



INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

Public Trust Towards Women Police Officers: A Quantitative Research Framework

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Abstract

Public trust in the police is an essential component of effective policing, community safety and the functioning of the criminal justice system. Women police officers have an increasingly important role in maintaining law and order, addressing gender-sensitive concerns, protecting citizens' rights and facilitating access to police services. The present study examines the level of public trust towards women police officers and identifies selected factors associated with such trust. A quantitative approach with a descriptive research design was adopted for the study. Primary data were collected from 300 respondents using a structured questionnaire covering socio-demographic characteristics, interaction with police officers, experiences with women police officers and perceptions regarding their efficiency, honesty, fairness, empathy, communication, confidentiality and professionalism. The data were coded and analysed using SPSS. Frequency, percentage and Chi-square tests were used to examine the distribution of respondents and the association between selected variables and levels of trust. The findings reveal that 261 (87.0%) respondents reported a high level of trust, while 39 (13.0%) reported a moderate level of trust. Statistically significant associations were found between gender and trust, residence and trust, and overall experience with women police officers and trust. However, age, educational qualification and previous interaction with police officers were not significantly associated with trust. The findings highlight the importance of positive police–public interaction, professional conduct, accessibility, fairness, empathy and community engagement in strengthening public confidence in women police officers.

Keywords: Women Police Officers, Public Trust, Police–Community Relationship, Public Perception, Police Legitimacy, Professionalism, Gender-Sensitive Policing

1. Introduction

Trust is one of the most important foundations of the relationship between citizens and the police. Police organisations exercise considerable authority in society, including the responsibility to maintain public order, prevent crime, protect individuals and enforce the law. However, the effectiveness of policing depends not only on the legal authority of police personnel but also on the willingness of citizens to cooperate with them. When people perceive police officers as fair, honest, competent, respectful and responsive, they are more likely to approach the police, report incidents and cooperate with investigations. Women police officers have become an increasingly visible and important component of contemporary policing. Their participation has particular significance in cases involving women, children, domestic violence, sexual harassment, sexual offences and other sensitive situations. The presence of women officers

can contribute to creating an environment in which women and vulnerable individuals feel more comfortable communicating their concerns.

Public perception of women police officers may be influenced by several factors. These include professional efficiency, honesty, fairness, empathy, communication, confidentiality, respectful behaviour and the ability to protect citizens' rights. Direct experiences with police personnel may also shape public confidence. A positive experience may strengthen trust, whereas an experience perceived as unfair, disrespectful or insensitive may reduce confidence.

The relationship between police and community is therefore not merely institutional; it is also interpersonal. Every interaction between an officer and a citizen can influence perceptions of the police organisation as a whole. Women police officers, because of their roles in community outreach and gender-sensitive services, can serve as an important bridge between police institutions and members of the public.

The present study focuses specifically on public trust towards women police officers. The study examines respondents' socio-demographic characteristics, their interaction and experiences with police officers, and their perceptions regarding the performance and professional qualities of women police officers. The study further attempts to identify whether selected demographic and experiential factors are associated with the level of public trust.

The study is particularly relevant in the context of strengthening citizen-centred policing. Understanding public trust can help police departments identify areas requiring improvement and develop strategies that promote accessibility, fairness, professionalism, empathy and community participation.

2. Review of Literature

2.1 Public Trust in Police

Tyler (2006) highlighted the importance of legitimacy and procedural justice in shaping citizens' willingness to cooperate with legal authorities. According to the procedural justice perspective, people are more likely to trust and accept police authority when they experience fair treatment, respectful communication and impartial decision-making. This suggests that public trust is influenced not only by crime-control outcomes but also by the quality of interactions between police officers and citizens.

Jackson et al. (2012) examined the relationship between procedural justice, legitimacy and public cooperation. Their findings indicated that perceptions of fairness and legitimacy play an important role in shaping confidence in the police. The study supports the view that respectful and transparent police practices can strengthen citizens' willingness to cooperate with law enforcement agencies.

2.2 Gender and Policing

Brown and Heidensohn (2000) examined gender and policing and highlighted the changing participation of women within police organisations. The increasing involvement of women has contributed to a broader understanding of policing and has challenged traditional perceptions of policing as predominantly male-oriented.

Women police officers may bring particular strengths to areas such as communication, victim support, community engagement and the handling of gender-sensitive cases. Their participation can also contribute to improving the accessibility of police services for women and vulnerable populations.

2.3 Women Police Officers and Public Perception

Public perceptions of police officers are shaped by both professional performance and interpersonal behaviour. Efficiency, honesty, fairness, empathy and respectful treatment can influence whether citizens perceive police officers as trustworthy. Women police officers may have an important role in improving public confidence when they demonstrate professional competence while maintaining sensitivity towards victims and complainants.

The public's willingness to approach women police officers may be particularly important in cases where individuals hesitate to communicate with male officers because of the sensitive nature of the complaint. Accessibility, confidentiality and empathetic communication may therefore contribute to strengthening trust.

2.4 Police–Community Relationships

Community-oriented policing emphasises collaboration between police institutions and communities. Skogan (2006) suggested that effective police–community relationships can contribute to improved public confidence and cooperation. Regular interaction between police personnel and citizens can increase awareness about police services and provide opportunities for communities to communicate their concerns. Women police officers can contribute to this process through community awareness programmes, school and college outreach, women's safety initiatives, public assistance services and interaction with vulnerable groups.

2.5 Professionalism and Procedural Fairness

Professional conduct is a major factor in developing institutional trust. Citizens expect police officers to exercise their authority impartially, protect individual rights and maintain confidentiality. When police personnel communicate respectfully and demonstrate fairness, citizens may develop stronger perceptions of police legitimacy.

The present study therefore considers several dimensions of public perception, including efficiency, honesty, fairness, empathy, respectfulness, communication, confidentiality and professionalism.

Research Gap

Although considerable research has been conducted on police trust, police legitimacy, procedural justice and community policing, comparatively limited attention has been given specifically to public trust towards women police officers. Existing literature has frequently examined women police officers from the perspective of their occupational experiences, organisational challenges and representation within the police force.

Less attention has been given to understanding how members of the public evaluate women police officers in terms of efficiency, honesty, fairness, empathy, confidentiality, communication and professionalism. There is also a need to examine whether socio-demographic characteristics and previous experiences with police services influence levels of trust.

The present study attempts to address this research gap by examining public trust towards women police officers among 300 respondents and identifying selected variables associated with their level of trust.

3. Objectives of the Study

1. To study the socio-demographic profile of the respondents.
2. To examine respondents' interaction and experience with women police officers.
3. To assess public perceptions of the efficiency, honesty, fairness and professionalism of women police officers.
4. To examine the level of trust and confidence among the public towards women police officers.
5. To identify selected factors associated with public trust towards women police officers.
6. To examine the association between respondents' demographic characteristics and their level of trust.
7. To examine the relationship between respondents' overall experience with women police officers and their level of trust.

4. Research Methodology

The study adopted a quantitative approach to examine public trust towards women police officers. Primary data were collected through a structured questionnaire. The questionnaire focused on respondents' demographic characteristics, interaction with police officers, experiences with women police officers and their perceptions regarding the professional and interpersonal qualities of women police officers. The collected data were coded and entered into SPSS for statistical analysis.

4.1 Research Design

A descriptive research design was adopted for the present study. The design was appropriate for describing respondents' perceptions, experiences and levels of trust towards women police officers.

4.2 Sample

The sample consisted of 300 respondents. Participants were included to obtain information regarding their socio-demographic characteristics, interaction with police officers, experiences with women police officers and perceptions of trust.

The demographic profile shows that 40.3% of respondents were aged 26–35 years and 37.0% were aged 18–25 years. Male respondents constituted 69.0% of the sample and female respondents constituted 31.0%. A substantial majority of respondents were married (89.3%).

4.3 Tools for Data Collection

A structured questionnaire was used for primary data collection. The questionnaire included:

- Socio-demographic characteristics
- Interaction with police officers
- Experience with women police officers
- Perceptions of efficiency and fairness
- Trust and confidence
- Willingness to seek police assistance
- Professional behaviour of women police officers

The study specifically considered perceptions relating to efficiency, honesty, fairness, respectfulness, empathy, communication, confidentiality and professionalism.

4.4 Data Collection Procedure

Data were collected from 300 respondents using a structured questionnaire. The purpose of the study was explained to respondents before data collection, and their responses were recorded for analysis. The completed data were coded and entered into SPSS.

4.5 Data Analysis

The collected data were analysed using SPSS. Frequency and percentage were used to describe the sample characteristics and response patterns. Chi-square tests were used to examine associations between selected variables and the level of trust. Tables were prepared and interpreted based on the statistical findings.

5. Hypotheses:

H₀₁: There is no significant association between gender and the level of trust in women police officers.

H₀₂: There is no significant association between age and the level of trust in women police officers.

H₀₃: There is no significant association between educational qualification and the level of trust in women police officers.

H₀₄: There is no significant association between residence and the level of trust in women police officers.

H₀₅: There is no significant association between previous interaction with police officers and the level of trust in women police officers.

H₀₆: There is no significant association between overall experience with women police officers and the level of trust in women police officers.

6. Tables and Interpretation

Table 1: Distribution of Respondents According to Personal Demographic Characteristics (N=300)

Variable	Category	Frequency	Percentage
Age	18–25 years	111	37.0
	26–35 years	121	40.3
	36–45 years	33	11.0
	46 years and above	35	11.7
Gender	Male	207	69.0
	Female	93	31.0
Marital Status	Unmarried	9	3.0
	Married	268	89.3
	Divorced	12	4.0
	Widowed	5	1.7
	Other	6	2.0

Interpretation: The largest proportion of respondents, 121 (40.3%), belonged to the 26–35 years age group, followed by 111 (37.0%) aged 18–25 years. Male respondents constituted 207 (69.0%), while female respondents constituted 93 (31.0%). The majority, 268 (89.3%), were married. Regarding marital status, most respondents, **268 (89.3%)**, were married. Overall, the sample was predominantly composed of **young to middle-aged, male and married respondents**.

Table 2: Educational, Occupational and Income Characteristics (N=300)

Variable	Category	Frequency	Percentage
Education	School level	112	37.3
	Undergraduate	59	19.7
	Postgraduate	104	34.7
	Other	25	8.3
Occupation	Student	109	36.3
	Employed	38	12.7
	Self-employed	89	29.7
	Homemaker	37	12.3
	Unemployed	20	6.7
	Other	7	2.3
Income	Lowest category	104	34.7
	Lower-middle	32	10.7
	Upper-middle	129	43.0
	Highest category	35	11.7

Interpretation: The largest educational group consisted of respondents with **school-level education, 112 (37.3%)**, followed by **postgraduate respondents, 104 (34.7%)**. Students represented the largest occupational category with **109 (36.3%)**, followed by **self-employed respondents, 89 (29.7%)**. Regarding monthly family income, the largest proportion, **129 (43.0%)**, belonged to the **upper-middle-income**

category. Overall, the respondents represented diverse educational, occupational and economic backgrounds.

Table 3: Residential and Religious Characteristics (N=300)

Variable	Category	Frequency	Percentage
Residence	Rural	257	85.7
	Urban	43	14.3
Religion	Hindu	228	76.0
	Christian	58	19.3
	Muslim	14	4.7

Interpretation: The majority of respondents, **257 (85.7%)**, were from **rural areas**, indicating that the study predominantly represents the views of the rural population. Only **43 (14.3%)** respondents were from urban areas. Regarding religion, **228 (76.0%)** respondents were Hindu, followed by **58 (19.3%)** Christians and **14 (4.7%)** Muslims. The predominance of rural respondents provides important context for understanding public perceptions of women police officers, as access to and interaction with police services may vary between rural and urban settings. Overall, the sample was predominantly **rural and Hindu**, with representation from different religious groups.

Hypothesis 1: Gender and Level of Trust

Reason for the Hypothesis

Gender may influence perceptions of women police officers because male and female members of the public may have different experiences, expectations and levels of comfort while interacting with women police personnel. Therefore, the study examines whether gender is significantly associated with the level of trust towards women police officers.

H₀₁: There is no significant association between gender and the level of trust in women police officers.

Table 1: Association Between Gender and Level of Trust

Gender	High Trust	Moderate Trust	Total
Male	174	33	207
Female	87	6	93
Total	261	39	300

Chi-square = 4.306; df = 1; p = 0.038

The table shows that 174 (84.1%) male respondents and 87 (93.5%) female respondents reported high trust towards women police officers. The Chi-square value of 4.306 with a p-value of 0.038 indicates a statistically significant association between gender and level of trust, as $p < 0.05$. Therefore, the null hypothesis is rejected. Female respondents showed a comparatively higher proportion of high trust than male respondents.

Hypothesis 2: Age and Level of Trust

Reason for the Hypothesis

Age may influence attitudes towards police services because individuals from different age groups may have different levels of exposure, experience and expectations regarding law enforcement. Hence, the study examines whether trust in women police officers differs significantly according to age.

H₀₂: There is no significant association between age and the level of trust in women police officers.

Table 2: Association Between Age and Level of Trust

Age Group	High Trust	Moderate Trust	Total
18–25 years	97	14	111
26–35 years	109	12	121
36–45 years	27	6	33
46 years and above	28	7	35
Total	261	39	300

Chi-square = 3.331; df = 3; p = 0.343

The table indicates that high trust was reported across all age groups, with 109 (90.1%) respondents aged 26–35 years reporting high trust. The Chi-square value of 3.331 and p-value of 0.343 indicate that the association between age and trust is not statistically significant. Since $p > 0.05$, the null hypothesis is not rejected. Thus, respondents' level of trust does not differ significantly according to age.

Hypothesis 3: Educational Qualification and Level of Trust

Reason for the Hypothesis

Educational background may influence people's awareness of legal rights, police procedures and perceptions of professional services. Therefore, the study examines whether educational qualification is associated with the level of trust towards women police officers.

H₀₃: There is no significant association between educational qualification and the level of trust in women police officers.

Table 3: Association Between Educational Qualification and Level of Trust

Educational Qualification	High Trust	Moderate Trust	Total
School Level	98	14	112
Undergraduate	48	11	59
Postgraduate	91	13	104
Other	24	1	25
Total	261	39	300

Chi-square = 3.500; df = 3; p = 0.321

The findings show that high trust was reported across all educational groups. The Chi-square value of 3.500 with a p-value of 0.321 indicates that there is no statistically significant association between educational qualification and level of trust. Since $p > 0.05$, the null hypothesis is not rejected. This indicates that respondents' educational background did not significantly influence their level of trust towards women police officers.

Hypothesis 4: Residence and Level of Trust

Reason for the Hypothesis

Rural and urban populations may differ in their access to police services, frequency of community interaction and perceptions of police accessibility. Therefore, residence was examined to determine whether it is associated with public trust towards women police officers.

H₀₄: There is no significant association between residence and the level of trust in women police officers.

Table 4: Association Between Residence and Level of Trust

Residence	High Trust	Moderate Trust	Total
Rural	233	24	257
Urban	28	15	43
Total	261	39	300

Chi-square = 19.055; df = 1; p < 0.001

The table shows that 233 (90.7%) rural respondents reported high trust compared with 28 (65.1%) urban respondents. The Chi-square value of 19.055 and p-value of <0.001 indicate a statistically significant association between residence and level of trust. Since $p < 0.05$, the null hypothesis is rejected. Rural respondents demonstrated a comparatively higher level of trust towards women police officers.

Hypothesis 5: Previous Police Interaction and Level of Trust

Reason for the Hypothesis

Previous interaction with police officers may shape citizens' perceptions of police professionalism, accessibility and responsiveness. Positive or negative experiences may consequently influence trust. Therefore, the study examines whether previous police interaction is associated with trust towards women police officers.

H₀₅: There is no significant association between previous interaction with police officers and the level of trust in women police officers.

Table 5: Association Between Previous Police Interaction and Level of Trust

Previous Interaction	High Trust	Moderate Trust	Total
Yes	189	32	221
No	72	7	79
Total	261	39	300

Chi-square = 1.166; df = 1; p = 0.280

Among respondents who had previously interacted with police officers, 189 reported high trust, while 72 respondents without previous interaction also reported high trust. The Chi-square value of 1.166 and p-value of 0.280 indicate that the association is not statistically significant. Since $p > 0.05$, the null hypothesis is not rejected. Thus, previous interaction with police officers was not significantly associated with trust towards women police officers.

Hypothesis 6: Overall Experience and Level of Trust

Reason for the Hypothesis

The quality of an individual's experience with women police officers may directly influence their confidence in police services. Positive experiences involving respectful treatment, effective communication, fairness and responsiveness may strengthen trust, whereas negative experiences may reduce confidence. Therefore, the study examines the association between overall experience and trust.

H₀₆: There is no significant association between overall experience with women police officers and the level of trust in women police officers.

Table 6: Association Between Overall Experience and Level of Trust

Overall Experience	High Trust	Moderate Trust	Total
Very Good	95	6	101
Good	132	7	139
Average	5	6	11
Poor	29	20	49
Total	261	39	300

Chi-square = 62.555; df = 3; p < 0.001

The findings show that respondents with very good and good experiences predominantly reported high trust. Among those reporting a very good experience, 95 respondents had high trust, while among those reporting a good experience, 132 respondents had high trust. In contrast, respondents reporting poor experiences showed a greater proportion of moderate trust. The Chi-square value of 62.555 with $p < 0.001$ indicates a highly significant association between overall experience and trust. Therefore, the null hypothesis is rejected. The findings indicate that positive experiences with women police officers are strongly associated with higher levels of public trust.

Overall Hypothesis Decision

Hypothesis	Chi-square	p-value	Decision
Gender × Trust	4.306	0.038	Significant – H ₀ Rejected
Age × Trust	3.331	0.343	Not Significant – H ₀ Not Rejected
Education × Trust	3.500	0.321	Not Significant – H ₀ Not Rejected
Residence × Trust	19.055	<0.001	Significant – H ₀ Rejected
Police Interaction × Trust	1.166	0.280	Not Significant – H ₀ Not Rejected
Overall Experience × Trust	62.555	<0.001	Significant – H ₀ Rejected

Out of the six hypotheses tested, three showed statistically significant associations—gender, residence and overall experience. Age, educational qualification and previous police interaction did not show significant associations with trust. The strongest association was between overall experience and trust, highlighting the importance of positive interactions between the public and women police officers.

Overall Interpretation

The study demonstrates a generally high level of public trust towards women police officers. Out of 300 respondents, 261 (87.0%) reported high trust, while 39 (13.0%) reported moderate trust. No low-trust category was reported in the analysed results.

The findings indicate that trust is associated with certain characteristics of respondents. Gender was significantly associated with trust, suggesting that perceptions of women police officers may differ between male and female respondents. Residence also demonstrated a significant association, with rural respondents showing comparatively higher trust than urban respondents.

In contrast, age and educational qualification were not significantly associated with trust. Previous interaction with police officers was also not statistically significant. This suggests that simply having interacted with police officers may not be sufficient to determine trust.

One of the strongest findings was the significant association between overall experience with women police officers and trust. Respondents who reported good or very good experiences demonstrated substantially higher levels of trust. This finding highlights the importance of the quality of interaction between police officers and citizens.

Overall, the findings support the importance of professionalism, fairness, respectful behaviour, empathy, communication, confidentiality and effective service delivery in developing sustainable public confidence in women police officers.

Findings of the Study

Based on the analysis of 300 respondents, the major findings of the study are as follows:

1. The largest proportion of respondents, 121 (40.3%), belonged to the 26–35 years age group, followed by 111 (37.0%) in the 18–25 years group.
2. The majority of respondents were male (69.0%), while females constituted 31.0%. Most respondents were married (89.3%).
3. Regarding education, 37.3% had school-level education and 34.7% were postgraduates. Students formed the largest occupational group (36.3%), followed by self-employed respondents (29.7%).
4. The majority of respondents, 257 (85.7%), were from rural areas, while 43 (14.3%) were from urban areas.
5. A high level of trust towards women police officers was reported by 261 (87.0%) respondents, while 39 (13.0%) reported moderate trust.
6. A significant association was found between gender and level of trust ($\chi^2 = 4.306$, $p = 0.038$). Female respondents showed a comparatively higher proportion of high trust.
7. Age was not significantly associated with trust ($\chi^2 = 3.331$, $p = 0.343$), indicating that trust remained relatively high across different age groups.
8. Educational qualification was not significantly associated with trust ($\chi^2 = 3.500$, $p = 0.321$).
9. A significant association was found between residence and trust ($\chi^2 = 19.055$, $p < 0.001$). Rural respondents demonstrated a comparatively higher level of trust than urban respondents.
10. Previous interaction with police officers was not significantly associated with trust ($\chi^2 = 1.166$, $p = 0.280$).
11. A highly significant association was found between overall experience with women police officers and trust ($\chi^2 = 62.555$, $p < 0.001$). Respondents reporting good or very good experiences demonstrated higher levels of trust.
12. Overall, gender, residence and overall experience were significantly associated with public trust, whereas age, educational qualification and previous police interaction were not significant.

Discussion

The present study examined public trust towards women police officers among 300 respondents. The findings indicate an overall positive perception, with 87.0% of respondents reporting a high level of trust. This suggests that women police officers are generally viewed positively by the respondents and are considered capable of contributing to public safety and effective policing.

The significant association between gender and trust indicates that male and female respondents did not demonstrate identical levels of trust. Female respondents showed a higher proportion of high trust compared with male respondents. This finding may indicate that women respondents perceive women police officers as more approachable or relevant when dealing with issues concerning women. However, the present study establishes an association and does not determine the specific reasons for this gender difference.

The study also found a significant relationship between residence and trust. Rural respondents reported considerably higher levels of trust than urban respondents. This finding may reflect differences in community interaction, police visibility or perceptions of accessibility between rural and urban settings. Since the sample was predominantly rural, this finding should be interpreted within the context of the study population.

Interestingly, age was not significantly associated with trust. High levels of trust were observed across all age groups. This indicates that positive perceptions of women police officers were not restricted to a particular age category. Similarly, educational qualification did not show a significant association with

trust, suggesting that trust towards women police officers was relatively consistent across different educational backgrounds.

Previous interaction with police officers was also not significantly associated with trust. This finding suggests that merely having interacted with police personnel may not determine whether an individual develops high or moderate trust. Instead, the quality and nature of the experience may be more important than the existence of contact alone.

The strongest finding emerged from the association between overall experience with women police officers and level of trust. Respondents who described their experiences as good or very good predominantly reported high trust, whereas respondents reporting poor experiences showed a comparatively greater proportion of moderate trust. The highly significant Chi-square result ($\chi^2 = 62.555$, $p < 0.001$) demonstrates the importance of citizens' experiences in shaping their confidence in women police officers.

This finding has an important implication for policing practice. Public trust appears to be closely connected with the manner in which citizens experience police services. Professionalism, respectful communication, fairness, empathy, confidentiality and responsiveness can contribute to positive experiences and consequently strengthen public confidence. The study therefore reinforces the importance of citizen-centred and gender-sensitive policing.

Overall, the findings suggest that women police officers have an important role in building positive police–community relationships. Maintaining professional standards and ensuring respectful, fair and responsive interactions can further strengthen public trust and encourage citizens to approach police services when they require assistance.

Conclusion

The present study on Public Trust Towards Women Police Officers highlights the growing role and significance of women in policing and the extent to which the public accepts and trusts their professional capabilities. The findings indicate that public trust is influenced by several factors, including the demographic background of respondents, perceptions of police effectiveness, accessibility, communication, fairness, professionalism, and the ability of women police officers to respond sensitively to public concerns.

The study suggests that women police officers are increasingly viewed as approachable, responsible, and capable of handling issues involving women, children, families, and vulnerable sections of society. Their presence can encourage women victims and other marginalized groups to approach the police without hesitation. At the same time, the findings indicate that trust cannot be established merely through the presence of women officers; it depends largely on their conduct, responsiveness, impartiality, transparency, and the quality of services provided.

The study further emphasizes that public trust is an essential component of effective community policing. Positive interactions between women police officers and the public can strengthen police legitimacy and improve cooperation with law-enforcement agencies. Regular community engagement, awareness programmes, gender-sensitive policing, effective grievance redressal mechanisms, and professional training can further enhance public confidence.

Overall, the study concludes that women police officers have considerable potential to strengthen the relationship between the police and the community. Strengthening their professional capacity, ensuring supportive working environments, increasing their representation in different policing roles, and promoting people-centred policing can contribute significantly to building a more trusted, accessible, and gender-responsive police system. The findings therefore reinforce the importance of empowering women police officers not only as law-enforcement personnel but also as important agents of social change and community development.

Suggestions and Recommendations

1. Strengthen professional training: Regular training should be provided in communication, empathy, conflict management, victim assistance and community engagement.
2. Promote respectful policing: Women police officers should maintain respectful and non-judgmental communication during every interaction.
3. Improve accessibility: Women help desks, women police stations and other support mechanisms should be made easily accessible to citizens.
4. Strengthen confidentiality: Particular attention should be given to confidentiality when dealing with sensitive complaints.
5. Increase community engagement: Regular police–community interaction programmes should be organised in both rural and urban communities.
6. Conduct public awareness programmes: Citizens should be informed about the roles, responsibilities and services provided by women police officers.
7. Strengthen gender-sensitive policing: Specialised training should be provided for handling cases involving women, children and vulnerable persons.
8. Improve responsiveness: Complaints and requests for assistance should be addressed promptly and sensitively.
9. Encourage positive police–public interaction: Police departments should develop programmes that provide opportunities for citizens to interact with women police officers in non-crisis situations.
10. Use feedback mechanisms: Citizen feedback should be periodically collected to identify areas for improvement in police service delivery.

Suggestions for Future Research

1. Future studies may use a larger sample covering several districts and states.
2. Comparative research may be conducted between male and women police officers to examine differences in public trust.
3. Future research may compare public trust between rural and urban populations in greater depth.
4. Qualitative studies may explore citizens' lived experiences with women police officers.
5. Research may focus specifically on women victims of crime and their experiences with women police personnel.
6. Future studies may examine the role of media and social media in shaping perceptions of women police officers.

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