Roles
- Distinct behavior patterns acted out in connection with a particular social position.
- They assist us in deciding how to act in relationship to others.
- They help us give order to our world.
- One person plays many roles and sometimes these conflict.

Types of Roles
- Ascribed
  - Not under a person’s control
    - Male
    - Female
    - Infant
- Achieved
  - Attained voluntarily
    - Husband
    - Wife
    - Teacher
    - Student
Great Expectations

- Police officers must be all things to all people.
- They are the only all-purpose emergency service in society.
- They are expected not only to enforce the law, maintain order, and resolve disputes, but also to do so in a fair manner, no matter what sort of verbal or physical abuse might be directed toward them.

The police must never violate an offender’s rights.
- They must be professionally detached from the violence and tragedy that they encounter.
- They are expected not only to be honest and fair, but also to give a constant appearance of honesty and fairness.
- They must have professional knowledge of criminal law.
- They must be prepared to manage conflicts and deal swiftly and appropriately with almost every manner of crisis that our society has invented.

Perception

- It is more than receiving visual stimulation or sensing something.
- It is a process of creating meaning out of what we hear, see, smell, taste, and feel.
- Using the sense that we make of the world as the basis for our actions.
Perception is Personal

- It is unlikely that two people, even at a given time and place, will perceive the same event in exactly the same way.
- Every police officer knows that an eyewitness account may vary widely and be inaccurate.
- Creating meaning from sensations requires a judgment call.
- Attention, knowledge, past experience, and present motives or needs all help to shape the way a person perceives.
- The relatively stable and predictable set of habits by which the person manages day-to-day living under ordinary conditions influences perception.

What do you see?
What do you see?

What is happening here?

What do you see?
How Perception Comes About

- Experts claim that generalization, deletion, and distortion are psychological processes common in all people.
- These are the ways in which we make sense of and survive the world.

Generalization

- The psychological process whereby a person detaches some part of one model from an original experience and then applies this model to represent an entire category.

Write down the phrase in this Triangle

A BIRD IN THE BUSH
Deletion

- Is a process by which we selectively pay attention to certain dimensions of our experience and exclude others.
- People have the ability to filter out experiences while concentrating on a model.

Distortion

- The third modeling process.
- It allows us to make shifts in our experience of sensory data.

Role Concept

- A role may be defined as a set of behavioral expectations and obligations associated with a position in a social structure or organization.
- These expectations can be framed as:
  - Objective (dispassionate manner)
  - Subjective (totally personal manner)
Objectivity requires the observer to determine, study, and weigh facts in an unbiased, scientific manner, setting aside preconceived notions and personal prejudices and preferences.

Conclusions are drawn from facts.

Subjectivity is not concerned with objective fact.

Facts are redefined by the observer in terms of their life experiences, biases, assumptions, dreams, and fears.

Police Officer’s Roles

- Crime Control
- Order Maintenance
- Service
- Other Roles

Police Role Conflict

The four individual styles of departmental roles:

- Crime fighter or “cowboy”
- Social agent
- Law enforcer
- Watchmen
The four individual styles based on personality style:

- Enforcers
- Idealists
- Realists
- Optimists

Formation of Role Concepts

- Role concepts have their sources in needs and past experiences.
- Three major factors affect the way individuals and groups in society perceive the role of the police officer:
  - The individual’s or group’s specific needs and problems.
  - The individual’s or group’s personal experiences with police officers.
  - The image of police officers created by various media.

How Police Respond

- The problem is confronted and solved.
- The problem is confronted but not solved.
- The problem is not confronted.
The Media and Role Concepts
- The media play a very important part in forming expectations about the police.
- There are six stereotypes that have either been created or perpetuated by the entertainment media:
  - Buffoon is the first and perhaps the oldest.
  - Dullards present police officers as slow-witted.
  - Sadist abuse their police authority to perpetuate evil acts.
  - Hero who fights bad guys to protect the innocent from evil.
  - Wizard, a super-cop who solves challenging cases.
  - Harassed professional who is highly competent but overworked.

Factors and Conditions of Change
Reassessing the Dimensions
- Traditionally, obedience of the law, ethical behavior, and moral decisions have been bound and intertwined into an absolute adherence based on extremes of: legal versus illegal, good versus evil, and right versus wrong.
- Values have become relative to one another and to situations.
- From a quiet, relatively simple rural life with fixed values, we have moved to an involved, complex urban community where any sense of common union is difficult to find and where all groups wish to be counted.

A World of Infinite Choices
- A new era of development is occurring in the world.
- Change is overwhelming and rapid.
- This time has been dubbed the “information age”; it’s developing out of television, cable, and microcomputers, the Internet, and other resources.
Life is already being changed by these new technologies, and with change comes new opportunities and new problems.
Some jobs are disappearing and others are appearing.
Biomedical advances have changed our lives for the better.
New ethical problems must be confronted.
These changes can make the job of the police officer easier and more scientific.

Paradoxes of Police Practice

“Damned if they do and damned if they don’t.”
The police are faced with the ethical problem of how far one can bend the law before it will break.
The police officer is not only expected but is mandated to transmit, carry forward, control, and enforce those aspects of human existence that individuals, societies, nations, and civilizations have considered worthwhile, and which they have put into codes of law.

Community Relations
Residue From the Past

Often compounding the police officers’ problems is the police department’s problem of poor community relations.
New officers who rid themselves of prejudicial attitudes or master their personal prejudices so that they don’t affect their jobs are still perceived by the community as being insensitive, unfair, oppressive, and unaware of social needs and changes.
Toward a Realistic Role Concept

- The police officers’ “working personality” highlights three elements of the officers’ task: danger, authority, and efficiency.
- These elements in turn generate three personality characteristics: suspiciousness, feelings of isolation, and police solidarity.

Elements of Change

- The police-community relationship is vital to obtaining a realistic and mutually satisfactory role concept for police officers.
- Police administrators must take steps to overcome the distrust of the past and to develop internal and external programs that help officers to:
  - Serve the community more effectively,
  - View their own roles in more favorable terms, and
  - Participate in developing community relations.

Policing in a Changing Society

- Police officers are not immune to the situations they must face.
- They are influencers and controllers of those situations.
- Many police officers sense that they are becoming withdrawn and distant because of the situations they have to face.
- The police officer is the citizens only contact with the law.
- What the officer says, thinks, and does reflects on the total community.
An essential element of cooperation the police agency must constantly seek to improve its ability to determine the needs and expectations of the public, to act upon those needs and expectations, and to inform the people of the resulting policies developed to improve the delivery of police services.

This cooperation is a partnership between the community and its police agency.

The partnership extends to mutual problem identification and problem solving.

On the other side of the relationship, the public must be informed of the police agency’s roles so that it can better support the police in their efforts to reduce crime.