

TITLE PAGE

**PUBLIC RELATIONS: AS A TOOL OF INDUSTRIAL HARMONY
(A STUDY OF NIGERIA POLICE HEADQUARTERS ENUGU)**

BY

EMEME IRENE NKEMJIKA

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**A RESEARCH PROJECT SUBMITTED TO THE
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DEGREE IN MASS COMMUNICATION.**

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Declaration

I Irene Ememe hereby declare that this research work was written by me and has not been submitted or received anywhere for the purpose of acquiring a degree in mass communication.

.....

Irene Ememe

.....

Date

Certification page

I certify that this study was carried out by Irene Ememe. It was approved by the department of mass communication, Caritas University, Amorji-Nike Enugu as meeting the requirements of the award of Bachelor of Science, BSc (Hons) Mass Communication.

Mr. Damian Agboeze
Project Supervisor

Date:

Mr. Damian Agboeze
Head of Department

Date:

External Examiner

Date:

Dedication

I dedicate this work to Almighty God who started this journey with me and ended with me throughout my studies in this noble institution. I say may his name be praised.

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Abstract

The objective of this study on “Public Relations: As A tool of Industrial Harmony. A study of Nigeria Police Headquarters Enugu” look into the internal and external problems of Nigeria police and how the police relations officer has succeeded or failed in resolving problems. Problems such as the welfare of the police, its relationship with the public and how the police manage crowd and crisis in Enugu State. To achieve this, survey research method was adopted with questionnaire as the instrument to elicit responses from the respondents. Findings drawn from the study revealed positive that police serving in Enugu faces internal and external problems such as poor salary, poor equipments at home and offices, insufficient accommodation, poor medical care and poor relationship with the publics; which makes it difficult for the police to manage crisis due to inadequate information from the publics. The study therefore recommended that police should stop extortion, bribery and corruption, brutality, aiding and abating crimes because of their position in the society. The publics should contribute positively to give vital information to the police to fight against crisis. The Police Public Relations Department should handle the internal and external problems through their cordial relationship with the press. Finally the government should take serious maintenance of the police in their welfare, so that they would take their work seriously.

CHAPTER ONE

INTRODUCTION

1.1 Background of study

According to the 7th edition of Oxford Advance Dictionary, “Public Relations is described as the business of giving the public’s, information about a particular organization or person in order to create a good impression.”

Following from the description, the police rely upon the general public for minimum level of support to accomplish their mission public information is very vital to the police, because it is a strongly held value in our culture that the informed and educated citizens are the best participants in democratic government.

Alienation exists because the police and society. Attempts have been made to bridge that gap between the police and the citizens. One often hears police officers say that the Community does not understand the role and how to inter-relate with the community.

In the past, police considered themselves as pure administrative officer, enforcing law without discretion. But today police administration recognizes that discretion is an important role. As a result the police officer forgets his exact role in the force, because he uses discretion method.

The Police Public Relation Officer (PPRO) must be skilled in the management tool POSDCORB, which means Planning, Organizing, Staffing, Directing, Coordinating, Reporting and Budgeting. He does these effectively with the cooperation and supervision of the State Commissioner of Police, Deputy Commissioner of police and other senior police officers. Furthermore, the police public relations officer uses the press to enhance good relationship between the public's and the Nigeria police Enugu.

Before the independence of Nigeria in 1960, public relations practice was not popular. Economic, social and political awareness program and activities increased the knowledge of public relations.

Public relations practices were introduced into Nigeria from Britain through the vehicle of colonialism. The introduction of public relations practice in Nigeria was done through the initiative of the colonial government and its obedient servants. Being an adjunct of journalism, public relations became an important element in public communication in the colonial days. The pioneers were already enjoying patronage of the people and those in government. The government felt the need for another branch of communication which would convey subtly, its feelings to the people without really going through the rigors of verbal communication of communicative acts, during the Second World War (1940), the government urged for more channels of communication. It became more pronounced,

especially in the need to present and analyze information about the war. This eventually led the government to establish an office of information.

The British decided to employ the tactics of public relations through mobile cinemas, posters, television programs. These programs were aimed at sensitizing Nigerians on what they were doing for the benefit of the nation as well as what the colonialist expected of Nigerians in return.

Since that time, public relations have been recognized as a profession in Nigeria and in other West Africa States. In 1949 United Africa Company became the first company to have public information unit. This is followed by the establishment of public relations unit by the Samuel Epelle served as the first public relations officer.

In 1963, the Nigerian institute of public relation (NIPR) was established as a regulatory body for PR practice in Nigeria.

The lack of adequate knowledge of public relations, as a career and the absence of its programs for understanding its practice hindered its growth in Nigerian organizations. Until recently when the Federal Republic of Nigeria promulgated Decree No. 16 of June, 1990 which upheld the practice of public relations in Nigeria.

The origin of the Police is a product of social crisis in the society. The word police is derived from the Greek word “polis” meaning that part of non

ecclesiastical administration, having to do with safety and order of the state. Police work did not start as a paid profession. It started as a noble, incorruptible profession with considerable responsibility and distinction. It was the justice of the peace system in the society.

The Nigeria, Police began with a thirty-member consul guard formed in Lagos colony in 1861, a 1,200-member armed paramilitary Hausa constabulary was formed.

In 1896 the Lagos police was established. A similar force, the Niger coast constabulary was formed in Calabar in 1884 under the newly proclaimed Niger coast protectorate. In the north, the Royal Niger Company set up the Royal Niger company constabulary in 1888 with headquarters at Lokoja. When the protectorates of Northern and Southern Nigeria were proclaimed in the early 1900s, part of the Royal Niger Company constabulary became the Northern Nigerian police, and part of the Niger coast constabulary became the Southern Nigeria police. Northern and Southern Nigeria were amalgamated in 1914, but their police force (NPF) in Lagos. During the colonial period, most police were associated with local government (native authorities). In the 1960s, under the First Republic, these forces were first regionalized and then nationalized.

The 1960 constitution established the Nigerian force as a Federal force charged with the responsibility for maintenance of law and order throughout

Nigeria. The command of the Nigerian police force was under the Inspector General of Police (IGP).

Those of the regions were under the command of commissioners of police. Recently the Nigeria Police Force (NPF) dropped the “force” in its name and now answers Nigeria Police (Nigeria police is grouped into departments A-F. “A” department takes care of administration, personnel-promotion, dismissal, transfer, posting, medical budgeting, accounts, public relations and printing. “B” department to “F” have their own respective duties our major concern is “A” department where public relations belongs. There we look into the administration of police department.

1.2 Statement of the problem

Public relations practice, utilizes communication skills and strategies, in order to establish and maintain the several positive linkages among human beings, in the context of society to minimize and eliminate the negative attitudes and behavior.

If the citizens do not trust the police, they will not talk to them. They would avoid police contact therefore, if distrust causes avoidance and failure to communicate, the implications for the police organization are really very dramatic. Citizens will not report crime. They will not give statements to officers who are investigating crimes and they will not testify in court.

When the police organization views the community, it has sworn to protect as a dangerous place full of people who are criminals. The police will be carefully guided when they have contact with the citizens they are expected to be protecting.

This study will look into the internal and external problems of the Nigeria police and how the police public relations officer has succeeded or failed in resolving problems. Problems such as the welfare of the police, its relationship with the public and how the police manage crowd and crisis in Enugu; would be treated.

1.3 Objectives of the study

The objectives of the study are as follows to:

1. Know the general welfare of the police in Enugu state.
2. Deal with the crime preventions and brutality by the police in Enugu state.
3. Determine how cordial the relationship between the police and press in Enugu state exist.
4. Ascertain how police handle crowd and crisis management in Enugu state.

1.4 Research Questions

1. To what extent do the poor living conditions and welfare of the police affect their performance?
2. To what extent do the police brutality and extortion damage their image to the public?
3. How cordial is the relationship between the police and the press?
4. To what extent do the Nigeria police effectively handle crowd and crisis management?

1.5 Research Hypotheses

Ho₁: there is no significant difference ($p < 0.5$) between the responses of senior and junior staff of the Nigeria police concerning the poor welfare of the staff.

Ho₂: there is no significant difference ($p < 0.5$) between the junior and senior staff of the Nigeria police as to the damage of their image over brutality and corruption.

Ho₃: No significant difference exist between the senior staff and junior staff ($p < 0.5$) of the Nigeria police over cordial.

Ho₄: There is no significant difference ($p < 0.5$) between the senior staff and junior staff of Nigeria police concerning effectively crowd and crisis management in Enugu.

1.6 Scope and the limitation of study

The areas this study covers are problems facing the Nigeria police, Problems like poor welfare, communication, accommodation and how they relate with the general public and the press, innocent citizens, deviants and criminals in Enugu state. The police public relation officer is located in Police headquarters Enugu secretariat.

1.7 Significance of study

Public relations creates an understanding through effective communication between the organization, its officers and the public.

This study will help the management to resolve crisis through maintaining effectively public relations. Conditions of living and service will improve reducing bribery, corruption and extortion of fifty naira (#50.00) on the road.

Further beneficiaries are the public and the press. The masses will understand how hard the police are working and cooperate with them in combating crime. The media will be used in sanitizing, educating and mobilizing the public towards police efforts to polices the effectively.

Through the research findings, it would point out the plight of the Nigeria police and take steps to improve their conditions of living.

If these observations are taken into consideration, the image, reputation, respect, trust and dignity of the police will be restored, making it possible and easy for future research to do it better.

1.8 Definition of Terms

Public relations: the activity of keeping good relationship between an organization and the public.

Tool: An item of equipment that helps in a particular activity.

Industrial Harmony: When people are peaceful and agree with one another or to make different people plans, situation suitable.

Police: the official organization that is responsible for protecting people and property. Making people to obey the law, finding out about and solving crimes and catching people who have committed a crime.

Headquarters: The main office of an organization such as the police, army or a business company.

CHAPTER TWO

REVIEW OF LITERATURE

2.1 Introduction

This chapter is a review of related studies to the topics: Public relations as a tool of industrial harmony: A study of police headquarters, Enugu. This chapter is organized in the following headings:

- 2.2 Review of concepts
- 2.3 Review of related studies
- 2.4 Theoretical framework
- 2.5 Summary.

2.2 Review of Concepts

The following concepts were reviewed;

- 2.2.1 Concept of public relations
- 2.2.2 Concept of communication as a tool
- 2.2.3 Concept of industrial harmony
- 2.2.4 Concept of Police
- 2.2.5 Concept of Crisis management in Nigeria Police

2.2.1 The Concept of Public Relations

The British Institute of public relations (IPR) opines that, public relations are the planned and sustained effort to establish and maintain goodwill and mutual understanding between an organization and its publics. The Mexican statement, states that “public relations practice, is the art and social science of analyzing trends, predicting their consequences, counseling organization leaders and implementing planned programs of action which will serve both the organizations and the public’s interest.” Encyclopedia Americana (1980) defines public relations as a field of activity concerned with building mutual understanding between an organization and its constituent publics.

A public may be defined as a group of people with common interest. An organization seeks to explain to its public the organizations policies, promote its goods or services. All this are done with the objectives of bringing to an organization the support and cooperation it requires in order to accomplish its mission.

Having looked at the definitions of public relations, the key phrases and words recurring in the acclaimed definitions are now to be discussed and detailed:

1. PR is deliberate: A PR activity or event is always intentional or purposeful. It is usually designed to gain understanding, provide

information and obtain feedback or reaction from those affected by the public relations activity.

2. PR is planned: Public relations events are usually organized in a systematic sequence which must be analyzed on social scientific research.
3. PR is a process: To be effective, a PR activity must be conceived as a continuous campaign, or a series of actions, event functions or changes that could produced a successful result. Good PR is not a onetime affair, undertaken only occasionally or during emergencies as a “fire-brigade” or remedial action. Preventive public relations is an on-going process of discovery problems and solving them; or “nipping them in the bud, before they loom large”
4. PR involves the mutual interest of an organization and its publics: Ideally, public relations both the organization and the public. But the primary rationale for any PR activity must be to serve the publics, rather than just to gain benefits for the organization and the public. But to gain benefits for the organization. Good PR is the alignment of the organization’s interest with public concerns.
5. PR is a management function: PR is most effective if it is represented in the boardroom, at the highest management level where corporate decisions are made. PR is not just releasing information after important corporate decisions have been made; it is part and parcel of the management decision making process.

6. PR is a two way communication: unfortunately many definitions of public relations give the impression that it only consists of the dissemination of information to the public. It is equally essential however, to obtain reactions from the audience. The communication process is incomplete without the feedback. There would be no mutual understanding if the communication is only a “one-way street.”

Public Relations Activities

Those engaged in public relations work generally perform several functions. They monitor public opinion and analyze an organization’s relationships with its publics such as employees, relationships shareholders, students, government or news media. They implement a program of action and communication to advance the mission of the organization.

A well planned public relations program normally includes these five steps:

1. Evaluation of public attitudes and opinions
2. Formulation and implementation of an organizations procedures and implementation of an organizations procedures and policy regarding communication with its publics.
3. Coordination of communication programs.

4. Developing rapport and good-will through a two way communication process
5. Fostering a positive relationship between an organization and its public constituents.

A public relations (PR) is the practice of managing the spread of information between the spread of information between an individual or an organization and the public. Such information includes writing and distributing news releases, photographs and feature articles to the press, compiling press list. Public relations may include maintaining a media information service such as arranging press, radio and television interviews, for management. In addition, editing and producing staff magazines or newspapers and organizing other forms of internal communication such as video-tapes, slide presentations, wall newspaper are part of PR authority. All these, the public relations make sure it gets media coverage for the publics.

Public relations aim to persuade the public, investors, partners, employees and other stake holders to maintain a certain point of view about its product.

What Public Relations is not

It is unfortunate that public relation is a victim of misunderstanding and quite a few except the practitioners care to know the exact disciplinary focus on public relations.

It has been confused with marketing, advertisement, publicity, product promotions and propaganda. It can involve any of these, but it is usually a combination of all of them and more. Sales, marketing and product promotions are meant to enhance the distribution and sale of goods and services. These cannot be called public relations.

Another area where the misconception public relations are doing a great deal of harm is in its relationship to propaganda. It is not uncommon in Nigeria to today for government to resort to propaganda in situations where effective public relations program would have been useful. Normally, such a campaign never achieve the intended result because propaganda, though is a tool of public relations, is miles away from being public relations itself. Propaganda has two primary problems. Firstly, it cannot be sustained and secondly, it lacks the respect, logic and reasoning found in public relations. It is not the use of only pretty, eloquent and highly sophisticated girls with university degree in any discipline and public relations officers, in private sector. Public relations message must be based on truth and must be found on research.

It is important to observe that some organizations both in private and public sector are gradually realizing and need to recruit only mass-communication experts as public relations men and women. This may be attributed to the high level of performance by these young men and women who are actually trained for the job.

What Calls For Public Relations

1. Controversy
2. Catastrophe
3. Crisis
4. News image
5. Competitive challenge
6. Promotional opportunity
7. Ineffective communication

In times of crisis management, the public relations department would be needed to create peace by creating mutual understanding between the organization and its public.

The Skills required by the practitioners

1. Analytical skills
2. Problem-solving skills
3. Interpersonal skills
4. Managerial skills

5. Communication skills in written and spoken words

Good public relations, helps in portraying good image of an organization in the eyes of the organization in the eyes of the organization target, forum through which an organization promotes, defends their products, activities or policies, in order to gain public goodwill. Public relations, also functions primarily as an avenue for interpreting organizations plans and activities to the publics.

The inevitability of public relations in an organization calls for better expertise, refinement and professionalism in dealing with the public's that is, the government, agencies, mass media, consumers, supplier's e.t.c. The need for professionals to man, the office of the public relations department will help immensely in correcting most misleading items of information.

Inefficient public relations officers will instead of correcting problems help in complicating already existing ones, hence, when there is problem of inefficiency, a lot of adverse effects set in.

These effects includes the following

1. Poor internal relationship with the various departments of the organization.
2. There will be communication gap, so that the public no longer gets information regarding the activities of the organization anymore.

3. There is lack of trust that members of the public will no longer trust their dealings with organization. And if this happens, the consequence is how productivity.

2.2 .2 The Concept of communication As a Tool

We use communication as a tool to pass information to the public or a device to transmit information on to audience. Communication is a lubricant of the society and pervades our entire life. It is with us from the day we were born to the day we will depart from this life. Communication is gotten from the Latin word communis; meaning “common and the purpose of communication is to establish commonness. Communication means the transmission or exchange of ideas or thoughts between individuals or organizations through a common system of symbols.

Effects of communication AS a Tool

The effects of communication are the changes in a receiver's behavior that occurs as a result of transmission of a message. The three main types are:

1. Changes in the receivers' knowledge that is through communication, one can change from ignorance to knowledge.
2. Changes in receivers' attitude that is attitude predict the action.
3. Changes in the receivers' overt behavior.

The aim of communication, therefore, is to bring or create certain changes to the receivers'.

2.2.3 The Concept of Industrial Harmony

Industrial harmony shows the relationship between the company and the workers. That is the workers are peaceful and they agree with each other. In the case of the police station, it shows how cordial the police officers relate with their co-officers.

This specialization area of PR deals with establishing and improving mutual beneficial relations between a company and other businesses within the same industry, and related ones, especially in the following categories: suppliers, distributors, competitors and labor unions. While a manufacturer depends on suppliers for raw materials, semi-finished goods, product components and other inputs, the company equally relies on distributors such as wholesalers to move the outputs of its factories

and plants to the ultimate consumers or end users. Yet the interest of a firm is mutually interdependent with that of a competition when they have a common enemy or if they are fighting a common cause. The goal of industrial public relations is to improve understanding through better communication with such publics.

It also applies in the police officer, whereby the PR deals with establishing and improving mutually beneficial relations between the police and the public's. It shows the relationship between the police and the members of the public. Whether the police are fair to the public in terms of conflict as the police will always say "police is your friend." It creates as room on how police could solve issues with members of the public amicably, by relating with the publics. Finally, looking at the welfare of the police, whether they are paid well, it is the duty of public relations officer.

2.2.4 The Concept of Police: Why Public Relations in Police?

Encyclopedia Americana (1980) states that, police is the criminal justice system that has the specific responsibility of maintaining law and order and combating crime within the society. The word police is derived from the Greek word "polis" meaning that part of non ecclesiastical administration. Having to do with safety, health and order of the state. Kachi Ugwudike (2002:12) defines police "as an agency of the

government constitutionally or legally charged with the responsibility of maintaining law and order in the society.”

The duties of police in most democratic nations are protection of life and of crime, detection and arrest of violators of law, enforcing the law and safeguarding the rights of individuals.

In addition, the police control the vehicular traffic, prevent and suppress vices and perform a variety of other functions.

The British Royal Commission (1962) described that the police should be powerful but not oppressive, they should be efficient but not officious, they should form an impartial force in the body politics, and yet be subject to a degree of control by persons who are not required to be impartial and who are themselves liable to police supervision.

Public relations become important to handle conflicts in the Nigeria police, conflict arising from contradictions and inequalities in our society resulting in trade disputes, demonstrations and disturbances. To resolve these, police have legal powers to do their duties and deny others their unconstitutional actions. In order to win public support and confidence, the police established the Police Community Relations Committee (PCRC). Mr. Etim Inyang (retired) inspector General of police (1984-1986) remarked that there is no police force anywhere in the world that

can succeed without the goodwill, cooperation and assistance from the public it serves.

PCRC was formed for the following objectives

1. To bring the police and the public together.
2. To bring the socio-psychological gap between the police and the public,
3. To solicit for public information through the communities in order to control crime.
4. To enable the public appreciate the organizational and structural problems facing the police.
5. To enable the community form informal security outfit (vigilante) that would work together with the formal security outfits.
6. Such police-community relations would be a forum for the police to educate the public on new trends of crime and prevention techniques.

Though there is need to involve the citizens in the fight against crime, the PCRC as a crime control strategy has not been successful. From independent source, I gathered that some criminals have found their ways into the membership of the PCRC, thereby getting police protection. There have been cases where confidential informants (CI) were not treated confidentially and thus his life jeopardized. Ignorance about police method of crime control also accounts for how public response to appeals, Norval (1992) Hawks (1963) Okechukwu Rex (1986) concluded

that public awareness is necessary for a successful crime control. There is need for the police public relations department in the Nigeria police especially in Enugu state to improve on this system.

The general welfare of the police is neglected which makes one to see some policemen and women police appear in uniform more of rags than government apparels or cloths. Police appear in uniform more of rags than government apparel or cloths. Police Kits are rarely shared to them while their salaries are not something to write home about. Men on patrol, either vehicular or foot patrol keep on dehumanizing themselves by collecting twenty to fifty naira from each commercial bus that passes them, thinking that poor salary can justify their actions. About three hundred policemen who were involved in motorist extortions were recently dismissed in a way of sanitizing the police image.

Accommodation and poor equipment of their homes and offices tremendously affect them. Go to few Barracks in Enugu state and assess where officers live and you will not like any of your relations to join them. Many passed out as constables and they sleep in offices as there are no houses readily available for them. Men on transfer from another state to Enugu face the same ugly situation. Nobody cares for these problems and even when one cares, one is incapacitated to effect changes. Vehicles are very old. Some are immovable while others are pushed by men when police pursue armed robbers. Sometimes, they fail to respond to distress

call. As a result of all these couple with the fact that some of their arms are not sophisticated like the criminals they pursue making it possible for the hunted to hunt the hunters with their sophisticated arms. All thanks to the Inspector General of Police who released operation fire for fire vehicles for patrol and anti crime. Training and promotion problems caused 2002 strike.

Communication problems, existing earlier in the Nigeria police are reducing by the introduction and proper equipment of police stations and patrol vehicles with communication radio sets, walkie-talkie and GSM. In the past, police stations found it difficult of rickety nature of their sets and most of them are unserviceable and non functional. Today, the reverse is the case though; some areas are not enhanced like others.

Many police departments have modern communications centers that record incoming calls and direct patrol cars to the scene of a crime or other emergency as we have in “B” operations, Enugu state headquarters or control room as it is popularly called. They inform other divisions and patrol men of any dangers in the state.

Channels of Police Communication

An interested usage of channels provides an effective police communication. Some of them are:

1. Meeting which includes the commissioner of police briefly with Divisional Police Officer (DPO's) and other heads of departments on Mondays. The DPO's organize lectures with other ranks in their divisions on Tuesdays during the meetings; police officers discuss matters bothering on security and their welfare.
2. Reports: there are various forms of reports, some are very technical such as police investigation report which can be handled internally or extremely to find the author of crime and proffer solutions to existing problems.
3. Signals: Certain decisions are communicated upwards or downwards among departments in form of signals. Such as death of a member, murder of a citizen, serious or fatal motor accidents e.t.c.
4. Verbal medium or words of mouth is in fact the most used, especially for interpersonal relationships example is the type existing among superior police officers (SPO), inspectors, rank and file.
5. House journal or organs are special information media created in an organization to share information and to secure the participation of all employees in the company.
6. Suggestion boxes are seen at conspicuous places at police stations. This otherwise useful method of collecting valuable suggestions or information is often the vindictive nature of some managers, employees are afraid to drop in suggestions into these boxes.

2.2.5 The Concept of Crisis Management in the Nigeria Police

The Oxford Dictionary defines crisis as an unstable period especially one of extreme trouble or danger. It covers a wide range of situations characterized by violence, destruction, law breaking and human rights violations, all resulting in human suffering, In short, in the context of this discourse, crisis denotes not only crimes such as robbery, assassinations, culpable homicides, rapes but also law and civil disorder problems in general. Be the internal disturbances, student demonstration, religious agitation, boundary or border disputes, and civil demonstration. The method used by police in handling this period of serious threat to internal security and bringing it to normalcy is crisis management. It involves the utilization of men and materials to diffuse the test situation.

Crisis does not just occur, it is caused. In order to manage it properly: police do find the root causes. Having identified the caused factors, police mediate and consult to find solution. The use of force is the last option open to the police. Community relations and contract with community leaders may help in this regard. Cordial relationships are usually established long before the emergence of crisis.

Intelligence gathering constitute on important tool in police management of crisis. It is in fact of prime importance for planning any future strategies. In correct information may lead to incorrect assessment of the

crisis and incorrect action by the police. Such piece of information is tension indicators. The absence of reliable and accurate information may constitute serious handicap in planning and containing disturbance.

Officers lose their lives in crisis either because they fail to react. With sufficient expertise or because decision made by someone else, often by senior officers expose them to unnecessary danger. Sometimes, the actions of overzealous operatives do escalate crisis.

Public relations staff should be quick on the “spot” in a crisis. Priority should be given to the establishment of a communication center that will be able to provide accurate reports and informed comments. A response a day later may be buried when other stories have claimed the headline. Informed comments should if possible, be based upon an organizations own objective assessment of what has happened. It is dangerous to put too much reliance upon media reports.

2.3 Review of Related Studies

The following studies were reviewed:

- 2.3.1 Jim Bronskill, (2012) Ideal Relationship between Police, Media and Public Relations. Gazette magazine (vol.73 no 31)

- 2.3.2 Ijeh N. (2010) Public Relations and staff/management Relationship. Project (p. 17-19)
- 2.3.3 Ogbonaya, L. (2010) Role of Public Relations in Crisis Management. Project (p. 15-16)
- 2.3.4 Ebere, (2014) Causes of conflict Among Agencies. Public Relations: A practical Approach (p 36-37)
- 2.3.1 Jim Bronskill, (2012) Ideal Relationship between Media and Public Relations. Gazette Magazine (vol. 73 no 31)

Public relations are an important management function as sound public relations is the only solution of any organization. Public relations is the social science of analyzing trends, prediction their consequences, counseling organizational leaders and implementing planned program of actions which will serve the organizations and public's interest.

Police public relations officer (PPRO) is the department charged with public relations duties for the Nigeria police. By nature, the office launders the image of the force, monitors, manages and disseminates information concerning the force and forms a liaison between the force and the public's whom the police have a duty to protect.

The police disseminate information to investigations, warn citizens of sudden dangers and educate the publics about how to stay safe. In the

internet age, there are now more ways than ever for law enforcement agencies to accomplish these goals. But police still depend on the media to quickly reach a large segment of the public's.

Journalists are citizens too, so they have an interest in informing the public and giving the information they need to be responsible members of the community. Reporters also like a good story. That's because the public wants them. Crime fiction is a popular staple of the television schedule and national best seller list. In turn, true crime stories will always be news.

In discussing case with reporters, police must be careful to preserve the integrity of investigation. Revealing too much could jeopardize a probe. Saying the wrong thing might ruin a reputation. At the same time, journalists however are eager to gather details of high profile case and must avoid the same pitfalls.

Media must also resist publishing strategic leaks from police that might be unfair or inflammatory. It is important that police should respect these boundaries, and deal fairly with reporters.

Once police reveals an investigation is under way, they have an obligation to provide updates. The complexities of the police media relationship means there will be tensions. But those strains should be seen

as a healthy sign, because while cops and reporters need one another, they have different jobs to do.

In every management, a public relations exists to build the image of that organization such as the police station, the police needs the public relations officer because, a public relations officer is given the responsibility of actualizing the aims, aspirations, objectives and goals of the organization such as the police station, the police needs the public relations officer is given the responsibility of actualizing the aims, aspirations, objectives and goals of the organization.

He is a manager who analyzes trends, predicts their consequences, counsels organizational leaders and implement planned program of action.

A PR officer or manager is a trained crisis management expert. Some actions whether from internal and external public can cause disharmony in an organizational relationship thereby truncating organizational growth. It is the responsibility of the PR officer or manager to wade into such crisis and manage it appropriately. In the police, the police complaint bureau is under the tutelage of every public relations officer. This bureau entertains complaints from member of the public and mutual understanding between the organization and its publics. PR officer or manager does not only manage crisis, but also prevents them from

occurring in the first place. Such model (Jefkins 1985) is used to manage crisis professionally. The need to manage crisis very well or professionally is because they do not only lead financial losses, loss of lives but can also lead to organizational death as a result of negative image occasioned by crisis.

A public relations officer embarks on mass media auditing so as to do cover areas of negative publicity and fashion out public relations initiatives to correct them, while strengthening or consolidating on the areas of positive press. A PR officer or manger ensures effective two-way communication mechanism between the organization and its publics.

A PR officer or manager carries out planned public education and enlightenments on programmes as well as disseminates relevant information or organizational policies and project. He also through his professional effort corrects the misperceptions, misinformation, disinformation, prejudices and biases against the organization.

2.3.2 IJEH N. (2010) PUBLIC RELATIONS AND STAFF/MANAGEMENT RELATIONSHIP PROJECT (P.17-19)

The management does not find it easy to accept public relations as a full fledged profession or even take it as a management function. This is because, most management fail to understand the concept of public

relations. This misconception of the term arises from the inability of company executives to recognize the potential of public relations. Many are still unaware, of the role of effective communication in the words.

According to Late Dr. Frank Ugboajah, “for almost half centuries, Nigerian companies at large have not visibly responded to the potentials of the act of public Relations in the success and survival of a profit oriented company.”

To buttress this, a 1983 survey of 500 American University presidents carried out by John Higgions asked the president to list in order of priority key issue, for their institutions over the next decades.

Public relations was rated 18th and was listed by only 4 percent. Declining enrolment was first, changing mission and purpose of the institution was third and government relations fourth. All these are public relations issues, but surprisingly they were listed separately. The importance of this survey to Elizabeth Ana is that “it reveals the ignorance of many about the concept of public Relations.”

Cutlip and Center, narrating how business organizations produce public relations departments into their companies state that: “The function often activate when an employer discover a need for better communications with an important group, perhaps an employee publication is desired in a small but growing organization.”

The establishment of a public relations department does not always spring from a welcome opportunity to advance the interest of the organization. Cutlip and center a firm that in many cases, nothing is done until an organization is confronted with an emergency or a crisis that attracts considerable public attention and there is no one on the staff qualified to handle the public information requirements.

People brought in under such emergency conditions whether as staff or outside counsel might subsequently be hired or retained on a continuing basis. Then, beyond the emergency or crisis situation, the place and the role of public relations are determined and redetermined to fit changing need, problems, opportunities and value, standard so perceived and set by a succession of senior officials. The result of this is that the practitioner is sometime, assigned many odd jobs, which ordinarily should not be performed by a public relations man.

Studies have also confirmed that public relations is still being relegated to the background. Many organizations management still perceives the professional as subordinate to other professions. A few of these studies that are related will be reviewed.

Susana, (1982) in a study the structure and operations of the public relations department of the Nigerian Breweries Limited Iganmu examined the various decisions of the public relations department. Its method of operation, as well as the role being played by the department for the

organization. It also looked into the problems of the department. Direct view methods was used in collecting information used in this study.

The study found out the public relations department was a small one and thus could not cope adequately with the public relations needs of the company. Also the study discovered that the public relations adviser was not a member of the executive board thus hindering communication between the departments to have lacked adequate finding that would enable it execute its programme effectively.

The study made a few suggestions on ways of overcoming these problems. It suggested the enlargement of the staff strength of the public relations department more allocation of funds and the uplifting of the public relations manager to the position of a director thus enabling him to have great influence on the executive board. On the whole, the author concluded that the “public relations departments had done a lot in ensuring that the Nigeria Breweries Limited has a good image in the eyes of its public.”

2.3.3 OGBONAYA, L. (2010) ROLE OF PUBLIC RELATIONS IN CRISIS MANAGEMENT. PROJECT (P.15-16)

Crisis management according to Nweke (2001) is advice a device advanced on the need to play and possibly do everything within your reach to ensure and prevent an uncanny event not to occur.

Nwaocha (1999) viewed crisis management to involve the application of appropriate steps to either prevent a crisis not to occur or to promptly control it once it occurs. Crisis management is proactive, preventive and preplanned in nature.

Public relations practitioners are mostly concerned in the proactive crisis management. To be effective and efficient the public relations experts are required to be skillful technical, knowledgeable to the effective crisis management. One of the best method of handling crisis is to plan ahead anticipate crisis at any moment or point in time, mapping of preventive control measures and strategies in the eventful occurrence of crisis at all look.

But one, the other hand management of crisis is a situation of already occurred. This is usually involved five bridge and reactive approach which involve teaching sporadic and largely unco-ordinated actions to stop the crisis. Management of crisis is very wasteful compared to timely crisis management.

2.3.4 EBERE, A (2014). CAUSES OF CONFLICT AMONG AGENCIES. PUBLIC RELETIONS: A PRACTICAL APPROACH (P36-377)

So many factors have been fingered as causes of conflicts among ramous agencies especially security agencies in Nigeria.

The causes of conflict among agencies are:

1. **Struggle for supremacy:** this is a situation where agencies for which is to be in control. The Army man would like to show that his uniform is superior to others and that his training is more sophisticated than others. The police would like to prove to others that they are the first force to be established in the country and that they are the first force to be established in the country and that every other agency should be loyal to them as the first born.

The immigration man would like to see the custom man around the borders or airport (even though they are performing different jobs) because he wants to be in charge

The FRSC man will always tell you that NSCDC man has nothing to offer when it comes to control of traffic it endless.

2. **Ignorance:** As these struggle rages what strikes one's mind is ignorance. Many of these struggles occur because a lot of officers and men refuse to accept the fact that all of them are being paid from one source. The Federal Government of Nigeria. Some of them are so blind folded to recognize the fact that their so called superior uniform are issued from one source. They fail to understand that their creation was that of government and that the same government can create more agencies if she so wishes.
3. **Over zealousness:** This is another factor that breeds bad blood among security agencies. An overzealous officer wants to be seen and noticed

everywhere. He is “Mr. know all” no one challenges him even among his professional colleagues.

4. Greed: A greedy man is not a contented man. He is akin to the proverbial hunter who has a game of an elephant on his head and uses his feet to hunt for grasshoppers. He is also an egocentric person who would want to be paid recognition first before anybody. A greedy man can be found in the Army, police, immigration, FRSC, NSCDC, Customs, prisons and so on.

2.4 Theoretical Framework

The researcher applied the social responsibility theory. The public relations has social responsibility to perform to the public for business organization to operate successfully. It has to be responsible to the publics especially by building truth in itself.

Social responsibility theory of mass communication was adopted in the course of this study. The theory quoted in Ogunsiji (1989) “posits that power and monopoly position of the media impose on them an obligation to be socially responsible, to see that all sides are fairly represented and that the public has enough information on issues concerning them in order to make informed decision.

It is the social responsibility of the police public relations officers to educate, enlighten the public by organizing programme for the public to

know her right. With that, it could create a good relation with the police and the public.

The basic principle underlying the social responsibility theory as it relates to public relations practice is that individuals' institutions, organizations or government should think and not in a globally accepted manner. This must have caught the attention of Macomb's and Shaw Nwosu and Idemili, when they stated that public relations is "working in, and being guided by public interest considerations or being socially responsible in order to be socially acceptable."

2.5 SUMMARY

The Nigeria Police in Enugu State face problems which are both internal and external in executing their lawful duties. Some of these internal problems includes poor salary, accommodation, uniform, equipment like radio message set, walkie-talkie, G.S.M, patrol vehicles, shift duties, leave denials, non-promotional exercise stationary academic upliftment etc.

There external problems are crisis, crowd management, hatred by the public, media criticism among others things. The police public relations officers handle or manage both the internal and external problems of the

police later the press is notified of happenings for possible broadcast or publication.

At the end of the review, all backed up with the social responsibility theory of mass-communication. It has also been noted that public relations has served to deepen the sense of social responsibility in our public enterprise, which has contributed to public welfare and improved the communication required in our society.

CHAPTER THREE

RESEARCH METHOD

3.1 INTRODUCTION

This chapter discussed the method used in the study. It contained and explained.

3.2 Research design

3.3 Population of study

3.5 Sampling technique sample

3.6 Description of research instrument

3.7 Validity and reliability of data gathering instrument

3.8 Method of data analysis.

3.2 Research Design

The research design used for the study is the survey method design of questionnaire. According to Obasi (2008), survey design is one in which a group of people or items are studied by collecting and analyzing data for only a selected group of people or item considered to be representative of the entire group. Therefore, choice of questionnaire is for its ability to reach the two major groups in the population – Junior and Senior staff of the Nigeria Police service in Enugu State.

In a research like this, it is uncommon to find out that some officers are not easily reached for interview. Hence questionnaire is the most appropriate because it saves time. It enables respondents to answer the

questions at their convenience. It reduces cost in reaching enormous population and above all, it allows for check of information or data and makes for objectivity, reliability and accuracy.

In sorting more information, the researcher used books magazines, newspapers, journals, libraries and also the interview of policemen and journalist.

3.3 Population of Study

A population is the aggregate of all the cases that confirm with some designed set of specifications. Nwosu (2006, P.49). Views population as the total number of element within the given environment which researcher is set to survey.

The population is limited to the Nigeria Police Serving in Enugu State preferably those in monopolies. Other stations outside Enugu metropolis were not sampled. The police are known for protection of life and property, maintaining peace and order, prosecution of offenders, controlling traffic, safeguarding the right of individuals etc. therefore, they are often consulted in times of crisis or problems.

According to the present police public relations officer of Enugu State Police Command, ASP Ebere L. Amareizu gave the total number of the population as size thousand (6000) of each divisions in the Enugu

metropolis, including the professional, workforce, chaplain, mechanics and to mention but a few.

The divisions in Enugu are made up of different bases which are:

Base 1:	Central Police Station (CPS)	-	800
Base 2:	Uwani Police Station	-	450
Base 3:	Abakaliki Road (AI)	-	370
Base 4:	Ogui Police Station	-	480
Base 5:	Abakpa Police Station	-	550
Base 6:	Emene Police Station	-	400
Base 7:	New Heaven Police Station	-	450
Base 8:	Trans-Ekulu Police Station	-	400
Base 9:	Awkunanew Police Station	-	800
Base 10:	Independent Layout Police Station		250
Base 11:	Odoko Police Station	-	80
Base 12:	DSCB Distress Call Police Station		520
Base 13:	Ikereke Police Station	-	150
Base 14:	9th Mile Police Station	-	300
			6000

3.4 Sample and Sampling Procedure

This defines the procedures used to ascertain the target sample size for this study. The postulation size was narrowed down to determine the sample application of statistical formulation becomes imperative in determining the sample size.

The sample size can be determined by using Taro Yamane (1967) 2nd edition page 580 – 583 formula state as: $n = \frac{N}{1 + N(e)^2}$

- Where:
- n = Desired sample size
 - N = Population size understudy
 - e = Level of significance of error or limit of tolerable error assumed to be 5% or 0.05
 - 1 = Unity (always constant) in value.

Working:

$$n = \frac{N}{1 + N(e)^2}$$

$$n = \frac{6000}{1 + 6000 (0.05)^2}$$

$$n = \frac{6000}{1 + 6000 (0.0025)}$$

$$n = \frac{6000}{1 + 15}$$

$$n = \frac{6000}{16} = 375 \text{ (Desired sample size)}$$

3.5 Description of Research Instrument

The study adopted the questionnaire as its data gathering instrument. Nnamdi (1996) views questionnaire as a set of questions designed to gather information or data for analysis, the results of which are used to answer the research questions. Twenty (20) items were drawn and administered to the respondents. These items were divided into two sections, 'Section A' contained items on the demography of respondent and 'Section B' contained items that answered the questions.

Item 1 – 4 answered questions on the demography of the respondent

Items 1 – 5 answered research question 1.

Items 6 – answered research question 3.

Items 7 answered research question 2.

Items 8 answered research question 3.

Items 9-10 answered research question 4.

3.6 Validity and Reliability of Data Gathering Instrument

The method of validation used in this study is professional. The data collected are suitable for my work in the sense that it is useful and of an acceptable standard.

To check how true, dependable or reliable the questionnaire, the research administered to the respondents, the researcher used Taw Yamane's

formula. The first set of questionnaire is administered to the Nigeria Police press and various publics.

3.7 Method of data collection

The research used the questionnaire method, as an instrument to collect data.

The questionnaires distributed were collected by the researcher herself through the help of some staff in the organization.

3.8 Method of Data Analysis

The method of data analysis used were decoded, grouped into frequencies, computed and arranged in table for easy references. The techniques used are chi-square (χ^2) formulated for the study. The expected frequencies are calculated on the basis of each Null hypothesis and responses to questions related to the Null hypothesis and responses to questions related to the Null hypothesis are used. Formulated for the study at 0.5 level significances.

The formula is

$$\chi^2 = \frac{\sum(O-E)^2}{E}$$

Where: χ^2 = Chi – squares

Σ = Summation

O = Observed frequency

E = Expected frequency

Degree of freedom (df) will be calculated as follows:

DF = $(r - 1)$ or $(c - 1)$

Where: DF = Degree of freedom

r = Number of rows

K = Number of Columns

1 = Constant

Decision Rule if under this hypothesis, the calculated value of X^2 greatly exceeds to critical value of x the Null hypothesis must therefore be rejected.

Add/accept null hypothesis if calculated value of x is less than the critical value.

CHAPTER FOUR

DATA PRESENTATION AND DISCUSSION OF FINDINGS

4.1 INTRODUCTION

The aim of this chapter was to determine *Public Relations: As a tool of Industrial Harmony. A study of Nigeria Police Headquarters, Enugu.*

This chapter is concerned with the presentation and analysis of data collected through the use of questionnaire. The copies of questionnaire were distributed through face to face.

4.2 Data Presentation and Analysis

Out of three hundred and seventy-five copies of questionnaires, one hundred and fifty copies of the questionnaire were distributed to the police and the remaining two hundred and twenty-five were distributed to the various publics. Adding to the total of three hundred and seventy-five; being collected back by the researcher representing a return rate of 100%.

Table 4.1: Analysis of demographic data

Sex table one (1)

Response	Frequency	In decimal	percentage
Male	220	58.7%	59
Female	155	41.3%	41
Total	375	100%	100

In the table 4.1 above 220 (58.7%) of the respondents were males while 155 (41.3%) of the respondents were females. This shows that the male are higher in number.

Table 4.2: Distribution of Respondents by age

Response	Frequency	percentage
18 - 30	131	34.9%
31 – 40	103	27.46%
41 - 50	89	23.7%
50 - above	52	13.86%
Total	315	100

In table 4.2 above 131 (34.9%) respondents were between ages 18 – 30 while 103 (27.46%) fell within ages 31-40. 89 (23.7%) of the respondents were in the age category of 41-50 in the age category of 50 and above. This is means that a higher number of the respondents were in the age bracket of 18-30.

Table 4.3: Distribution of Respondents by marital

Response	Frequency	percentage
Married	179	47.73%
Single	156	41.6%
Divorce	40	10.67
Total	375	100

In the table above, married represents 179 (47.73%) of the respondents while the single represents 156(41.6%) of the respondents and 40 (10.67%) were divorced. The majority of the respondents were married.

Table 4.4: Distribution of Respondents by educational qualification

Response	Frequency	percentage
Secondary Education	55	14.67%
BSC/BA/HND	136	36.27%
MBA/MSC	118	31.46%
Others	66	17.6%
Total	375	100

From the table above, 55 (14.67%) of the respondents fell in the category of secondary education while 136 (36.27%) of the respondents belong to the category of BSc./BA/HND. 118 (31.46%) possess MBA/MSC qualification and 66(17.6%) respondents belonged to the others

qualification. This implies that the respondents were literate enough to ensure the questions in the questionnaire.

Table 4.5: Distribution of Respondents by Occupation

Response	Frequency	percentage
Students	82	21.87
Employed	58	15.4
Self employed	85	22.67
Police – JS	83	22.13
Police – SS	67	17.87
Total	375	100

In the table 4.5 above 82 (21.87%) of the respondents were students, while 58 (15.4%) were employed, and 85 (22.67%) fell in the category of self employed. The junior Police possess 83(22.13) while the senior Police Corp possess 67(17.87).

Analyses of data on the Research Questions.

Table 1-5 answered research question one

Research question 1: Do you think the police public relations department is efficient?

Table 1:

Response	Frequency	percentage
Strongly Agree	82	21.87%
Agree	90	24%
Disagree	76	20.27%
Strongly disagree	65	17.3%
No opinion	62	16.5%
Total	375	100

In the above table, the analysis shows that 82(21.87%) strongly agree, 90(24%) agree 76(20.27%) 62(16.5%) had no opinion that the police public relations department is efficient.

Research question 2: Do you think poor salary affects the work of the police officers?

Table 2:

Response	Frequency	percentage
Strongly Agree	148	39.5%
Agree	106	28.3%
Disagree	54	14.4%
Strongly disagree	36	9.6%
No opinion	31	8.27%
Total	375	100

The above analysis states that 148 (39.5%) respondents feel they strongly agree that poor salary affects the work of the police officers, 106 (28.3%) agree, 54 (14.4%) disagree, to an extent 36 (9.6%) strongly disagree while 31 (8.27%) had no opinion.

Research question 3: Do poor accommodation, transport and medical are affect the performance of the police?

Table 3:

Response	Frequency	percentage
Yes	301	80.27%
No	74	19.7%
Total	375	100%

The above information in the table clearly stated that 301 (80.27%) respondents representing majority that poor accommodation, transport and medical care affects the performance of the police while 74 (19.7%) says no.

Research question 4: Do poor communication gadgets affect the police in gathering vital information?

Table 4:

Response	Frequency	percentage
Yes	293	78%
No	82	21.87%
Total	375	100

In the above table, 293 (78%) of the respondents were satisfied that poor communication gadgets affect the police in gathering vital information. While 82 (21.87%) were not satisfied.

Research question 5: Are the police always promoted?

Table 5:

Response	Frequency	percentage
Yes	161	42.9
No	214	57.1
Total	375	100

In the table 5, 161 (42.9%) agree that police are always promoted, while 214 (57.1%) feel they are not always promoted.

Table 6 answered research question 3

Research question 6: Do you think the public like the police?

Table 6:

Response	Frequency	percentage
Strongly Agree	66	17.6%
Agree	53	14.13%
Disagree	85	22.67%
Strongly disagree	136	36.27%
No opinion	35	9.3%
Total	375	100%

66 (17.6%) of the respondents strongly agree that the public like the police, 53 (14.13%) agree, 85 (22.67%) disagreed, 136 (36.27%) strongly disagree and 35 (9.3%) had no opinion that the public like the police.

Table 7 answered research question 2

Research question 7: Do the police brutalize the publics?

Table 7:

Response	Frequency	percentage
Yes	219	58.4%
No	156	41.6%
Total	375	100%

In the table above, 219 (58.4%) carried the majority that the police brutalize the public, while 156 (41.6%) were not in support that the police brutalize the public.

Research question 8: Do you think the police and press relations are cordial?

Table 8 answered research question 3

Table 8:

Response	Frequency	percentage
Yes	150	40%
No	225	60%
Total	375	100%

150 (40%) said yes that the police – press relationship is cordial while the majority of 225 (60%) said no that the police press relationship is not cordial.

Research question 9: Do you think defaulters are disciplined?

Table 9:

Table 10-9 answered research question 4

Response	Frequency	percentage
Strongly Agree	99	26.4%
Agree	119	31.73%
Disagree	71	18.9%
Strongly disagree	59	15.73%
No opinion	27	7.2%
Total	375	100%

In the table 9 above, 99 (26.4%) strongly agree that defaulters are disciplined, 119 (31.73%) agree that they are discipline. While 71 (18.9%) disagree that they are not. 59 (15.73%) strongly disagree that they are not while 27 (7.2%) has no opinion about defaulters being disciplined or not.

Research question 10: Do you think police manage crisis and crowd well?

Table 10:

Response	Frequency	percentage
Strongly Agree	63	16.8%
Agree	67	17.87%
Disagree	100	26.67%
Strongly disagree	123	32.8%
No opinion	22	5.87%
Total	375	100%

In the table it shows that 63 (16.8%) support the fact that police manage crisis and crowd well and 67 (17.87%) agree while 150 (26.67%) disagree. 123 (32.8%) strongly disagree and finally 22 (5.87%) had no opinion that police manage crisis and crowd well.

4.2 Hypotheses Testing

The decision rule governing hypotheses testing says, “accept alternative hypotheses (H_i) when the calculated value is great than the table value.”

Reject Null Hypotheses (H_o) when calculated value is less than table value.

Hypotheses Testing

H_i : Poor salary affect the welfare of the police.

H_o : Poor salary does not affect the welfare of the police.

How does poor salary affect the work of the police officers?

Response	Frequency	percentage
Strongly Agree	148	39.5%
Agree	106	28.3%
Disagree	54	14.4%
Strongly disagree	36	9.6%
No opinion	31	8.2%
Total	375	100%

Response	O	Σ	O- Σ	O- Σ²	$\frac{(O- \Sigma)^2}{\Sigma}$
Strongly Agree	148	75	73	5329	71.05
Agree	106	75	31	961	12.81
Disagree	54	75	-21	441	5.88
Strongly disagree	36	75	-39	1521	20.28
No opinion	31	75	-44	19336	25.81
Total	375	100%			135.83

$$\Sigma = \frac{375}{5}$$

Where: r = number of rows = 5 - 4 = 4

C = number of column = 5 - 1 = 4

X = calculated = 135 - 83

X = tabulated = d.f (0.05)

The table value at 0.05 significance level and 1 degree of freedom is (5 - 1) = 4 under 0.05 = tabular value = 9.488.

If χ^2 cal > χ^2 tabular value we accept H_i alternative hypotheses which states “poor salary affect the welfare of the police and reject H_o null hypotheses which states that “poor salary does not affect the work of the police officers.”

4.4 Discussion of findings

Research question one: Ho₁

How do the poor salary affect the work of the police?

Table 2, 3, 4 and 5 shows that poor welfare affect the work of the police.

Tables 6 and 8 shows that the relationship between the press or the public and the police is low. It makes a clear illustration, that when there is poor welfare of the police and low communication between the police and the publics, it affects the police duty drastically.

Research question two: Ho₂

To what extent do the police brutalize the public?

Tables 7 and nine (a) highly agreed that the police brutalize the public instead of taking the right procedure of giving the public the right to express themselves.

Research Question Three – Ho₃

Do you think the police – press relations are cordial?

Table 8 show that police – press relationship is not cordial. Therefore making it difficult for the police to gain vital information from the press.

Research Question Four – Ho₄

To what extent do you think the police manage crisis and crowd well?

Tables number 10 and 4 says, that police do not manage crisis and crowd well in terms of trouble they seems not to respond to distress or emergency calls. Therefore making security in the state slim. Though because of the poor communication gadgets in their various division they seems to loss vital information being gathered to be used for their operations.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATION.

This chapter is designed to present the summary and conclusion of the entire research project and make some recommendations. It is therefore presented under the following subheading.

1. Summary
2. Conclusion
3. Recommendation
4. Suggestions for further studies

5.2 Summary of finding.

The main aim of the study is to look public relations. *As a tool of industrial harmony, in the Nigeria police headquarters, Enugu.*

The research method involved in this study is survey method, which includes use of questionnaire and interview. I discovered that the Nigeria police serving in Enugu command face reminders problems, which comprise internal and external ones.

Both junior and senior staff used in the survey agreed that their internal problems bother on poor welfare is enumerated as poor salary equipment at home and office, poor accommodation, medical care, transportation, communication gadgets, non promotion exercise among other things. So

far the lack those enumerated items and more, police look ineffective and unattractive to the public.

There external problems have to do with poor relationship with the public and press. Most often crises arise and police attention is needed the situation. Armed robbery attacks at home, lousiness centers, banks and on roads lead to serious injuries or at times death of policemen as they hunt the hunters [armed robbers]. The public sometimes complain that when they report cases that require maximum security t the police, they most often suspect the complainants and may even disclose the source of the information to the suspect.

The duty of the police public relations officer in Enugu state is to sanitizes the image of the police by laying off the bad egg and establishing links with the media for publicity in matters that are of public interest.

Four hypotheses were generated to guide the study. Literature were reviewed according to the variables and hypotheses under study, to facilitate the discussion of findings.

Research design was adopted for the study. The design was considered most relevant because it allowed the research to make reference, and generalization of the population by studying the sample obtained from the

study. The selection was done through the Taro Yame sampling technique.

This was to give equal opportunity to all the members in the population area to be selected to the study. The main instrument used for data collection was the questionnaire designed by the researcher and with the help of the supervisor.

Chi – square (χ^2) statistical analysis was employed to test the hypothesis directing the study to ascertain whether to accept or reject them. The statistical technique will considered most appropriate because hypothesis were subject to testing at 0.05 level of significance. The result of the analysis indicated that poor welfare affects the work of the police. Therefore police should be paid well and given good accommodation and have access to communication gadgets at all times.

5.3 Conclusion

The following conclusions have been drawn from the relevant major findings of the study:

- i. The police are not being taken good care of the federal government, police service commission and the ministry of the police affairs.
- ii. In most criminal cases, suspects are interrogated and sometime, brutalized in an attempt to find out the truth. Though, innocent ones often fall victim of this circumstances.

- iii. The perception of the junior and senior staff of the Nigeria Police, Enugu metropolis shows that no significant difference exists in crowd/crisis management, the press. Police relationship is not very cordials in Enugu State.
- iv. The police public relations officer handle coordinate and channel to the appropriate authority all police internal and external problems.
- v. Extortion, bribery and all other corrupt practices damage seriously image of the Nigeria police.
- vi. The press should learn to be partners in progress with the police than jeopardizing their effort in combating crime.

5.4 Recommendations

The following are made commendations in the light of the finds that:

- 1. The policemen should stop extortion, bribery, fortune, brutality, aiding and abating crimes because of their position in the society.
- 2. Policemen should endeavor to be handy in times of crisis or distress call.
- 3. The public should give information to the police and learn that police are our friends.
- 4. Police should intimate the press often about cases of public interest for public awareness and sensitization.
- 5. The federal government should take serious maintenance of the police and whatever money budgeted for them should be released by the police

service commission and ministry of police affairs so that part of the money does not go into the hands of the men at the echelon.

5.5 Suggestions for Further Studies

We are aware that there is no perfect solution to any research problem. As solutions are being provided for a given problem, other problems try to develop from the existing ones. The problems of the Nigeria Police, which bother on accommodation, poor salary, medical care extortion, brutality to the public, should be permanently addressed. I suggest that what I did may be the best and therefore recommend the work for further research.

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APPENDIX A

Department of mass communication,
Faculty of Management and social
Sciences,
Caritas University,
Amorji – Nike
Enugu.

Dear Respondent,

I am a final year student, in the above department and University, I am conducting a research on *public Relations; as a tool of industrial Harmony; A study of Nigerian Police Headquarters, Enugu.*

The study is in partial fulfillment for the award of B.s.C (Bachelor of sciences) Degree in mass communication of caritas University, Enugu state.

I shall be grateful if you answer the under listed questions to the best of your knowledge. Every answer you give will be handled confidentially.

Yours sincerely,

Irene, Ememe N.

APPENDIX B

Analysis of Demographic Data

Section A

1. What is your gender?
 - A) Male ()
 - B) Female ()
2. How old are you?
 - A) 18-30 ()
 - B) 31-40 ()
 - C) 41-50 ()
 - D) 50 above ()
3. What is your educational qualification?
 - A) Secondary education ()
 - B) B.S.C/ BA/ HND ()
 - C) MBA /MSC ()
 - D) Others ()
4. Indicate your occupation/ Rank
 - A) Student ()
 - B) Employed ()
 - C) Self employe ()
 - D) J S ()
 - E) SS ()

5. What is your marital status

A) Married ()

B) Single ()

Analysis of data from survey

Section B

1. Do you think the police public relations department is efficient?

A. Strongly agree ()

B. Agree ()

C. Disagree ()

D. Strongly disagree ()

E. No opinion ()

2. Do you think poor salary affects the work of the police officers?

A) Strongly agree ()

B) Agree ()

C) Disagree ()

D) Strongly disagree ()

E) No opinion ()

3. Do poor accommodation, transport and medical care affects the performance of the police?

A) Yes ()

B) No ()

4. Does poor communication gadgets affects the police in gathering vital information?
- A) Yes ()
- B) No ()
5. Are the police always promoted?
- A) Yes ()
- B) No ()
6. Do you think the publics like the police?
- A) Strongly agree ()
- B) Agree ()
- C) Disagree ()
- D) Strongly disagree ()
- E) No opinion ()
7. Do the police brutalize the public?
- A) Yes ()
- B) No ()
8. Do you think the police and press relations are cordial?
- A) Yes ()
- B) No ()
9. Do you think defaulters are disciplined?
- A) Strongly agree ()
- B) Agree ()

C) Disagree ()

D) Strongly disagree ()

E) No opinion ()

10. Do you think the police manage crisis and crowd well?

A) Strongly agree ()

B) Agree

C) Disagree ()

D) Strongly disagree ()

E) No opinion ()