

**PERCEIVED POLICE MISCONDUCT AND CONSUMERS SATISFACTION IN DELTA
CENTRAL SENATORIAL DISTRICT, DELTA STATE**

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Abstract

The study carried out a research work on perceived police misconduct and consumers satisfaction in Delta Central Senatorial District, Delta State. The specific objectives of the study were to assess Police Bribery and Corruption, police Brutality and Police Indiscriminate Profiling on Consumers Satisfaction in Delta Central Senatorial District in Delta State, Nigeria. The study adopted the descriptive survey research design. The population of the study comprised of the population of the study comprised all consumers/citizens residing in four selected Local Government Areas (LGAs) out of the eight LGAs in Delta Central Senatorial District of Delta State, Nigeria. The Population of the study was 936, 979, NPC; 2006. The Taro Yarmen sample size formula was used to determine Sample for the study. Thus, the sample is 400. The study employed proportional stratified sampling tool to select respondents from the four (4) local Governments studied. The research instrument used for the study was the questionnaire and the Cronbach's Alpha reliability test was used, the result of the test was 94.2%. Furthermore, Computer Programming (i.e., statistical package for social science (SPSS), Regression Analysis was used to test the hypotheses stated for the study. Descriptive statistics reveal a complex public view: while consumers generally express high trust in police (Mean = 3.9103), perceptions of police misconduct are prevalent, with brutality identified as the most pressing concern (Mean = 3.9401). Utilizing simple linear regression analyses, the study confirms a highly significant negative impact of all measured misconduct dimensions on public perception. Police bribery and corruption explain 79.32% ($R^2=0.7932$ cap R squared equals 0.7932, $p<0.01$ p is less than 0.01 $p<0.01$) of the variation in consumer trust. Police brutality accounts for 80% ($R^2=0.800$ cap R squared equals 0.800 $R^2=0.800$, $p<0.01$ p is less than 0.01 $p<0.01$) of the variation in consumer satisfaction, while police indiscriminate profiling explains 78.02% ($R^2=0.7802$ cap R squared equals 0.7802, $R^2=0.7802$, $p<0.01$ p is less than 0.01 $p<0.01$) of the variation in consumer trust. All models were statistically significant (F-values > 14.58, $p<0.01$ p is less than 0.01 $p<0.01$), indicating robust predictive power. The findings strongly suggest that perceived negative police conducts are significant determinants of public confidence. Based on the findings, the study recommends the implementing of stringent internal control measures, mandatory de-escalation training, and enhanced transparency to mitigate misconduct and improve public trust and satisfaction.

Keywords: Police Attitude, Police Bribery, Police Brutality, Indiscriminate Profiling & Consumer Satisfaction.

Introduction

In our contemporary society people are striving to survive, every consumer is trying to see how they can maximize their satisfaction in every service consumed. Most consumers are tending

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to show displeasure when goods /service rendered do not meet to their specification. Beside the tangible products purchase by consumers, they also want services from governmental parastatal, ministry like ministry of interior or ministry of home affairs, or ministry of police affairs. The services are very crucial to the sustenance of individuals in the society. It is essential to know that, most of the services provided by the government includes; protecting the citizens, providing good pipe borne water, electricity, amongst others. However, when the privatization policy was embarked by the government, a lot of government parastatals were privatized, and this gives room for private individual to provide these services.

Despite the privatization policy embarked by the government, there are some essential services that the government did not touch. Among these are the police forces of Nigeria, the Nigerian military, e.t.c. The services provided by the Nigerian Police Force includes; crime prevention and investigation, traffic management, law enforcement, anti-terrorism and national security, emergency response, e.t.c. These services are aimed at ensuring the safety and well-being of Nigerian citizens and maintaining rule of law in the country. Thus, the aforementioned because of its sensitivity cannot be left in the hands of private individuals.

In Nigeria, the Nigeria Police Force (NPF) falls under Nigeria Police council and is overseen by the Ministry of Police Affairs. It is interesting to note that, in Nigeria, the police affairs are governed by the Police Act 2020 and the 1999 constitution of the federal republic of Nigeria, as amended. In the Nigeria constitution, section 214 establishes the Nigeria police force as the national police. Furthermore, section 215 and 216 outline the structure, command, and operational framework of the NPF. It is imperative to know that the Nigeria police force (NPF) has several roles and responsibility as outlined in the police Act 2020 and 1999 constitution. (Federal Republic of Nigeria: 1999) and (Federal Republic of Nigeria: 2020). These roles include: law enforcement and crime prevention (i.e. enforcing laws and maintaining public order, preventing, detecting, and investigating crimes and arresting offenders and bringing them to justice.) According to Reiner (2010), Consumers of Police Service consists of the general public/citizens like most direct consumers. These groups of people rely on police for protection, response to emergencies, traffic regulation, and community safety. He argues that "the citizen is the ultimate consumer of policing in a democratic society." However, Skogan (2006), posited that consumers of police services also include, victims of crime like. Individuals or groups who have experienced a crime seek redress,

protection, and justice through police intervention. Thus “Victims, often traumatized, engage the police as service providers in the most direct and urgent sense.”

Businesses and private sector require police services to prevent theft, manage security risks, and ensure smooth commercial activities. Besides, scholars in academic sphere reported that, Government and Public Institutions like; courts, schools, transport agencies, and others depend on the police for enforcement, order, and emergency response. It also interesting to know that, Community Organizations/NGOs, Collaborate with police in areas like domestic violence, drug abuse prevention, and youth programs. They also rely on police for information, safety, and conflict resolution during their stay. Thus, “Police are not just law enforcers but public service providers, and their 'clients' span across the entirety of civil society (Loader Walker, 2007), with these numerous roles performed by the police force of Nigeria, are consumers satisfied? Despite the activities carried out by the Nigerian Police force (NPF), there cases were police have abused the powers given to them. Kristine (2025), Police officers are granted wide discretionary powers of detention and the use of force. These powers are granted ostensibly out of necessity, so that officers may ensure public safety and maintain law and order. When these powers are abused, misconduct arises. He posited that, these power are abused, it tends to lead to arbitrary arrest, threat of arrest to traders and citizens and traders. Besides, it can lead to harassment of citizens without reasonable suspicious. Such abuse often creates fear and discourages citizens from engaging freely in economic activities. Furthermore, Rose-Ackerman & Palifka, (2016), Police misconduct is often used when officers exploit their position for personal gain, especially in environments with poor accountability. This often makes the policemen to demand bribes at checkpoints or business premises, collect illegal fees from market traders or transporters and threatening business closure unless payments are made. This increases the cost of doing business and undermines trust in public institutions. There is notable evidence of police abuse of power in Nigeria road. They tend to build illegal check points along roads like Ughelli - Asaba, Sapele - Warri, East-West, e.t.c. their mission is not proper checking but to exploit citizen of the country. Furthermore, Bayley, (2006) claimed that, Police services may be used by political elites to pursue personal or political interests. Thus, it allowed politicians to target business owners perceived as political opponent. Moreover, it tends to protect influential individuals while ordinary citizens are harassed. This erodes fairness and equality before the law. Olorunnisola, Nirmalaand & Segun, (2025), posited that, Nigerian police

have a history of bias, harassment, arbitrary arrests, and brutality that becomes more evident during politically charged periods like elections. These abuses include physical violence, unlawful detention of political opponents and activists, and general lack of neutrality in enforcement. Although not always tied to one specific “incident,” scholarly reports highlight a pattern of police operating as instruments of ruling political interests rather than neutral guardians of public order during elections.

Usman (2025) confirmed that, in the 2023 elections, police in Rivers State and other hotspots were widely accused of colluding with political actors to ignore violence and suppression directed at opposition voters. Critics alleged that security forces sometimes looked the other way when thugs attacked voters or snatched ballot boxes, rather than taking decisive action to protect citizens. Opposition figures openly stated that elections in some areas were contested “with INEC and police,” implying that police sided with certain political interests rather than acting as neutral enforcers of law. This has caused a lot of distrust in the police in rivers state and its environs in Nigeria.

Consumer satisfaction is a crucial aspect of any service industry, including law enforcement. The police play a vital role in maintaining law and order in society, and their attitude towards consumers, in this case, the general public, can significantly impact the level of satisfaction and trust in the police force. In Nigeria, where issues of police brutality and corruption are prevalent, understanding the attitudes of police officers towards consumer satisfaction is essential for improving police-community relations and overall effectiveness of law enforcement. Stefan & Markus (2025), Police attitude refers to the internal evaluations, beliefs, and predispositions that police officers hold about their role, citizens, authorities, duties, and the nature of policing. These attitudes influence how officers view their job, interact with the public, and make decisions on the street. This attitude can significantly affect how officers interact with the community, enforce laws, and handle situations involving conflict or discretion.

Christopher, & Richard (2018), discovered that, officers develop distrust toward citizens because of recurring negative interactions, while simultaneously seeing themselves as defenders against perceived threats, creating ambivalence and cynicism. These theorists point out that contradiction in police work serving the public while repeatedly confronting its worst elements can reinforce contemptuous or distrustful attitudes. Some studies indicate bias in officer attitudes,

conscious or unconscious, which can impact policing outcomes, (Weitzer, & Tuch, 2006). The attitude of police officers towards consumers in Nigeria can be influenced by a variety of factors, including organizational culture, training, leadership, and societal norms. Research has shown that police officers' attitudes towards consumers can have a direct impact on their behavior and interactions with the public.

A positive attitude towards consumers can lead to better communication, trust, and cooperation, while a negative attitude can result in hostility, abuse of power, and lack of accountability. However, the negative attitudes of the police force in Nigeria are well-documented in academic research, human rights reports, and public opinion surveys. These attitudes have contributed to public distrust, inefficiency, and human rights abuses. According to the Human Rights Watch, (2010), Police officers in Nigeria are frequently accused of demanding bribes and engaging in extortion during routine stops or investigations. There are various reports documented and widely spread of extortion and bribery by police officers at roadblocks, police stations, and during routine stops or investigations.

Corroborating the above- mentioned argument, Amnesty International (2020) reports persistent cases of excessive force and brutality by the Nigerian police. This pattern of misconduct has intensified citizens' frustration and confrontational responses, ultimately resulting in widespread dissatisfaction and diminished confidence in policing services. In addition, Akinlabi (2017) claimed that police officers in Nigeria are involved in discrimination and Profiling. He stressed that, Police in Nigeria are known to target youth, particularly young men with certain appearances (e.g., dreadlocks, tattoos, flashy clothing) under suspicion of cybercrime. His work depicts that, discriminatory practices by the Nigeria police force contribute to young people's perception of the police as illegitimate and oppressive. A critical analysis of the existing literature on police misconduct has largely focused on human rights violations, abuse of force, corruption, and institutional accountability (e.g., reports by Amnesty International; studies on the Nigeria Police Force). Moreover, a lot of studies examine police brutality, public trust, legitimacy, and citizen compliance, particularly after incidents involving the Special Anti-Robbery Squad (SARS). However, there is limited empirical research that: Links perceived police misconduct directly to consumer satisfaction, especially within a commercial or marketplace context in Delta Central Senatorial District of Delta State, Nigeria. Thus, while police misconduct has been widely

discussed in governance and human rights discourse, its implications for consumer satisfaction and economic interactions remain underexplored at the regional level. Besides, it is yet to be ascertained if Police Brutality, Bribery and corruption, indiscrimination and Profiling, and excessive use of force can make consumers to have distrust/ lack of confidence in the services of the Police force in Delta Central Senatorial District in Nigeria. This is the puzzle that this study intends to unravel.

Statement of the Problem

The issue of perceived police misconduct has become a subject of increasing academic and public concern, particularly in developing democracies where law enforcement accountability remains contested. According to Amnesty International (2020), allegations of excessive use of force, unlawful detention, torture, and harassment have been documented within the Nigeria Police Force. Such practices have contributed to widespread public distrust and strained relationships between the police and citizens. In a democratic society, the police are expected to uphold law and order while respecting citizens' rights; however, persistent reports of misconduct undermine public confidence and institutional legitimacy.

Perceived police misconduct refers to citizens' subjective evaluation or belief that police officers engage in unethical, unlawful, or abusive behaviors (Tyler, 2006). Research on procedural justice suggests that when citizens perceive unfair treatment, disrespect, or abuse of authority, their trust in law enforcement declines, leading to dissatisfaction and reduced cooperation (Tyler, 2006; Sunshine & Tyler, 2003). Public perception, whether based on personal experience or indirect information (such as media reports and community narratives), significantly shapes attitudes toward public institutions.

In Delta Central Senatorial District, anecdotal evidence and media reports suggest recurring complaints about police behavior toward motorists, traders, and young consumers. When consumers perceive law enforcement as corrupt or abusive, it may reduce their overall satisfaction with the business environment, weaken trust in public institutions, and discourage investment and patronage.

Despite growing national and international reports of police misconduct in Nigeria, there is limited empirical evidence examining how perceived police misconduct specifically affects consumer (citizen) satisfaction at the local level, particularly in Delta Central Senatorial District.

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Most existing studies focus on human rights violations, police reform, or public trust, with less attention given to the intersection between perceived misconduct and consumer satisfaction within a marketing or public service framework. This gap creates the need to investigate how citizens' perceptions of police behavior influence their level of satisfaction with public services in the study area. Therefore, this study seeks to investigate the relationship between perceived police misconduct and consumers' satisfaction in Delta Central Senatorial District, Delta State.

Objectives of the Study

The general objective of this study was to examine police perceived misconduct and consumers' satisfaction in Delta Central Senatorial District in Delta State, Nigeria. However, the specific objectives include;

1. To assess Police Bribery and Corruption and the Consumers Satisfaction in Delta Central Senatorial District in Delta state, Nigeria.
2. To know the effect of Police Brutality on Consumers' Satisfaction in Delta State Central Senatorial District in Delta state, Nigeria.
3. To examine Police Indiscriminate Profiling on Consumers Satisfaction in Delta Central Senatorial District in Delta State, Nigeria.

Research Questions

The study seeks to answer the following research questions:

1. To what extent does Police Bribery and Corruption affect Consumers Satisfaction in Delta Central Senatorial District in Delta State, Nigeria?
2. To what extent does Police Brutality affect Consumers Satisfaction in Delta Central Senatorial District in Delta State, Nigeria?
3. To what extent does Police Indiscriminate Profiling affect Consumers Satisfaction in Delta Central Senatorial District in Delta State, Nigeria?

Hypotheses of the Study

The following hypotheses were tested in this study:

- H₀₁:** There is no significant relationship between Police Bribery and Corruption and Consumer Satisfaction in Delta State Senatorial District in Delta State, Nigeria.
- H₀₂:** There is no significant relationship between Police Brutality and Consumers Satisfaction in Delta Central Senatorial District in Delta State, Nigeria.

H03: There is no significant relationship between Police Indiscriminate Profiling and Consumers Satisfaction in Delta Senatorial District in Delta state, Nigeria.

Related Literature and Empirical Review

Police Attitude and Consumer Satisfaction

Police attitude refers to the *mental predispositions* and *behavioral tendencies* held by police officers toward their work, the public, law enforcement procedures, and social issues such as crime, race, and justice. On the other hand, consumer Satisfaction is Mohd, Yarina & Azizan (2018), Consumers/Citizen satisfaction with police services refers to how content members of the public are with the services provided by the police, including how well police: Respond to citizen needs, Protect lives and property, Treat people with dignity, courtesy, and respect, and apply the law fairly and without bias. In policing research, satisfaction is seen as a judgment of overall police performance and interaction quality from the citizen's perspective. It reflects whether citizens perceive that police act in ways that align with their expectations for safety and fairness. Lyn (2009), study showed that, positive behaviour from police officers, such as respectful communication, fairness, responsiveness, and professionalism can directly increases how satisfied citizens feel about police services. He stressed that, people feel satisfied when police are courteous, helpful, and respectful during interactions, even in stressful situations. Thus, Fair treatment and good communication also enhance the police's legitimacy and community support. This aligns with broad policing literature showing that procedural justice and good interpersonal treatment are linked to higher Satisfaction among citizens, (Wikipedia (2018). However, Ochuko (2023) opined that, when police officers are perceived as corrupt, brutal, rude, or unfair, citizens are more likely to: distrust the police, feel dissatisfied with their services, and refuse to cooperate with them. He emphasized that, places like Uvwie Local Government Area showed that many residents view the Nigerian Police Force negatively due to misconduct, corruption, and mistreatment. These perceptions influence how satisfied the public feels with police services. In the same vein, Egbon, (2005), in his study found that negative police behaviour such as treating suspects harshly or inconsistently, leads to public hostility and lack of confidence, which undermines cooperation and satisfaction. The review of these literatures depicts that, Police Attitude towards Consumers Satisfaction, can be positive or negatively related. Thus, Consumers Satisfaction will be more related to police attitude that are positively related, since their ability to be satisfied is guaranteed

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Police Brutality and Consumers Satisfaction

Henry & Nneka (2023), asserted that, Police brutality refers to the *excessive, unlawful, or unnecessary use of force by police officers against civilians*, including harassment, unlawful arrest, torture, extortion, extrajudicial killing, and human rights violations. Consumer satisfaction in policing refers to citizens' evaluation of police services based on their experiences and perceptions of: fairness and respect, responsiveness to complaints, protection of life and property, professional and lawful conduct. Furthermore, Consumer satisfaction means how Nigerian citizens perceive and rate the quality, fairness, responsiveness, and legitimacy of police services, much like satisfaction with any service provider. It is worth-noting that, police satisfaction influences public trust in the police force to enforce law fairly and it also affect the perception of the consumers to gain the feeling of been secured in their various communities. Thus, Citizens are viewed as consumers of public safety and security services (Sunshine & Tyler, 2003). It is imperative to know that, the relationship between police brutality and consumer satisfaction is negative and inverse. As police brutality increases, consumer satisfaction with police services decreases. Tyler (1990), posited that, Procedural justice theory emphasizes that people care about how authorities treat them, not just outcomes. For instance, Police brutality involves disrespect, abuse, and unfair treatment. Such treatment makes citizens feel marginalized and dehumanized. Thus, when citizens perceive injustice, satisfaction with police services declines. Tyler (2006) argues that fair treatment is the strongest predictor of public satisfaction and police legitimacy.

Bribery and Corruption and Customer Satisfaction

Bribery refers to the act of offering, giving, receiving, or soliciting something of value to influence the actions of a public official or service provider in the discharge of their duties. Transparency International (2018) defines bribery as “the offering, promising, giving, accepting or soliciting of an advantage as an inducement for an action which is illegal, unethical or a breach of trust.” Furthermore, Corruption is the abuse of entrusted power for private gain and includes bribery, extortion, nepotism, favoritism, and embezzlement. World Bank (1997) defines corruption as “the abuse of public office for private gain.”

Customer satisfaction in public services refers to the degree to which citizens are satisfied with the quality, fairness, efficiency, and integrity of services delivered by public institutions. Oliver (1997), in his study, describes satisfaction as “a consumer’s fulfillment response, a

judgment that a service feature provides a pleasurable level of consumption-related fulfillment.” Rothstein & Teorell (2008) asserted that bribery significantly reduces public trust in institutions and service providers. They argued that, when citizens perceive public officials as self-serving rather than impartial, confidence in service quality declines, leading to lower consumer satisfaction. On the other hand, Corruption creates a system where only those who can pay bribes receive timely or quality services. This leads to perceived injustice and dissatisfaction among honest service users (Rose-Ackerman, 1999). Furthermore, bribes increase the unofficial cost of services and create psychological stress and fear. Studies show that forced informal payments lower satisfaction even when services are delivered (Mauro, 1995). Kaufmann, Kraay & Mastruzzi (2010), affirmed that, corruption discourages efficiency and professionalism. They stressed that; officials may deliberately delay services to extract bribes, leading to frustration and dissatisfaction

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Indiscriminate Profiling and Customers Satisfaction

Paul, Oluwagbenga & Moses A. A (2025), affirmed that, indiscriminate profiling is when police officers stop, search, or detain individuals based on broad characteristics such as race, ethnicity, appearance, gender, age, or neighborhood, rather than on specific evidence of

wrongdoing. This practice often overlaps with *racial profiling* and *discriminatory policing*. It leads individuals to feel unfairly targeted, even if they have done nothing wrong. When people are stopped randomly or based on group characteristics rather than behavior or evidence, trust, fairness, and satisfaction with the police decline. Studies consistently show that when people perceive policing as biased or discriminatory, they feel less satisfied and less willing to cooperate with law enforcement, reducing overall police effectiveness and community safety. Stacey, Alice, Minnie & Austin (2023), postulated that, when individuals believe policing is unfair or discriminatory, they are more likely to view the police negatively. They stressed that, in a 2021 U.S. survey, Black and Hispanic residents were significantly more likely than White residents to report dissatisfaction with police and expected excessive force, indicating that biased practices like profiling reduce satisfaction. They also argued that discriminatory stops (e.g., without evidence) reinforce perceptions of injustice and disrespect - key drivers of dissatisfaction with policing. In essence, people judge how police treat them, not just how police perform their duties.

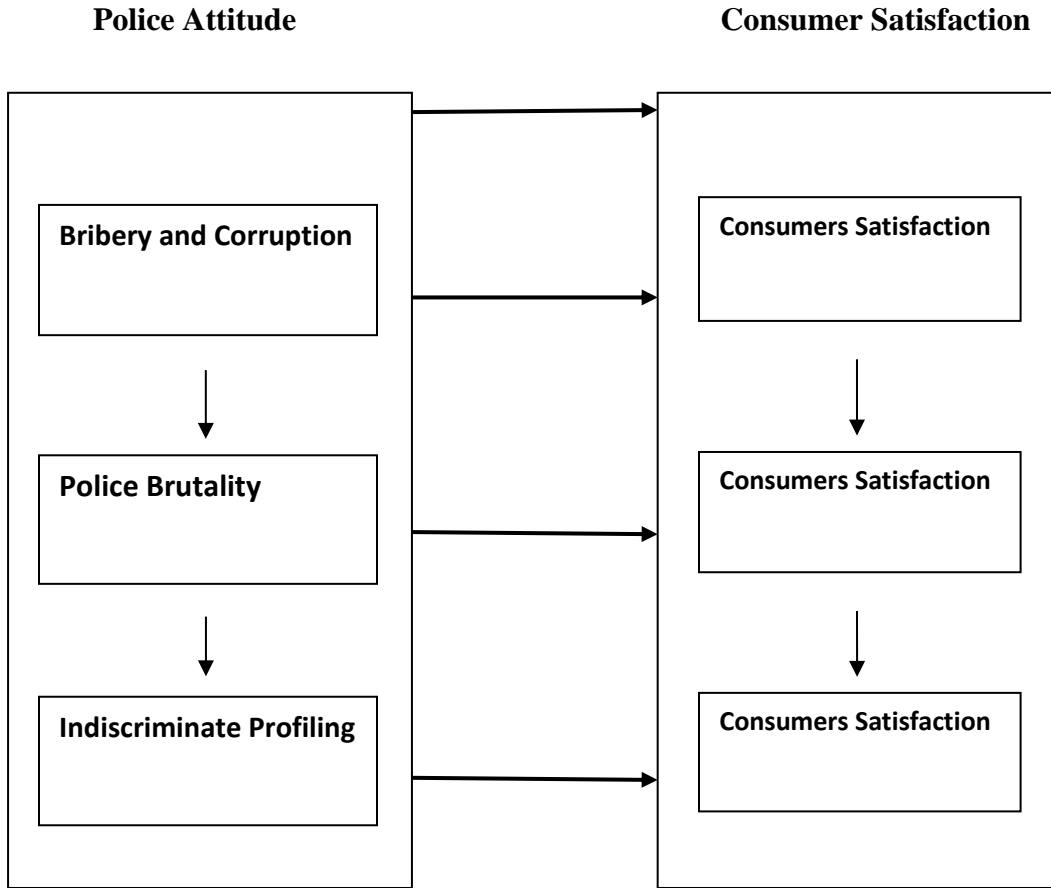
An independent Nigerian civil society organization (CLEEN), informed that Lagos State has recorded frequent complaints of profiling, especially against young males perceived as “yahoo boys, (CLEEN Foundation, 2019). This foundation has consistently reported that Lagos State records a high incidence of police stop-and-search operations and profiling, particularly of young males based on appearance, possession of smart phones, laptops, or vehicles. Their surveys show that these practices generate numerous public complaints and negatively affect citizens’ perception and satisfaction with police services.

In South-East Nigeria, precisely in Anambra and Enugu, Nwankwo & Kpanie-Addy (2022) found a significant negative relationship between police profiling and citizen satisfaction, with many respondents describing police services as “oppressive rather than protective.” Tyler, (2006), postulated that, indiscriminate profiling affects satisfaction through several mechanisms: perceived Injustice, psychological distress and Fear. Thus, Jackson, Bradford, Stanko, & Hohl, (2013), stressed that, frequent harassment reduces feelings of safety, amongst citizen or customers and this can lead to dissatisfaction with policing.

In a nut shell, indiscriminate profiling has a negative and significant relationship with customers’ satisfaction in Nigerian states. It is worth-noting that, as profiling increases: perceived fairness decreases, trust in police declines and citizen satisfaction deteriorates. Conversely,

reducing profiling and emphasizing fair, intelligence-led policing improves public perception and satisfaction.

Conceptual Framework



Source: Ederewhevbe, I.G & Monye, M. (2025)

Adeola, Odunayo, & Hauwa, (2023) carried out a study on Perception of police misconduct and satisfaction with police: The role of confidence in police and legitimization. The purpose of the study was to investigate citizens' perception of police misconduct on satisfaction with police through the mediating influence of confidence in the police and the moderating influence of legitimization. The study is cross-sectional, and a sample size of three hundred and thirty-three (333) citizens of Nigeria was recruited using the Non-probability convenience sampling an online survey (Google Forms). The data were analyzed using Hayes's PROCESS macro, model 8. The study found out that the perception of police misconduct did not directly influence confidence and satisfaction in the police. However, the perception of police misconduct led to less satisfaction

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with police through low confidence in the police. Furthermore, we found that citizens high in police misconduct perception and high in police legitimacy were low in confidence in the police. Additionally, citizens high in police misconduct perception and high in police legitimacy were low in satisfaction with police through less confidence in the police. Finally, it was discovered that the police attitude towards the citizen can deter them from having confidence in the police force. The implication of the aforementioned study indicated that, police legitimacy and confidence building can improve public satisfaction. Besides, police reforms targeting misconduct and enhancing legitimacy could improve citizens' trust and satisfaction with law enforcement. Although this finding showed that, the citizens have a low confidence on the police force, will it still be the same in delta central senatorial zone in delta state Nigeria? This finding of this study will indicate if police misconduct will reduce the satisfaction gained by customers in Delta Central Senatorial Zone, in Nigeria.

Gabriel Julien & Mathura (2024), carried out an investigation on exploring Citizen's Satisfaction with the Police in Developing Society. The study aimed to investigate how citizens in a developing society perceive and evaluate their satisfaction with the police, particularly focusing on elements of procedural justice (how police behave during interactions), in Trinidad and Tobago (T&T). The quantitative research design using an online survey was used in the study. The survey consisted of eight multiple-choice questions using a Likert-type scale to measure satisfaction levels. The sample size consists of Participants who were recruited via social media platforms (e.g., WhatsApp, Face book, Instagram, LinkedIn) using snowball sampling, where initial respondents shared the survey with others. Furthermore, the cross-tabulation and multivariate analysis were used to analyze the variables stated in the study. The results showed that 47.5% of participants were not satisfied with the police service, and only 10% felt very satisfied. The results indicated that officer did not use the correct procedures, disrespectful, undignified, unfair, lack transparency and inconsistent. The results highlighted the need for practice and policy changes in the Trinidad and Tobago Police Service especially during a contact with citizens. It was suggested that there was the need for continuous professional development (CPD) towards improving officer's skills, knowledge, and behaviour (KSB) which could enhance officers and citizens' relations. The results showed that, citizen satisfaction with the police is low in this post-colonial developing context. Besides, Procedural justice issues (lack of fairness, respect, transparency,

consistency) are major contributors to dissatisfaction. The legacy of colonial policing models still influences contemporary relations between citizens and police. The study suggests that, Police reform and policy changes to improve relations with citizens and Continuous Professional Development (CPD) for officers to build better skills, knowledge, and behaviour (KSB). Moreover, enhancing procedural justice practices could strengthen legitimacy, trust, and cooperation between citizens and the police. Although, the aforementioned study indicated citizens/customers dissatisfaction with Police services in Trinidad and Tobago, Could these practices still make consumers to be dissatisfied with the Nigerian police force in Delta Central Senatorial Zone in Nigeria? This is the gap that this study intends to bridge.

Roselle, Stijn, & Ronald (2024), carried out a study on crime reporting and victim satisfaction with the police: a large-scale study among victims of crime in the Netherlands. The objective of the study was to explore how victims of crime in the Netherlands experience the crime reporting process, focusing on their *satisfaction with the police* after reporting a crime. The population of the study was 162,399. However, the sample size selected for the study twenty-five thousand, seven hundred and sixty. (N = 25,760). A nationwide survey (called the Police Monitor) was conducted among individuals in the Netherlands who had reported a crime. The linear regression was employed to test how victim satisfaction with the police relates to the reporting channel used, follow-up contact by the police, and action taken by the police while controlling for type of crime, its impact on victims, their needs and their socio-demographic characteristics. The Results showed that, the model explains 38% of the variance in victim satisfaction. The crime reporting channel and subsequent police response to crime reports show largest effects. When victims had in-person conversations with the police, the police reported back to them, and took further action, victims were most satisfied. Besides, follow-up contact from police and police taking further action after a report were both associated with higher satisfaction. Based on the findings, the following conclusion was made; that victim satisfaction with the police depends heavily on how the police handle the crime reporting process and respond afterwards. From the aforementioned findings, can this same it be replicated in Delta Central Senatorial Consumer/citizen? The findings of this study will give answer to the question raised.

Ediba, Jude & Gbana, (2025), carried out a study on Police Corruption and Crime Reporting: A Study of Bribery in Wukari Local Government Area, Taraba State, Nigeria. The

purpose of the study was to investigate the extent to which police bribery influences crime reporting behavior in Wukari. A descriptive, cross-survey design was adopted, with a sample size of 400 respondents selected sectional from a population of 374,800 using the Taro Yamane formula. Data were collected via questionnaires distributed through random sampling, yielding 350 valid responses. Descriptive statistics, including frequencies, percentages, means, and standard deviations, were used for analysis. The findings indicate that crime reporting is generally low, with police bribery identified as a significant deterrent. Respondents frequently cited fear of being asked for bribes or being ignored due to inability to pay as reasons for non-engagement with law enforcement. The study concludes that police bribery not only discourages crime reporting but also erodes the legitimacy and credibility of the Nigeria Police Force. It recommends the strict enforcement of anti-corruption policies, the promotion of community-oriented policing strategies, and the establishment of independent and anonymous crime reporting mechanisms to restore public confidence in law enforcement institutions. Mollen's Commission (1994) asserted that, the most common cause of the loss of confidence of the public is insensitivity and corruption, which have fostered distrust and antagonistic relationship between police and the public. Whenever a group or a person is tagged dishonest, people turned out to be afraid of dealing with such a group or person wholeheartedly. Thus, from the above-mentioned finding, Consumers' Satisfaction with respect to bribery of the Police Force in Wakari is very low, and it results to the discouragement of Crime in the local Government in the study. It is uncertain in Delta Central Senatorial Zone if Bribery and Corruption can reduce consumers' satisfaction in Delta state. This is what this research work intend to clarify.

Mbewu, Obioha, & Mugari, I. (2024), carried out a study on *what drives citizens' dissatisfaction with the police when crime is reported?* A survey of Mthatha policing precinct in South Africa. *The purpose of the study was to investigate the causes of citizens' dissatisfaction with the South African Police Service (SAPS) after reporting a crime.* A total of 120 respondents were invited to participate in the study through stratified random sampling technique. Quantitative methodology was adopted, wherein a closed-ended questionnaire was used to gather data from the respondents. An analysis of the data gathered was done using Statistical Package for Social Sciences (SPSS) to reveal descriptive and inferential statistics. Findings revealed that citizens' dissatisfaction with the police emanates from the discriminatory manner, in which the police treat

citizens, failure to follow procedure and unfair treatment during contact with citizens. A regression analysis on the impact of the socio-demographic variables on citizens' dissatisfaction with the police revealed the location of the respondents, socio-economic status and religion as significant predictors of citizens' dissatisfaction with the police. In order to improve citizens' satisfaction with the police, the study recommends strict adherence to the procedural justice theory. There is also a need for fairness and unbiased treatment of citizens, coupled with respect, courtesy and observance of citizens' fundamental human rights. A critical analysis of the above findings indicated that, citizens were dissatisfied due to discriminatory treatment, failure of police to follow proper procedures, and unfair treatment during police contact after crime reporting. It is the intention of this study to find out if these Police practices of South African Police Service (SAPS) will also make consumers in Delta Central Senatorial to be dissatisfied with the services of the Nigeria Police Force in Nigeria.

Ignatius (2020) conducted a study on A Critical Analysis of the Public Perception of the Nigeria Police Force. The study was aimed to critically examine the public perception of the Nigeria Police Force within the context of a procedural justice framework. A total number of 216 respondents comprising 165 males, 46 females and 5 preferred not to say participated in the study. Twenty-Two (22) questions self-developed questionnaire approved by the ICJS Research Ethics Committee was used to collect data from the respondents via Bristol Online Surveys using various social media platforms. Data were analysed using computer software called Statistical Programme for Social Sciences (SPSS) version 23.0. Descriptive statistics such as frequency, mean, standard deviation and percentage were used to describe the demographic characteristics of participants. Reliability Cronbach's Alpha was performed on the scales to determine the strength of items and their reliability. Independent sample t-test and Analysis of Variance (ANOVA) were used to test the statistical difference in the perception of Nigerians about the police in Nigeria. The level of significance was determined at 0.05 (5%). It was found that gender and literacy have no effect on the public perception of the NPF, while the results on ethnicity, shows there is a significant difference in the public perception of the police. Based on the findings, the following conclusions were made; the Public perception of the Nigeria Police Force is largely negative. A lot of consumers/citizens believe that police do not act professionally or within the law, they fail to uphold principles of fairness and justice. Besides, they do not use fair procedures, leading to

mistrust and dissatisfaction. Furthermore, they are often unresponsive and ineffective, reducing public confidence in their role as protectors of safety and security. The study therefore recommended that, in line with the international best practices and procedural justice the expectation of policing that will improve the quality of policing and the image of the force in both voluntary and involuntary encounters with the police thereby enhancing the police- public cordial relationship and collective efforts in the fight against crime in Nigeria. Although, the above-mentioned findings showed the perception of the Public towards Police force in Nigeria, the researchers want to ascertain if this perceived misconduct can still take place in area like Delta Central Senatorial, in Nigeria.

Theoretical Framework

The Procedural Justice Theory was propounded by Thibaut and Laurens in 1975. They argued that people judge authorities not just by outcomes (e.g., being safe) but by *how* they are treated by those authorities. They postulated that, people care deeply about the fairness of procedures used by authorities, not just the outcomes of decisions. When police act fairly, respectfully, and lawfully, the public is more likely to trust, cooperate with, and be satisfied with policing. It is evident that, when police engage in bribery and corruption, citizens experience procedural unfairness. They perceive that outcomes (e.g., case resolution, safety, protection) are not determined by law or evidence but by who pays or has influence. This leads to reduced trust, low satisfaction, and decreased willingness to cooperate with police. The consequences of this are consumers/citizen low satisfaction and lack of commitment and trust to the police force in Nigeria. In the same vein, the propounded of theory claimed that, when citizens experience brutality, they feel procedural unfairness because the police disregard their dignity and rights. This disrespectful treatment signals to citizens that the system is neither fair nor just, lowering satisfaction and willingness to cooperate. Furthermore, the theorist stressed that, when citizens experience profiling, they perceive biased treatment, meaning decisions are not based on law or evidence, but on arbitrary characteristics. According to Procedural Justice Theory (PJT), this perception of procedural unfairness reduces trust, cooperation, and satisfaction with police services. This implied that, if citizens feel police actions are unfair or biased because of corruption, brutality, or profiling, they're less likely to view the police as legitimate and will report lower satisfaction. Thus, this theory is very important to this study, since it will enable the researchers to know if

these variables; Bribery and Corruption, Police Brutality and indiscriminate Profiling and their effect on the consumers/ citizens Satisfaction in the Delta Central Senatorial Zone in Delta State, Nigeria.

Methods

Descriptive survey research design was adopted for the study. The choice of this design is premised on its suitability for collecting primary data directly from respondents through structured questionnaires. Survey research enables the researcher to obtain standardized information from a large population, examine relationships among variables, and generalize findings to the wider population. It is particularly appropriate for studies investigating perceptions, attitudes, and behavioural responses, such as perceived police misconduct and consumer satisfaction. The population of the study comprised all consumers/citizens residing in four selected Local Government Areas (LGAs) out of the eight LGAs in Delta Central Senatorial District of Delta State, Nigeria. The local Governments Areas is; Ughelli North – 320, 687, Ughelli-South 212,638, Ethiope West – 202, 712, and Ethiope-East – 200, 942. Hence the total population size is 936,979 (NPC; 2006). The choice of the four (4) Local Government Areas stemmed from the fact that the Local Government Areas have a high concentration of consumers/citizens and businesses in the aforementioned area. Furthermore, there is high level of consumers/citizens living in this area. Besides, the areas are easily accessible; the level of business activities and per capita income is high compared to other local government areas. Taro-Yamane formula was used to determine the sample size of 400 consumers in the proportion of Ughelli North – 136, Ughelli-South-91, Ethiope-West-87, and Ethiope -East – 86. At the same time, the convenience sampling was used to select consumers. The primary source of data collection was basically through the questionnaire. The questionnaire was developed on 5 points Likert scale-strongly agree-5, Agree-4, Neutral-3, Disagree-2, and strongly disagree-1. The Cronbach's Alpha reliability test was used, the result of the test was 94.2%. furthermore, the Computer Programming (i.e., statistical package for social science (SPSS), Regression Analysis was used to test the hypotheses stated for the study.

Results

Table 1: Summary Statistics

Parameters	Mean	Std. Dev.
Police Bribery and Corruption	3.4400	0.5014
Police Brutality	3.9401	0.4003
Police Indiscriminate Profiling	3.4103	0.5091
Consumers Satisfaction	3.9103	0.4093

Source: Author’s Computation (2025)

Table 1 provides a summary of descriptive statistics related to public perception and trust regarding police operations, using a rating scale ranging from 1 (low/negative) to 5 (high/positive). Police Brutality (Mean = 3.9401, Std. Dev. = 0.4003); this variable has the highest mean score among the police conduct metrics, suggesting that respondents perceive police brutality as the most prevalent issue among the three measured negative behaviours. The low standard deviation indicates a strong consensus in this perception among the respondents. Consumers Satisfaction (Mean = 3.9103, Std. Dev. = 0.4093); trust scores are high, sitting just below the perceived brutality scores. The high mean indicates a general positive disposition of the public towards the police in this sample.

Police Bribery and Corruption (Mean = 3.4400, Std. Dev. = 0.5014); this metric scored above the midpoint of a 5-point scale, suggesting corruption is perceived as moderately prevalent. The standard deviation is slightly higher than that for brutality and trust, indicating slightly more variation in opinion among respondents regarding this specific issue. Police Indiscriminate Profiling (Mean = 3.4103, Std. Dev. = 0.5091); this variable has the lowest mean of all metrics but still averages above the midpoint. It is perceived as a present issue, although slightly less prevalent than bribery and corruption, and significantly less prevalent than brutality. The standard deviation is similar to that of corruption. Overall, the results show a public that is highly trusting of the police force, yet acutely aware of specific behavioural concerns. The most pressing perceived issue, based on these means, is police brutality, while consumer trust remains robust.

Table 2: Regression Results of Police Bribery and Corruption and Consumers Trust

F-value	=	14.58				
R-Squared	=	0.7932	Prob. > F	=	0.0000	
Adj. R-Squared	=	0.7000				
	Coef.	Std. Error	T	P>/t/	[95% Conf. Interval	
Police Bribery	0.3984	6.4100	-12.11	0.000	-.4494	5.1170
_cons	0.3931	7.2200	10.09	0.000	-81.62	18.382

Source: Author’s Computation (2025)

Table 2 presents the results of a simple linear regression analysis examining the impact of Police Bribery and Corruption on Consumers Trust. The results indicate a statistically significant negative relationship between the two Variables-Squared (0.7932) value indicates that approximately 79.32% of the variation in Consumers Trust can be explained by the variation in Police Bribery and Corruption. This is a high R-squared value, suggesting that police bribery is a very strong predictor of consumer trust within this model. The Adjusted R-Squared (0.7000) value remains high, confirming the strong explanatory power of the model while accounting for the number of predictors-value (14.58) and Probability > F (0.0000): The highly significant F-statistic ($p < 0.01$) is less than 0.01 ($p < 0.01$) indicates that the overall regression model is statistically significant. It confirms that the independent variable (Police Bribery) collectively influences the dependent variable (Consumers Trust) and that the relationship is unlikely to have occurred by chance. $P > |t|$ (0.000 for the variable row) value for Police Bribery is 0.000.

Since this is less than the standard alpha level of 0.05 (or even 0.01), it confirms that Police Bribery and Corruption has a highly statistically significant negative effect on Consumers Trust. Hence, the null hypothesis (that there is no effect) is rejected. The t-statistic of 7.2200 for the variable (based on position) further supports the significance of the predictor. Overall, the regression analysis demonstrates that police bribery and corruption are significant determinants of consumer trust. The strong R-squared value highlights the substantial impact of perceived corruption on public confidence.

Table 3: Regression Results of Police Brutality and Consumers Satisfaction

F-value	=	24.19				
R-Squared	=	0.800		Prob. > F	=	0.0000
Adj. R-Squared	=	0.790				
		Coef.	Std. Error	T	P> t/	[95% Conf. Interval
Police Brutality		0.3193	6.344	-7.11	0.000	-0.5447 6.0314
<i>_cons</i>		0.2283	3.432	9.22	0.000	-27.302 29.4090

Source: Author’s Computation (2025)

Table 3 presents the results of a simple linear regression analysis that examines the impact of Police Brutality on Consumers Satisfaction. The findings indicate a strong and statistically significant relationship between the two variables. R-Squared (0.800) value indicates that 80% of the variation in Consumers Satisfaction can be explained by the variation in Police Brutality. This high R-squared suggests that police brutality is a very strong and relevant predictor of consumer satisfaction within the scope of this study. Adjusted R-Squared (0.790) remains high, confirming the explanatory power of the model and F-value (24.19) and Probability > F (0.0000) is highly significant F-statistic ($p < 0.01$) indicates that the overall regression model is statistically significant. It confirms that the independent variable (Police Brutality) collectively influences the dependent variable (Consumers Satisfaction) and that this relationship is highly unlikely to be due to chance.

Based on typical regression output structure, the second row of data likely corresponds to the independent variable 'Police Brutality': $P > |t|$ (0.000 for the variable row): The P-value for Police Brutality is 0.000. Since this is less than the standard alpha level of 0.05 (or even 0.01), it confirms that Police Brutality has a highly statistically significant negative effect on Consumers Satisfaction. The null hypothesis (that there is no effect) is rejected. The t-statistic of 9.22 further supports the strong significance of the predictor. Overall, the regression analysis strongly suggests that perceived police brutality is a critical determinant of consumer satisfaction. The high R-squared value highlights the substantial impact of this issue on public perception.

Table 4: Regression Results of Police Indiscriminate Profiling and Consumers Trust

F-value	=	17.19				
R-Squared	=	0.7802		Prob. > F	=	0.0000
Adj. R-Squared	=	0.700				
	Coef.	Std. Error	T	P>/t/	[95% Conf. Interval	
Police profiling	0.4041	3.022	-5.93	0.000	-0.6607	5.07711
_cons	0.2087	1.094	6.39	0.000	-22.667	27.224

Source: Author’s Computation (2025)

Table 4 presents the results of a simple linear regression analysis that examines the impact of Police Indiscriminate Profiling on Consumers Trust. The findings indicate a strong and statistically significant relationship between the two variables. R-Squared (0.7802) value indicates that approximately 78.02% of the variation in Consumers Trust can be explained by the variation in Police Indiscriminate Profiling. This is a high R-squared, suggesting that profiling is a very strong predictor of consumer trust within the study's model. Adjusted R-Squared (0.700) remains high, confirming the substantial explanatory power of the model. F-value (17.19) and Probability > F (0.0000) is highly significant F-statistic ($p < 0.01$ is less than 0.01 $p < 0.01$) indicates that the overall regression model is statistically significant. It confirms that the independent variable (Police Profiling) influences the dependent variable (Consumers Trust) and that this relationship is highly unlikely to be due to chance. The P-value for Police Profiling is 0.000. Since this is less than the standard alpha level of 0.05 (or even 0.01), it confirms that Police Indiscriminate Profiling has a highly statistically significant effect on Consumers Trust. The null hypothesis (that there is no effect) is rejected. The t-statistic of 6.39 (based on position) further supports the strong. Overall, the regression analysis demonstrates that perceived police indiscriminate profiling is a major determinant of consumer trust. The strong R-squared value highlights the substantial impact of this issue on public perception and confidence.

Conclusion

This study established a significant negative relationship between perceived police misconduct and consumer (citizen) satisfaction in Delta Central Senatorial District, Delta State. The findings reveal that police bribery and corruption account for 79.32% of the variation in consumer trust, police brutality explains 80% of the variation in consumer satisfaction, and police

indiscriminate profiling accounts for 78.02% of the variation in consumer trust. These results indicate that misconduct-related factors are strong predictors of public dissatisfaction and declining trust in law enforcement. The findings align with the procedural justice theory advanced by scholars such as Tyler (2006), which emphasizes that citizens' trust and confidence in law enforcement institutions are largely shaped by perceptions of fairness, transparency, and respectful treatment. Reports by organizations such as Amnesty International have similarly highlighted concerns regarding corruption, excessive use of force, and arbitrary practices within the Nigeria Police Force, reinforcing the relevance of this study. Overall, the study concludes that perceived negative police conduct is a significant determinant of public confidence and consumer satisfaction. Addressing these issues is therefore critical for rebuilding trust, enhancing institutional legitimacy, and improving overall public service delivery.

Recommendations

Based on the conclusion, the following recommendations were made:

1. **Implementation of Zero-Tolerance Policies for Corruption:** The Nigeria Police Force should adopt and strictly enforce zero-tolerance policies against bribery and corruption. Clear sanctions, prompt disciplinary actions, and transparent reporting mechanisms should be established to deter unethical practices.
2. **Strengthening Internal Control and Monitoring Systems:** Robust internal control mechanisms, including regular audits, performance evaluations, and independent oversight bodies, should be instituted to monitor officers' conduct and ensure accountability.
3. **Mandatory De-escalation and Ethical Conduct Training:** Regular training programs focusing on de-escalation techniques, human rights standards, and ethical policing should be made compulsory. This will help reduce incidents of brutality and improve police–citizen interactions.
4. **Standardization of Stop-and-Search and Profiling Procedures:** Clear, standardized operational guidelines should be developed to regulate stop-and-search activities. This will minimize indiscriminate profiling and ensure that policing practices are lawful, fair, and non-discriminatory.
5. **Community Engagement and Outreach Programs:** Community policing initiatives should be expanded to foster collaboration between the police and citizens. Regular town

hall meetings, stakeholder forums, and public awareness campaigns can improve mutual understanding and trust.

6. **Adoption of Technology for Monitoring and Evidence-Based Policing:** The deployment of body-worn cameras, digital record systems, and surveillance accountability tools can enhance transparency, reduce misconduct allegations, and improve evidence management.

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