

The Role of a Community Police Officer in Shaping the Security of Local Communities — Considerations in the Context of the First National Surveys of Community Police Officers (2017)

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Abstract. *The article is devoted to the discussion of selected results of the nationwide community police officers research conducted by the authors in January 2017. This research is a part of the ongoing project of the Ministry of Internal Affairs and Administration "Community police officer closer to us". The analysis was based on the answers provided by 5,400 respondents from all over the country to the following questions: Should the role of community police officers be to carry out social prevention tasks? Are community police officers satisfied with their job as community police officers? How do they assess their interpersonal communication skills? Do they think they have prestige in the local community? Do they participate in meetings with the local community and how do they characterize the police mission? The results will be processed in 17 reports from the national community police officers research. The application of conclusions from the results of qualitative and quantitative research conducted all over Poland in 17 garrisons will have a significant impact on the dialogue between the authorities and community police officers, determining the expectations of first contact officers, their problems, strengths and weaknesses. The research carried out will increase the effectiveness of the "Community police officer closer to us" programme, one of the basic programmes of the Ministry of Internal Affairs and Administration implemented in order to build trust between the authorities and a citizen. The research also resulted in two monographs on the functioning of the district division in Poland. The authors' research focuses on the partnership of community police officers' services with the local community for internal security, taking into account the role of community police officers' social and educational activities, and on drawing a professional portrait of the community police officer who is closer to people, solves problems of local communities and carries out activities in the social and educational area.*

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Introduction

On 20 June 2016, the Ministry of Internal Affairs and Administration presented the assumptions of the "Community police officer closer to us" programme¹. The aim of the programme is to strengthen the role of the community police officer in ensuring the safety of the local community through greater involvement in the affairs of local communities, active participation of community police officers in public consultations through the implementation of the idea of *Know your*

¹ *Electronic source:* <http://www.policja.pl/pol/aktualnosci/128116,quotDzielnicowy-blizej-nas-nowy-program-MSWiA.html>, *accessed:* 20.06.2017.

community police officer—they should get to know you and a comprehensive change in the approach to community police officers. The directions of changes in community police officers' services were determined in the following areas: human resources, training, social communication, service organization and modernization².

This article discusses the issues of nationwide community police officers research conducted by the authors of the article in January 2017 and presented for the first time in the form of a report during a scientific conference entitled "Community police officer closer to us" organized by the Ministry of Internal Affairs and Administration in cooperation with the Bureau of Social Communication of the National Police Headquarters Conference.

1. A new regulation on the methods and forms of performance of the tasks by the community police officers and the head of community police officers

Since 20 June 2016, a new regulation has been in force regulating the methods and forms of performance of tasks by community police officers and the head of community police officers. It is Order No. 5 of the National Police Chief of 20 June 2016 on the methods and forms of performance of tasks by a community police officer and the head of community police officers (Dz. Urz. KGP entry 26), where they have a wide range of preventive and assistance activities in their neighbourhood. Under § 29.1 of the Order, the community police officer's tasks include, among others, the implementation of social prevention tasks. And in the context of personal identification, the community police officers' interests include, among others, people who are addicted to alcohol or alcohol-like substances or minors at risk of demoralisation, as well as perpetrators of criminal acts. (§ 31). A community police officer is obliged to undertake certain activities consisting in conducting preventive talks, as well as to apply measures of educational influence. They initiate activities in the field of organising assistance, including placement of a person in need of assistance in a drug addiction, treatment or care facility. It is also of interest to potential victims of crime and misconduct, indicating, *inter alia*, appropriate ways to avoid the danger.

A community police officer also carries out activities in the aforementioned area of social prevention. Their wide range makes it possible to state that this is a pedagogical and assistance activity. It is the community police officer that diagnoses and indicates local threats and directions of prevention activities; he/she inspires and participates in undertakings in the field of social prevention — in cooperation with other police officers, local government bodies and other non-police entities.

It is the responsibility of the 'first contact policeman' to inform and instruct the public on the dangers involved, on how to protect themselves and on what

² A special edition of the magazine "Police 997" devoted to community police officers was prepared for the inauguration of the "Community police officer closer to us" programme in June. A special edition was prepared by the Public Communication Bureau of the National Police Headquarters.

to do in certain situations, and on how to be organised in order to improve safety. Education of particular social groups within the local community in which a given community police officer operates also consists in initiating assistance activities for victims of crime, as well as organizing advisory services for this group of people. It also involves taking action with a view to combatting domestic violence. (§ 36.)

A community police officer also has a well-defined educational and pedagogical field in their tasks. He/ she is a kind of “local community educator” who carries out the process of education, prevention and assistance. This police officer holds an extremely responsible official position. It is his/ her responsibility, with the support of assistance institutions, to build social and educational relations. A community police officer also performs field research (§ 32), the file of the area where information obtained in the course of the research is collected (§ 33), the current analysis of the security situation in the area using information on the state of public safety and order and the analysis of the security situation (§ 34.1). A community police officer’s ability to be creative should be emphasized, as he or she submits conclusions and proposals to the head of community police officers, e.g. regarding the time and manner in which the head of community police officers carries out his or her own tasks (§ 35.1.). One of the community police officer’s tasks is also to prepare a priority action plan every six months on the basis of diagnosed social expectations and threat analysis in the area (§ 38.1.). The definition of the patrol has been changed³. Patrolling is the basic form of community police officer’s service and involves movement within the area and on the job assigned to it. During the neighbourhood patrol, he/ she carries out the tasks resulting from his/ her job responsibilities. This definition of patrol is contained in Order No. 528 and has become part of the patrol definition contained in Order No. 5. The second part of the definition in that Order is replaced by the following: Patrol is also understood as the performance of official tasks, outside the seat of a police organizational unit, closely related to the district area and performed outside it (Order No. 5; § 9. 1.).

2. Community police officer — a district host and creator of dialogue with the local community

Order No. 5 of 20 June 2016 provides the following definition: “Community police officer is a police officer appointed to the position of a community police officer — a district police officer who has been entrusted with the performance of official duties in this position by a personnel order” (Order No. 5 of 20 June 2016) and in Order No. 6 of 21 February 2017. — In view of the possibility of promotion to the senior community police officer’s position, the definition is as follows: ‘Community police officer — a police officer appointed to the position of a community police officer or a senior community police officer and a police officer entrusted with the performance of official duties in these positions by a personnel order’. Therefore, a community police officer is a host who sets an example, initiates, points the way, thinks about others, communicates with residents of the district, creates a specific

³ Comparison of Order No. 528 and Order No. 5 will be the subject of separate consideration.

atmosphere of trust, animates educational and preventive activities, is a “bank of information” for investigators, support for operational services, moderator of coalitions with institutions responsible for security and public order. In this way, he/ she fulfils its mission and role in relation to social service. This is why it is so important to choose a person with the right personal qualities, experience, knowledge and, outstanding communication skills, as a community police officer is in constant contact with his/ her citizens in order to take joint action to ensure safety and public order.⁴ The knowledge of the district’s inhabitants is invaluable for him/ her; in terms of personal reconnaissance, the relations between neighbours can be helpful. A community police officer is able to efficiently obtain information on the way of life, the past, contacts with the criminal world, personal problems of the person who is at the centre of his/her attention.⁵ The discussion on the functioning of the community police officers’ division has lasted since the mid-nineties of the 20th century along with the changes taking place in the Polish Police. The research on the functioning of the district division in Poland conducted, among others, by T. Cielecki, J. Czapska, Z. Lasocik, A. Gliszczyński and J. Stawnicka will be presented below. A community police officer is described in the literature of the subject as “a representative of the first contact police”, “a policeman providing services for the district community”, “a police spokesman for residents” and “a police advocate of local residents’ interests”⁶.

In 2005, the Centre for Public Opinion Research (CBOS) Foundation commissioned the National Police Headquarters to conduct research on the image of the Police in the form of target group interviews (8 group interviews)⁷. One of the objectives of the study was to get to know the expectations of the respondents towards community police officers. The respondents stated that the contact with a community police officer was the result of such incidents as theft, neighbourhood or family problems; they emphasized that a community police officer visits the residents of the local community, passes on information about themselves, talks about how to contact them, and pointed to the fact that a community police officer should visit the residents of their district, as this inspires trust not only in the community police officer but also in all the police. A big problem with contacting community police officers is that they often change their position and have a large area of responsibility in the neighbourhood, which makes the neighbourhood an anonymous place for them. Respondents did not notice the educational role of a community police officer, they did not mention the importance of the possibility of meetings with a community police officer during social debates, local government and non-police meetings, working groups, interdisciplinary teams or meetings with young people.

Z. Lasocik in his book *Community Police Officer in a Modern Police Formation*⁸ presents the results of research conducted on a sample of 1500 community police

⁴ Stawnicka J, *Dialogiczny wymiar bezpieczeństwa*. Katowice, 2013, p. 94.

⁵ Stawnicka J, *Dzielnicowy bliżej nas. Diagnozy i prognozy realizacji projektu z perspektywy szkoleniowej i naukowo-badawczej. Kwartalnik Policjny*, 2016, No. 3, pp. 78–83.

⁶ Bryła M, Wójcikiewicz J, *Idealny dzielnicowy a rzeczywistość. Podsumowanie dyskusji*, [in:] Czapska J, Widacki J (Eds), *Bezpieczeństwo lokalne. Społeczny kontekst prewencji kryminalnej*. Warsaw, 2000, p. 123.

⁷ Królikowska K, *Wizerunek Policji w świadomości społecznej. Raport z badania*. Warsaw: National Police Headquarters, 2005.

⁸ Lasocik Z, *District in a modern police formation*. Warsaw, 2011.

officers, answering questions such as: 'Who are community police officers?', 'How do they work?', and 'Do they participate in the life of local community?'. The object of the researcher's interest was also elements of professional satisfaction (job satisfaction, qualifications, satisfaction, aspirations and professional pride, the attitude of residents towards community police officer, their prestige in the local community and the Police, loyalty to the service, further career plans of community police officers both in the light of socio-demographic data as well as professional plans based on some of their opinions and the evaluation of community police officers in their working environment. Quantitative knowledge has been enriched with qualitative data coming directly from community police officers⁹, thanks to becoming familiar with their job and their working environment. There was a lack of possibility to conduct planned tasks due to the engagement in other activities that are not part of the community police officer's responsibilities. Lack of respect from the supervisors and police officers of other departments was also noticed. Community police officers also stated that one of the most important weaknesses of the service is the lack of specialist training, they wrote about staff shortages, the most important task for them was the recognition of their allocated area, familiarity with local community and the ability to make contacts with them, they emphasized bad working conditions. The supervisors pointed out their own ways of increasing the results of their subordinates' work and listed the effectiveness factors of the community police officer's work, including the motivation and reward system, stability and independence, good equipment, good relations with supervisors, their good communication skills and specific and clearly formulated requirements¹⁰. As stated in the conclusions, the community police officers reported that their supervisors could not understand that the most important thing in the community police officer's work was independence and good contacts with the local community. It was found that "*the mission of community police officer is still unclear and that there is no communication system between the levels and services within Police structure*"¹¹.

In the years 2012 — 2014, J. Stawnicka implemented a research project "Social Communication in the Police", the aim of which was to analyse internal and external communication as a function of modern management in the Police, to indicate the course of the process of creating communication strategies in the Police by researching the current situation and to determine research perspectives in the indicated area¹². In this project, an important part of the research was to indicate the role of community police officer in creating a positive image of the police through contacts with citizens and ways of conducting talks about their problems. During the survey among the community police officers in garrison of Silesia and Lower Silesia (questionnaires, as well as interviews with the community police officers about their job)¹³.

⁹ *Ibid.*, p. 239.

¹⁰ *Ibid.*, pp. 249–250.

¹¹ *Ibid.*, p. 250.

¹² The results of the research are presented in the book: Stawnicka J, Dialogiczny wymiar bezpieczeństwa. The thing about the Polish Police. Katowice, 2013, pp. 96–100.

¹³ The number of people in district care was significant and reached up to 6,000 people. They spend an average of 4–5 hours on tours around the study, but this depends on the activities ordered and the number of interventions

In answer to the question: What problems are reported by the local community in your area?, the community police officers emphasized that these were problems related to hooliganism and damage of property, burglaries and thefts, as well as speeding, neighbourhood disputes and conflicts, family problems, issues related to the living and material situation of individual families, thefts of telephone lines or license plates and domestic violence. There are also problems depending on the season of the year, e.g. winter snow clearance of roads or pavements, in smaller towns — violation of the perimeters of fields or plots of neighbouring houses. In the area of undertaking initiatives in the region, in order to get in touch with residents, community police officers organised meetings with them. During those meetings they learnt about their needs and they educated them through information campaigns (local press, announcements on information boards, on the Internet. Community police officers emphasized the reluctance of the local community to cooperate with them, they stated unequivocally that patrolling is the basic form of community police officers' work. The research of community police officers conducted by the authors of this article is the first one to be carried out in Poland on a research group which consisted of all community police officers in Poland.

3. National Community Police Officers' Research

In January 2017, a national Community Police Officers' Research was carried out by the Bureau of Social Communication at the National Police Headquarters. The subject of the study was: "Community police officer closer to us. Analysis of the national community police officers' survey. Quantitative and qualitative research". The survey was conducted in 17 garrisons (5400 respondents). The results of the research are prepared by the Director of the Bureau of Social Communication at the National Police Headquarters, dr lieutenant-colonel Iwona Klonowska and prof. Jadwiga Stawnicka. The survey was addressed to community police officers all over the country and included 53 questions divided into 10 categories.

- **Characteristics of respondents. Socio-demographic features** (respondent's gender, age, respondent's education, place of service, length of service in the Police, length of service as a CPO).
- **Cooperation with local communities** (participation in meetings of local government and non-police entities, working groups / interdisciplinary teams, social debates, housing estate meetings, meetings of social organisations, meetings with young people, evaluation of cooperation between community police officers and residents, evaluation of community police officers' activities from the perspective of residents; evaluation of the security level in the working area, pathological phenomena in the local environment).
- **Performance of social prevention tasks by the district** (possibility of implementation of social prevention tasks by a community police officer, factors hindering and facilitating work in the field of social prevention, possibilities of a community police officer's influence on the local society in the field of prevention).
- **Organisation of community police officer's work** (time spent on other activities connected with work; suggestion of changes in work organisation;

part of the duties which community police officers spend in the local community on a monthly basis).

- **Skills and characteristics of community police officers** (community police officers' strengths and weaknesses, assessment of interpersonal communication skills in the local environment, characteristics of community police officers, evaluation of community police officers' qualifications for the contest "Community Police Officer of the Year").
- **Occupational aspirations of community police officers** (evaluation of the introduction of horizontal promotion in the form of the position of "senior community police officer", evaluation of the held position in the context of meeting professional aspirations).
- **Evaluation of introduced changes and proposed modifications** (evaluation of new regulations on community police officers' service (no. 5/16 KGP), implementation of regulations, the need for changing regulations, validity of introducing new changes (providing access to the Internet by office phone and setting up office e-mail accounts).
- **Level of satisfaction with the service** (description of the situation that has brought the greatest satisfaction in the last six months, the greatest disappointment in the last six months, identification of the essence of the community police officer's service. Characteristics of the community police officer's mission, reasons for changing the position in the nearest future).
- **The prestige of the community police officer's service** (prestige of the community police officer's function in the police environment, prestige of the community police officer's function in the society, activities raising the prestige of the community police officer's service).
- **Training** (assessing the relevance of training for community police officers, assessing preparation for the community police officer's position).

3.1. Results of national Community Police Officer's Research (selection)

According to the conducted research, the largest group of community police officers in the country are people aged 31 — 40. For example, in Silesia it is as high as 55.61%, in Opole province 64.10% and in Małopolska province 69.33%. Most community police officers in the country have secondary education. In Silesia province as many as 58.64% have secondary education, in Małopolska 50.14%, while in Opole 48.8% and Lower Silesia 53.45%. The highest number of community police officers is provided in cities with 50,000 to 200,000 citizens (43.13%). The second largest group is the group of community police officers serving in towns which have from 5 to 50 thousand residents (20%). On the other hand, 17.15% of the community police officers serve in cities with more than 200,000 citizens. Three other groups are: the group of community police officers serving in communal villages (13.11% of respondents), villages (4.16% of respondents) and cities with up to 5 thousand inhabitants (2.40% of respondents). In terms of length of service, the largest group is community police officers with 6–10 years of service (31.40% of respondents). More than 1/5 of the respondents are community police officers with 16–20 years of experience (21.44% of respondents). The next group

in terms of numbers was community police officers with 11–15 years of service (20.43% of respondents), followed by 21–25 years of service (14% of respondents). The group with 4–5 years of experience (7.44% of respondents), up to 3 years of experience (0.63%) and over 30 years of experience (0.25%) constitute fewer than 10% of the respondents. The two largest groups of community police officers in terms of length of service as a community police officers are respondents who have served as community police officers 6 — 10 years (25%) and 3 — 5 years (24.49%).

The third group is made up of community police officers with 1–3 years of experience (17.15%). The next group is community police officers with 11–15 years of experience (14.75%), over 15 years of age (12.36%, i.e. 98 respondents) and less than a year of experience (6.18%).

The answers to the selected questions are discussed below, using tables indicating the distribution of answers in each garrison. The answers to the following questions were selected for analysis:

Should the community police officer's role be to carry out social prevention tasks?

- Are you satisfied with your job as a community police officer?
- How do you assess your interpersonal communication skills in the local environment?
- Do you think that a community police officer enjoys prestige in the local environment?
- Please describe the police mission from your point of view.
- Do you attend the following meetings: working groups/interdisciplinary teams?

3.2. Implementation of social prevention tasks by community police officers.

Community police officers believe that the tasks related to social prevention field should be carried out by community police officers. Answers "Yes" and "Rather yes" were provided by as many as 88% of those surveyed on a national scale. This indicates a relatively homogeneous picture, which differs slightly from garrison to garrison. Community police officers from all garrisons stated that their role should be to carry out these tasks. This opinion was expressed by the vast majority of garrisons, achieving an average of over 40%. An exception was Łódź garrison, where 36.9% of respondents gave an affirmative answer, and the Pomerania garrison, where 37.9% of respondents gave an affirmative answer. Over 40% of respondents in all the garrisons answered "Rather yes", where the highest percentage of respondents gave such an answer in the Silesian garrison (49.3%), and the lowest percentage of respondents — 40.1% in the Wielkopolska garrison. Among the answers "Rather no", in five provinces the percentage is higher than 10%, i.e. in Łódź (11.7%), Opole (10.3%), Pomerania, (10.1%), Warmia and Masuria (10.6%) and Wielkopolska (11.5%). The lowest percentage of respondents indicated a "Rather no" answer in the Lublin province.

On the other hand, among the clearly negative answers above 5% of the respondents have indicated the following provinces: Opole (7.1%), Wielkopolska

(6.3%), Pomerania (5.9%), Łódź (5.5%), Warmia and Masuria (5.3%) and Podlasie (5.2%). The lowest percentage of the respondents who have stated that community police officers should not perform tasks related to social prevention is in the Małopolska garrison. Summing up, on a national scale, 43% of the respondents have given affirmative answers, 45% have claimed that community police officers rather should perform social prevention-related activities, 8.3% that they rather should not, 3.7% that they should not, and therefore, on a national scale, 88% of the answers given are "Yes" and "Rather yes", and 12% are "Rather no" and "No".

Respondents' opinions concerning social prevention-related activities performed by community police officers have been presented in Table 1.

Table 1. Respondents' opinions on social prevention-related activities performed by community police officers, No. = 5383 persons

Province	Yes		Rather yes		Rather no		No		In total
	Number	%	Rather yes	%	Rather no	%	No	%	
Lower Silesia	146	43.84	146	43.84	32	9.61	9	2.70	333
Metropolitan Police Headquarters	187	43.59	208	48.48	22	5.13	12	2.8	429
Kujawy-Pomerania	132	46.16	122	42.66	23	8.04	9	3.15	286
Lublin	158	46.20	162	47.37	15	4.39	7	2.05	342
Lubuskie	79	47.02	71	42.26	12	7.14	6	3.57	168
Łódź	114	36.89	142	45.95	36	11.65	17	5.50	309
Małopolska	182	48.53	165	44.00	24	6.40	4	1.07	375
Mazovia	178	44.61	181	45.36	31	7.77	9	2.26	399
Opole	64	41.03	65	41.67	16	10.26	11	7.05	156
Podkarpackie	105	46.67	99	44.00	11	4.89	10	4.44	225
Podlasie	63	40.65	70	45.16	14	9.03	8	5.16	155
Pomerania	90	37.82	110	46.22	24	10.08	14	5.88	238
Silesia	314	39.60	391	49.31	68	8.58	20	2.52	793
Świętokrzyskie	50	42.74	52	44.44	10	8.55	5	4.27	117
Warmia and Masuria	83	43.68	77	40.53	20	10.53	10	5.26	190
Wielkopolska	280	41.98	268	40.18	77	11.54	42	6.30	667
West Pomerania	88	43.78	95	47.26	12	5.97	6	2.99	201
IN TOTAL	2313	42.97	2424	45.03	447	8.30	199	3.70	5383

Source: Community police officers' own research.

3.3. Community police officer's job satisfaction

The respondents are satisfied with the job of a community police officer. Positive answers have been declared by 87.6%, including 27.75% of the respondents who have answered "Definitely yes", and 59.98% "Rather yes". An overwhelming number of "Rather yes" responses make us think that community police officers are not fully satisfied with their job. Only one in three community police officers is fully satisfied with his/her job. The biggest number of community police officers are satisfied with their job in the Mazovia province (41.9%), and the smallest number of the respondents in the Podlasie province (17.4%). On the other hand, the largest number of the respondents are rather satisfied with their job in the Silesia province (65.2%) and Podlasie province (64.5%). And the largest number of the respondents are rather not satisfied in the Małopolska Province (16.8%), and definitely not satisfied in the Podlasie province (3.9%).

Respondents' answers concerning job satisfaction on a national scale have been presented in Table 2.

Table 2. Answers to the question: *Are you satisfied with your job?* On a national scale (No. = 5383) Source: community police officers' own research

Province	Definitely yes	Rather yes	Rather no	Definitely no	In total
Lower Silesia	95	191	39	8	333
	28.53%	57.36%	11.71%	2.40%	100%
Metropolitan Police Headquarters	110	258	47	14	429
	25.64%	60.14%	10.96%	3.26%	100%
Kujawy-Pomerania	81	171	28	6	286
	28.32%	59.79%	9.79%	2.10%	100%
Łódź	62	194	45	8	309
	20.06%	62.78%	14.56%	2.59%	100%
Lublin	115	202	18	7	342
	33.63%	59.06%	5.26%	2.05%	100%
Lubuskie	56	87	21	4	168
	33.33%	51.70%	12.50%	2.38%	100%
Małopolska	66	236	63	10	375
	17.60%	62.93%	16.80%	2.67%	100%
Mazovia	167	212	13	7	399
	41.85%	53.13%	3.26%	1.75%	100%
Opole	33	97	20	6	156
	21.15%	62.18%	12.82%	3.85%	100%
Podkarpackie	70	131	16	8	225
	31.11%	58.22%	7.11%	3.56%	100%

Podlasie	27	100	22	6	155
	17.42%	64.52%	14.19%	3.87%	100%
Pomerania	77	127	29	5	238
	32.35%	53.36%	12.18%	2.10%	100%
Silesia	215	517	53	8	794
	27.11%	65.20%	6.68%	1.01%	100%
Świętokrzyskie	33	72	12	0	117
	28.21%	61.54%	10.26%	0.00%	100%
Warmia and Masuria	55	108	20	7	190
	28.95%	56.84%	10.53%	3.68%	100%
Wielkopolska	179	406	56	26	667
	26.84%	60.87%	8.40%	3.90%	100%
West Pomerania	52	114	29	6	201
	25.87%	56.72%	14.43%	2.99%	100%
IN TOTAL	1493	3223	531	136	5383
	27.74%	59.88%	9.85%	2.53%	100%

Source: Community police officers' own research.

3.4. Assessment of own interpersonal communication skills by community police officers

More than half of the respondents (59%) have assessed their interpersonal communication skills on a national scale as good. On the other hand, slightly more than one third of the respondents (34.9%) have assessed their interpersonal communication skills as very good. Thus, more than 90% of the respondents rate their interpersonal communication skills as good or very good. However, almost one in ten respondents does not assess their interpersonal skills well or very well. The assessment of satisfactory interpersonal skills (5.3%) is also a reason for concern. It is totally unacceptable to assess interpersonal skills at a bad level. Interpersonal communication skills of community police officers should be at the highest possible level. When communicating with local communities — either during individual conversations or meetings, debates, interdisciplinary teams, working groups, meetings with young people, etc. — local community problems are solved and educational social prevention activities are undertaken by community police officers. Without communication skills at a very good level, it is impossible to carry out such activities. It should be noted that in all provinces the largest group of community police officers have assessed their interpersonal skills as good. The exception is the Warmia and Masuria province, where the percentage of indications of good interpersonal communication skills is 48.4%. On the other hand, the highest percentage of indications of the level of interpersonal communication skills is very good in the Lubuskie (44.6%) and Podlasie region (45.8%). Respondents' answers to the assessment of their own interpersonal skills on a national scale have been presented in Table 3.

Table 3. Answers to the question: How do you assess your interpersonal communication skills in your local community (on a national scale No. = 5383)

Province		Very good	Good	Satisfactory	Bad	Very bad	Difficult to assess	In total
Lower Silesia	Number	120	191	21	0	0	1	333
	%	36.04	57.36	6.31	0.00	0.00	0.30	100%
Metropolitan Police Headquarters	Number	160	253	15	0	0	1	429
	%	37.30	58.97	3.50	0.00	0.00	0.23%	100%
Kujawy-Pomerania	Number	90	180	13	1	0	2	286
	%	31.47	62.94	4.55	0.35	0.00	0.70	100%
Lublin	Number	100	220	21	0	0	1	342
	%	29.24	64.33	6.14	0.00	0.00	0.29	100%
Lubuskie	Number	75	82	7	1	0	3	168
	%	44.64	48.81	4.17	0.60	0.00	1.79	100%
Łódź	Number	93	191	23	2	0	0	309
	%	30.10	61.81	7.44	0.65	0.00	0.00	100%
Małopolska	Number	129	218	25	1	0	2	375
	%	34.40	58.13	6.67	0.27	0.00	0.53	100%
Mazovia	Number	160	221	16	1	0	1	399
	%	40.10	55.39	4.01	0.25	0.00	0.25	100%
Opole	Number	56	91	8	0	0	1	156
	%	35.90	58.33	5.13	0.00	0.00	0.64	100%
Podkarpackie	Number	62	142	16	3	0	2	225
	%	27.56	63.11	7.11	1.33	0.00	0.89	100%
Podlasie	Number	71	79	5	0	0	0	155
	%	45.81	50.97	3.23	0.00	0.00	0.00	100%
Pomerania	Number	83	142	8	0	1	4	238
	%	34.87	59.66	3.36	0.00	0.42	1.68	100%
Silesia	Number	272	478	41	0	0	2	793
	%	34.30	60.28	5.17	0.00	0.00	0.25	100%
Świętokrzyskie	Number	40	70	7	0	0	0	117
	%	34.19	59.83	5.98	0.00	0.00	0.00	100%
Warmia and Masuria	Number	84	92	12	0	0	2	190
	%	44.21	48.42	6.32	0.00	0.00	1.05	100%
Wielkopolska	Number	211	408	42	1	0	5	667
	%	31.63	61.17	6.30	0.15	0.00	0.75	100%
West Pomerania	Number	74	120	6	0	0	1	201
	%	36.82	56.70	2.99	0.00	0.00	0.50	100%
IN TOTAL	Number	1880	3178	286	10	1	28	5383
	%	34.94	59.03	5.31	0.18	0.02	0.52	100%

Source: Community police officers' own research.

3.5. Prestige of community police officers in local communities

Almost half of the respondents (48.3%) are of the opinion that community police officers are highly respected in their local environment. On the other hand, almost one in five respondents believes that community police officers enjoy prestige in their local environment. On the other hand, 12.1% of the respondents are of the opinion that community police officers do not enjoy prestige in their local environment, and 7.7% are of the opinion that they do not enjoy prestige in their local environment. On the other hand, 12.3% of the respondents have no opinion on this issue. The highest percentage of respondents in the Mazovia province (32.3%) have stated that community police officers enjoy prestige in their local environment, and the lowest — in the Opole province (11.5%). The majority of community police officers believe that the public attitude towards them is positive. This is what 67.8% of the respondents say in total on a national scale.

Table 4. Answers to the question: Do you think community police officers enjoy prestige in their local environment? (on a national scale No. = 5383).

Province		Yes	Rather yes	No	Rather no	Difficult to say	In total
Lower Silesia	Number	64	164	43	33	29	333
	%	19.22	49.35	12.91	9.91	8.71	100%
Metropolitan Police Headquarters	Number	94	212	53	31	39	429
	%	21.91	49.42	12.35	7.23	9.09	100%
Kujawy-Pomerania	Number	57	124	36	29	40	286
	%	19.93	43.36	12.59	10.14	13.99	100%
Lublin	Number	64	176	32	17	53	342
	%	18.71	51.46	9.36	4.97	15.50	100%
Lubuskie	Number	33	77	24	16	18	168
	%	19.64	45.83	14.29	9.52	10.71	100%
Łódź	Number	49	142	60	28	30	309
	%	15.86	45.95	19.42	9.06	9.71	100%
Małopolska	Number	63	171	41	41	59	375
	%	16.80	45.60	10.93	10.93	15.73	100%
Mazovia	Number	129	180	40	13	37	399
	%	32.33	45.11	10.03	3.26	9.27	100%
Opole	Number	18	79	16	13	30	156
	%	11.54	50.64	10.26	8.33	19.23	100%
Podkarpackie	Number	47	99	31	21	27	225
	%	20.89	44.00	13.78	9.33	12.00	100%
Podlasie	Number	36	83	20	11	5	155
	%	23.23	53.55	12.90	7.10	3.23	100%
Pomerania	Number	49	113	26	18	32	238
	%	20.59	47.48	10.92	7.56	13.45	100%

Silesia	Number	123	404	92	57	117	793
	%	15.51	50.95	11.60	7.19	14.75	100%
Świętokrzyskie	Number	34	60	9	3	11	117
	%	29.06	51.28	7.69	2.56	9.40	100%
Warmia and Masuria	Number	45	88	22	13	22	190
	%	23.68	46.32	11.58	6.84	11.58	100%
Wielkopolska	Number	103	332	85	55	92	667
	%	15.44	49.78	12.74	8.25	13.79	100%
West Pomerania	Number	45	93	23	17	23	201
	%	22.39	46.27	11.44	8.46	11.44	100%
In total	Number	1053	2597	653	416	664	5383
	%	19.56	48.25	12.13	7.73	12.33	100%

Source: Community police officers' own research.

3.6. Participation of community police officers in the meetings of working groups and interdisciplinary teams

Answering the question *Do you participate in the following meetings: working groups/interdisciplinary teams*, as many as 98.4% of the respondents have stated that they participate in such meetings, 81.7% of whom often participate in such meetings and 16.7% sometimes participate in such meetings. Only a small percentage of the respondents (1.6%) do not participate in working group/interdisciplinary team meetings.

The highest percentage of the respondents often participate in meetings of working groups/interdisciplinary teams in the Warmia and Masuria province (93.7%) and in the Silesia province (88.7%). On the other hand, the highest percentage of the respondents who sometimes participate in meetings of working groups/interdisciplinary teams has been recorded in the Metropolitan Police Headquarters (26.1%) and in the Wielkopolska province (25.0%). On the other hand, the highest percentage of the respondents declaring that they do not participate in meetings of working groups/interdisciplinary teams has been recorded in the Łódź province (3.9%) and Mazovia province (3.0%).

Table 5. Answers to the question: *Do you participate in the following meetings: working groups/interdisciplinary teams?* (No. = 5383)

Province	Yes, often	%	Yes, sometimes	%	No	%	
Lower Silesia	288	86.49	40	12.01	5	1.50	333
Metropolitan Police Headquarters	311	72.49	112	26.11	6	1.40	429
Kujawy-Pomerania	229	80.07	53	18.53	4	1.40	286

Lublin	288	84.21	47	13.74	7	2.05	342
Lubuskie	137	81.55	28	16.67	3	1.79	168
Łódź	244	78.96	53	17.15	2	3.88	309
Małopolska	311	82.93	56	14.93	8	2.13	375
Mazovia	315	78.95	72	18.05	12	3.01	399
Opole	131	83.97	23	14.74	2	1.28	156
Podkarpackie	187	83.11	37	16.44	1	0.44	225
Podlasie	135	87.10	18	11.61	2	1.29	155
Pomerania	196	82.35	36	15.13	6	2.52	238
Silesia	703	88.65	87	10.97	3	0.38	793
Świętokrzyskie	97	82.91	19	16.24	1	0.85	117
Warmia and Masuria	178	93.68	12	6.32	0	0.00	190
Wielkopolska	488	73.16	167	25.04	12	1.80	667
West Pomerania	159	79.10	38	18.91	4	1.99	201
IN TOTAL	4397	81.69	898	16.68	88	1.63	5383

Source: Community police officers' own research.

Cooperation of a community police officer with local communities was studied through participation of community police officers in meetings of self-government and non-police entities, meetings of working groups/interdisciplinary teams, in social debates, in residents' meetings, in social organizations' meetings, as well as in meetings with the youth. More than 80% of the respondents on a national scale declared their participation in meetings of self-government and non-police entities, whereas 14.2% of the respondents on a national scale do not participate in such meetings.

The highest percentage of respondents often participate in meetings of self-government and non-police entities in the following provinces: Pomerania (30.7%), Podlasie (30.3%) and West Pomerania (30.4%). The lowest percentage of respondents often participate in meetings of self-government and non-police entities in Opole province — only 8.3%, a little higher in Lublin province (15.5%). The highest percentage of respondents participate in meetings with self-government and non-police entities in provinces in which the percentage reached nearly 70%, i.e. the Lublin province (69.9%), Opole province (69.8%), Podkarpackie province (69.8%), Łódź province (69.6%) and Kujawy-Pomerania province (69.2%). Negative answers have been given by the most respondents in the Lubuskie province (26.8%) and Opole province (21.8%). As far as social debates are concerned, 68.1% of respondents participate in them, with 57.6% taking part sometimes and 10.5% taking part often. On the other hand, almost a third of respondents (32%) declared that they do not take part in social debates. More than 60% of respondents on the national

scale participate in residents' meetings, with 12.7% participating often and nearly half (48.3%) participating sometimes, whereas more than a third of respondents (39%) do not participate in residents' meetings. The biggest number of respondents often participating in residents' meetings are community police officers from the Metropolitan Police Headquarters, with every fifth officer (20.3%) participating in residents' meetings. The second position is occupied by the group of community police officers from the Pomerania province (53.9%), and the third by the group from the Łódź province (52.4%). Among the respondents who do not participate in residents' meetings the biggest number comprises community police officers from the Opole province, where more than a half of respondents (57.1%) do not participate in such meetings. In the second position is a group of respondents from the Świętokrzyskie province (47%), and in the third — from the Lublin province (45.3%). The research indicates that too few community police officers participate in residents' meetings, during which problems concerning particular estates and local communities' problems are discussed, including threats and the possibilities of fighting inconvenience related to them.

More than a half of the respondents (53.6%) on a national scale participate sometimes in meetings of social organisations, and every tenth respondent often participates in such meetings. More than a third of respondents (36.4%) do not take part in these meetings. Too few community police officers participate in meetings of social organisations on the national scale; more than two thirds of respondents participate in such meetings often or sometimes while more than a third of respondents do not participate in such meetings at all.

More than a half of respondents (54.3%) declared that they took part in meetings with the youth. Almost a third of respondents (28.8%) often participate in meetings with the youth, whereas 17.7% of respondents do not participate in meetings with the youth.

The results of the study in all the provinces indicate that most of the community police officers participate in meetings with residents organised by non-police entities. Participation in such meetings was declared by 73.4% of the respondents, whereas 21.6% of the respondents do not take part in such meetings. Small percentage of respondents (4.98%) do not have an opinion on this issue. A significant part of the respondents in all the provinces point out that the reason for the lack of participation in meetings with residents is the overload of responsibilities, and consequently the lack of time, and furthermore, the fact that such meetings cannot be indicated as achievements of their service. Participation of community police officers in meetings with non-police entities is indispensable due to the possibility to solve the problems together in local communities.

3.7. Characteristics of the community police officer's mission

Respondents were asked a question concerning the definition of the community police officer's mission. Among the answers in all garrisons, there were the same key words which included primarily: 'security', 'help', 'order', 'service'. Some sample answers from different garrisons are presented below:

- Help people.
- Words of the oath.

- Protect, serve, help.
- Providing help and protection from threats.
- Helping citizens, maintaining order.
- Providing the sense of social security, reaction to crimes and minor offences and their prevention.
- Helping the community to react to minor offences rather than forcefully searching for them in order to include them in the statistics.
- Serving the society at many levels.
- Helping people, detecting perpetrators of crimes and minor offences.
- Possibility to provide help to all people who need it from the legal perspective (crimes, minor offences), as well as all other kinds of help.
- Helping people who actually need help, preventing crime and different types of pathologies.
- Closer contact with citizens.
- Serve society, provide security, maintain public order, fight crime.
- Maintaining public order!!! Making citizens feel secure and providing them with this security.

Summary

The result of the study will be 17 reports from the nationwide surveys of community police officers. The application of conclusions resulting from the research — qualitative and quantitative — conducted in 17 garrisons in the whole of Poland will have significant influence on the dialogue between authorities and community police officers by determining expectations of the first line community police officers, their problems, strong and weak points. The conducted research will increase the effectiveness of the 'Community police officer closer us' programme, one of the major programmes of the Ministry of Internal Affairs and Administration implemented in order to build trust between services and citizens. The result of the conducted research is two monographs devoted to the functioning of the community police officers' section. The nationwide results of the study of community police officers were presented in two monographs by Iwona Klonowska and Jadwiga Stawnicka: *Rola dzielnicowego w nowoczesnej formacji policyjnej z perspektywy działań edukacyjno-wychowawczych*, (Legionowo 2017) and *Partnerstwo służb dzielnicowych ze społecznościami lokalnymi na rzecz bezpieczeństwa wewnętrznego z perspektywy działań społeczno-wychowawczych* (Legionowo 2017). These are the first monographs devoted to the issue of the functioning of community police officers in Poland based on the results of nationwide research involving community police officers. The books are devoted to the issue of partnership between community police officers and local community for internal security with regard to the role of social and pedagogic activities of a community police officer. The book also features and analyses the detailed professional portrait of a community police officer who is closer to the people, solves problems of local communities with them and conducts activities in social and educational area.

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Streszczenie. Artykuł został poświęcony omówieniu wybranych wyników ogólnopolskich badań dzielnicowych przeprowadzonych przez Autorki w styczniu 2017 r. Badania te wpisują się w realizowany projekt Ministerstwa Spraw Wewnętrznych i Administracji „Dzielnicowy Bliżej nas”. Do analizy wybrano odpowiedzi udzielone przez 5400 respondentów z całego kraju na następujące pytania: Czy rolę dzielnicowego powinno być realizowanie zadań w zakresie profilaktyki społecznej? Czy dzielnicowi są zadowoleni z pracy na stanowisku dzielnicowego? Jak oceniają swoje umiejętności komunikacji interpersonalnej? Czy uważają, że cieszą się prestiżem w środowisku lokalnym? Czy uczestniczą w spotkaniach ze społecznością lokalną oraz jak charakteryzują misję Policji? Efektem opracowania wyników będzie 17 raportów z ogólnopolskich badań dzielnicowych. Aplikacja wniosków płynących z wyników jakościowych i ilościowych badań przeprowadzonych w całej Polsce w 17 garnizonach znacząco wpłynie na dialog władz z dzielnicowymi, określając oczekiwania funkcjonariuszy pierwszego kontaktu, ich problemy, mocne i słabe strony. Prowadzone badania zwiększą skuteczność programu „Dzielnicowy bliżej nas”, jednego z podstawowych programów MSWiA realizowanych w celu zbudowania zaufania pomiędzy służbami a obywatelem. Efektem przeprowadzonych badań są także dwie monografie poświęcone funkcjonowaniu pionu dzielnicowych w Polsce. W centrum badań Autorek pozostaje partnerstwo służb dzielnicowych ze społecznością lokalną na rzecz bezpieczeństwa wewnętrznego przy uwzględnieniu roli działań społeczno-wychowawczych dzielnicowego oraz naszkicowanie portretu zawodowego dzielnicowego, który jest bliżej ludzi, rozwiązuje z nimi problemy społeczności lokalnych i prowadzi działania w obszarze społeczno-edukacyjnym.

Резюме. Статья посвящена обсуждению отдельных результатов общенациональных исследований, касающихся участковых, проведенных авторами в январе 2017 г. Эти исследования вписываются в проект, реализуемый Министерством внутренних дел и администрации — «Участковый ближе к нам». Для анализа были отобраны ответы 5400 респондентов по всей стране на следующие вопросы: Должен ли участковый выполнять задачи в области социальной профилактики? Довольны ли участковые своей работой? Как они оценивают свои навыки межлического общения? Считают ли они, что пользуются авторитетом местных жителей? Участвуют ли они

во встречах с местным обществом и как они определяют полицейскую миссию? Результатом разработки опроса будет 17 отчетов общенациональных исследований касательно участковых. Применение выводов, вытекающих из результатов качественных и количественных исследований, проведенных в Польше в 17 гарнизонах, существенно повлияет на диалог между властью и участковыми, определяя ожидания участковых, их проблемы, сильные и слабые стороны. Проведенные исследования повысят эффективность программы «Участковый ближе к нам», одной из основных программ Министерства внутренних дел и администрации, проводимой с целью повышения уровня доверия между службами и гражданами. Результатом исследования являются также две монографии, посвященные функционированию отделов участковых в Польше. В центре исследований авторов является партнерство службы участковых с местным обществом для внутренней безопасности, учитывая роль социальной и образовательной деятельности участковых и в общих чертах профессиональный портрет участкового, который ближе к людям, решает с ними проблемы местных общин и проводит общественную и образовательную деятельность.

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