaction primarily through on-scene actions by police.

Wilson, S. and J. L. Jasinski (2004). "Public Satisfaction with the Police in Domestic Violence Cases: The Importance of Arrest, Expectations, and Involuntary Contact." *American Journal of Criminal Justice* 28(2): 235-254.

- This study examined the importance of victims' expectations of the police, the decision to arrest, and voluntary contact on satisfaction ratings of the police in domestic violence cases.
- Based on results from past research and modern police policy, several hypotheses are tested including: fulfilled expectations, offender arrests, and voluntary contacts resulting in positive satisfaction ratings of the police.
- This study utilizes data from a national study on violence against women in the United States.
- The results indicate that fulfilled expectations and the arrest decision are important to positive satisfaction ratings.
- Findings also indicate that involuntary, not voluntary, contact with the police leads to higher satisfaction ratings.

Hawdon, J. and J. Ryan (2003). "Police-Resident Interactions and Satisfaction with Police: An Empirical Test of Community Policing Assertions." *Criminal Justice Policy Review* 14(1): 55-74.⁴

- There have been several studies that reported a positive correlation between police resident interaction and resident satisfaction with the police and that community policing can substantially lower resident fear of crime.
- However, these studies failed to control for levels of community solidarity.
- This study uses ordinary least squares regression to predict levels of satisfaction with local police among residents of a small neighborhood in western South Carolina.
- Once levels of community solidarity were accounted for, positive interactions between residents and the police did not influence resident perceptions of police effectiveness.
- Conversely, the visible presence of officers in the neighborhood improved the residents' opinions of the police.

Reisig, M. D. and R. B. Parks (2003). "Neighborhood Context, Police Behavior and Satisfaction with Police." *Justice Research and Policy* 5(1): 37 - 66.

³ <http://pqx.sagepub.com/content/8/3/298.full.pdf>

⁴ <http://cjp.sagepub.com/content/14/1/55.full.pdf+html>

- This study explored whether variation in police behavior affects citizens' attitudes independent of neighborhood structural characteristics such as concentrated poverty.
- Residents in neighborhoods characterized by concentrated poverty and high violent crime rates report lower levels of satisfaction with police.
- The prevailing neighborhood-level explanation posits that such outcomes are a product of ecologically structured unconventional norms and values regarding crime and criminal justice.
- What remains unanswered, however, is whether variation in police behavior affects citizens' attitudes independent of neighborhood structural characteristics (e.g., concentrated disadvantage).
- This study's results suggested that alternative patrol strategies advocated by proponents of community policing foot and bike patrols had a direct positive effect on citizens' satisfaction, net of neighborhood structure and known individual-level correlates (e.g., perceived quality of life).
- In contrast, the use of physical force is (at best) only weakly associated with neighborhood-level satisfaction.

Reisig, M. D. and R. B. Parks (2002). Satisfaction with Police--What Matters? Washington, DC, National Institute of Justice.⁵

- This examines the factors that contribute to individuals positive views of police performance.
- The authors conducted telephone interviews with 5,361 residents in 58 neighborhoods in Indianapolis, Indiana, and St. Petersburg, Florida, that addressed issues of public opinion of police performance.
- Arguing that personal experience and encounters with police, perceptions of neighborhood quality of life, and the economic status and homicide rates of neighborhoods influenced individuals opinions of the police, this article details the findings of the telephone interviews.
- Researchers reported that individuals' personal experience with police was just as important as residents' impressions of their neighborhoods and quality of life.
- Furthermore, residents with a greater sense of neighborhood safety held higher opinions of the police, and Caucasian, nonblack minorities tended to be more satisfied with police performances than were minorities and younger individuals.
- The authors concluded that to increase public satisfaction, police administrators should specify the types of behavior residents should rightly expect, implement police officer training and field supervision to increase public satisfaction, and identify the types of public encounters they would like to have.

Hirschel, D., R. Lumb, et al. (1998). "Victim Assessment of the Police Response to Burglary. The Relative Effects of Incident, Police Action, Outcome and Demographic Variables on Citizen Satisfaction." Police Quarterly 1(4): 1-20.

- This article surveys victims of household burglary who have contacted the police and reports their assessments of their interactions with the police.
- The sample comprises 257 victims who reported household burglaries to the police in Charlotte, North Carolina, in July 1995.
- Particular emphasis is placed on whether positive evaluations of police performance are influenced more by (1) characteristics of the incident, (2) police handling of the victim and the case, (3) apprehension of the offender and/or recovery of stolen property or (4) the victim's background characteristics.

⁵ <http://www.ncjrs.gov/pdffiles1/nij/194077.pdf>

- The results indicate that it is the police handling of the victim and the case that exert the greatest effect on citizen satisfaction.
- This suggests that greater attention should be paid to the manner in which police officers interact with crime victims and that the officers should provide victims with information and advice that is pertinent to their particular victimization.

Kusow, A. M., L. C. Wilson, et al. (1997). "Determinants of Citizen Satisfaction with the Police: The Effects of Residential Location." *Policing 20(4): 655-74.*⁶

- This study examined correlates and effects of residential location on perceived satisfaction with the police.
- Data were collected using a questionnaire mailed to 6,000 residents; 2,433 responded for a response rate of 42.1 percent.
- The study explored whether race and residential location interacted in their effects on perceived satisfaction with the police. Effects of other predictors such as prior victimization, age, and gender were also investigated.
- Results confirmed those who were previously victimized maintained less favorable attitudes toward the police.
- Those aged 60 years and older were more satisfied with the police than younger age groups.
- Gender was not significant in determining perceived satisfaction with the police.
- The most important study predictor was race-residential location. Where individuals lived affected their overall attitudes toward the police.
- White suburbanites tended to be more satisfied with the police than both whites and blacks who lived in the central city.
- Similarly, black suburbanites were more satisfied with the police than both white and black urban residents.
- Residential location rather than race appeared to affect perceptions of police performance.

Martin, M. E. (1997). "Policy Promise: Community Policing and Domestic Violence Victim Satisfaction." *Policing 20(3): 519-531.*⁷

- The relationship between community policing and victim satisfaction regarding police intervention in domestic assault was studied using information from 58 victims in a State with a mandatory arrest policy.
- The research examined multiple dimensions of satisfaction and the victims' expectations for the police encounter.
- The research also sought to describe which aspects of the victims' demographic characteristics, the previous history of the victim and offender in relation to domestic assault, police behavior, and victims' expectations contributed to their satisfaction or dissatisfaction with the arrest experience.
- Data were collected by means of a self-administered questionnaire that was mailed to victims about 3 months after the arrest incident.
- Ninety-three percent of the victims were female, 53 percent were married to the abuser, and 55 percent were 30 years old or older. Fifty-four percent had previously called the police.
- Victims had complex and realistic expectations about the use of arrest in their circumstances. Most victims evaluated the police actions positively.

⁶ <http://www.soc.iastate.edu/staff/kusow/Dterminats%20of%20Citizen%20Satisfaction.pdf>

⁷ <http://cjp.sagepub.com/content/14/1/55.full.pdf+html>

- Characteristics of the victim, offender, offense, or situation were generally not associated with compliance with police policy.
- Victims supported the arrest policy, although they overwhelmingly thought that the police would not end domestic assault.
- Findings suggested that satisfaction with police practice resulted from multiple factors and that police can actively improve community satisfaction in domestic assault cases by fully implementing policy and training directives and by focusing on the quality of the immediate interaction.