SUMMARY

Ph.D thesis is mainly focused on the functioning of police in the Ambala-Panchkula Commissionerate and the views of public about it. The research study is concentrated on dealing with the satisfaction of the police of officials with their working and service conditions in the present commissionerate under study and the interpersonal relations between the police officers working in the commissionerate. Police officials are found to be satisfied with the working conditions provided by the commissionerate. However unsatisfactory result came out of the study about the service conditions of the select commissionerate. They are not satisfied with the salary paid, promotion criteria followed in the commissionerate and other service conditions of their job. Present study also focused on the interpersonal relations between the police officials. They are found to be satisfied with the relations with their colleagues. Some factors of dissatisfaction also came out in the study as long working hours, no holidays and work of police not being appreciated by public.

The research study also focused on the perception of public about the working of the police in the commissionerate. Study tried to analyze the views of the public about the working of police in the selected commissionerate. It was found that public is satisfied on the some of the aspects of working of police like police alerted public about likely emergencies in time, working of police with calm attitude etc but at the same time arrogant attitude of police, non-cooperation of police etc were some of factors of dissatisfaction in public. The findings are given at the end of every chapter. Some conclusions and suggestions have also been given to overcome these problems.