From Authority to Approachability: Evidence from Change of Police Uniform in Pakistan

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From Authority to Approachability: Evidence from Change of Police Uniform in Pakistan

Hafiz Muhammad Salman Tanveer[*]

Abstract

This paper estimates the effect of changes in police uniforms on the use of police services in Pakistan. The transformation from traditional khaki trousers and a black shirt to a new design and color was significant, as the old uniform was thought to underscore a colonial legacy that negatively impacted public trust and created a sense of fear among the masses. I exploit large-scale surveys and a time- and location-varying intervention design to document its effect. I find that the use of police services has increased by 3.67 percent; however, satisfaction with the service and users' experiences have not changed. The mechanism behind these findings is a change in perception towards the police department rather than operational or structural changes. This suggests that, on the surface, visual identity can influence peoples' perception of using police service; nonetheless, it may not necessarily enhance the quality or user satisfaction. These findings have important policy implications for policymakers aiming to improve community relations and the effectiveness of law enforcement in Pakistan.

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1   Introduction

Public perception of the police department in Pakistan has historically been marred by notions of corruption and inadequate service delivery. According to Ullah et al. (2016), the public perception of the police has been negatively impacted by their inefficiency, culture of corruption, lack of accountability, inadequate training, and low salaries. The traditional police uniform, characterized by khaki trousers and black shirts in Punjab province and slightly different in other provinces, further contributed to this negative perception, evoking an image of unyielding authority that instilled fear in civilians seeking public services from the police. The police in Punjab are perceived as a source of fear for the public, rather than being a friendly and approachable organization that promotes citizens' sense of security and well-being (Siddiqi et al., 2014). Police uniforms affect the attitudes and behaviors of both the officers who wear them and the citizens they are supposed to interact with and protect. To foster better community relations, police departments can improve their relations with the public by strategically outfitting and deploying officers in suitable aesthetics (Simpson, 2020).

In 1969, The Menlo Park Police Force in California underwent a transformation by shifting from the traditional militaristic uniform to blazers and ties. This change resulted in improved police-community relations, a rise in recruitment of college-educated individuals, and a decrease in personnel turnover (Tenzel and Cizanckas, 1973). The introduction of the new police uniform in Punjab raised high expectations among the higher echelons of the department. According to (Roch and Poister, 2006), the level of satisfaction among citizens with a service is determined by how well it either positively or negatively confirms their expectations. Moreover, the officer's attire, including the clothing style, hat type, material color, and even the condition of their clothes and equipment, significantly impacts how citizens perceive them (Johnson, 2001). In effect, it is widely acknowledged that the uniforms worn by law enforcement officers can significantly affect community perceptions. Policymakers in Punjab province recognized that the traditional colonial-era khaki pants and black shirt uniform exuded undue authority. Consequently, a reform was introduced by the

provincial government in 2017 to replace the traditional uniform with a more environment-friendly and citizen-centric olive green uniform.

The existing study is aimed at evaluating the effect of change in police uniforms on the utilization of police services by the citizens. Further, how the introduction of this intervention has influenced public satisfaction with the quality of services received from the police and what are the resulting changes in public perception? Having the benefit of quasi-experimental settings and drawing upon data from the Pakistan Social and Living Standards Measurement (PSLM) survey, I have conducted an empirical study to seek the answers. The treatment group comprises Punjab Province, while the control group includes the remaining provinces, Khyber Pakhtunkhwa (KPK), Sindh, and Balochistan, where the police uniform has remained unchanged. The study contributes to understanding the role of a seemingly mundane yet symbolically powerful element, the police uniform, in shaping public perception of law enforcement and the delivery of public services. Based on the literature I have reviewed, there is currently a noticeable absence of prior research assessing the effects of this particular intervention. This conspicuous gap underscores the need for this study to address this research void and investigate into the effects of this uniform reform. Such a study would provide valuable insights for policymakers and law enforcement agencies in Pakistan to enhance their strategies for improving community relations and optimizing public service delivery.

By using the estimation strategy detailed in Section 5 and Equation 1, the results of this study show that there has been a 3.67 percent increase in the use of police services. This suggests that the impression of public perception towards the police department has been influenced. However, user satisfaction and experiences after having service from the police department have not improved. This indicates that the change in social image in the absence of potential operations or infrastructure change cannot improve the service delivery among the government institutions, particularly the police department in Pakistan. Throughout, the specifications I have used district and year-fixed effects to control for the unobserved time-variant and invariant factors that could influence the outcome of interest. In addition to fixed effects, I control for the geographic, individual, and household factors that could

potentially affect the outcome. For instance, I control for the gender of the household head which is a strong predictor of all decisions in the household, particularly, the use of police services in the society of Pakistan.

This study not only contributes to the extant literature related to reforms among government institutions but also contributes to the evidence-based studies that highlight the importance of such reforms. This study also opens the endeavors to estimate the causal effect of such interventions in Pakistan. In addition, this research has several policy implications while designing the policies and such reforms.

The remainder of this study is as follows: Section 2 is devoted to providing background information, including a literature review. Section 3 examines the Punjab police's new uniform. Section 4 focuses on data utilized, while section 5 outlines the estimation strategy followed in the study. Section 6 provides the results obtained from data analysis. Finally, section 7 deals with the conclusion, contribution, limitations, and future research directions in measuring the impact of public sector intervention being or having been introduced in Pakistan.

2   Background

As guardians of society, police officers stand in stark contrast to military forces, emphasizing the need for a uniform that symbolizes trust, honesty, and authority rather than an overtly combative presence (Quill et al., 2016). Therefore, careful consideration should be given to the choice of police attire to ensure it aligns with the role of law enforcement as community protectors rather than military conquerors. It is crucial to understand the organizational and institutional roles of the police in conjunction with the expectations that citizens have from them. The apparent authority linked to the police uniform remains a fundamental aspect of their role. Ultimately, the uniform of the police influences the attitudes and behaviors of both the officers wearing it and the citizens with whom they are meant to engage and safeguard.

There is also a flurry of research with a robust discussion on police legitimacy in Africa, Asia, and Pakistan (Boateng and Buckner, 2017; Tankebe and Asif, 2016). In Pakistan, the discourse highlights how historical mistrust and corruption have shaped perception of police legitimacy, leading to demands for reforms that emphasize community policing and transparency to rebuild trust between citizens and law enforcement. Since 2012, the government in Punjab province has introduced several significant initiatives, including the establishment of front desks and reforms aimed at enhancing internal accountability. This study, essentially, does not delve into the examination of these specific reforms and the question of legitimacy, as it falls outside the scope of the present research. Research on the impact of the Punjab Police's uniform transition is scarce, especially concerning its influence on public perception and service delivery.

The role of the police uniform has been studied in many countries, and efforts have been made to explore its behavioral aspects, with roots that can be traced back over time. In an earlier study conducted in USA, it was observed that a change in the uniform and the attitude of an officer will lead to a corresponding change in the citizens' attitude towards the police (Bell, 1982). However, a recent study conducted in Mexico indicates that both military weapons and uniforms generate perceptions of increased effectiveness and respect for civil liberties in the public eye and that weapons have a more significant impact than uniforms in shaping these perceptions (Flores-Macías and Zarkin, 2022). Many scholars have, therefore, been intrigued by the impact of the police on altering public perception and enhancing public service delivery. Police departments can improve their relations with the public by strategically outfitting and deploying officers in suitable aesthetics (Simpson, 2020). In another study, it was observed that countries such as Pakistan and India have experienced some of the most severe instances of police brutality under the rule of various political parties, leading to a negative reputation among the public (Shah and Mubarak, 2018). The literature also indicates that in developing countries, the police tend to resort to higher use of force and often escape accountability (Akinlabi, 2020). Regrettably, the use of police force has emerged as a primary factor contributing to the declining popularity of law enforcement agencies, spanning from Asia to America (Chazkel et al., 2020).

The introduction of the new police uniform in Punjab raised high expectations among the higher echelons of the department, as it was anticipated to positively impact the public perception and significantly improve service delivery. According to (Roch and Poister, 2006), the level of satisfaction among citizens with a service is determined by how well it either positively or negatively confirms their expectations. An earlier study revealed that perceived police professionalism is influenced by uniform style and gender, with the blazer uniform being considered the most professional, particularly in the case of male officers (Franco, 1987). Moreover, the officer's attire, including the clothing style, hat type, material color, and even the condition of their clothes and equipment, significantly impacts how citizens perceive them depending upon the demographic and socio-political milieus (Johnson, 2001).

3   Punjab Police's New Uniform

Corruption allegations and a perceived lack of quality public service delivery have plagued the public perception of the police in Pakistan. A perception that historically has been prevailing is that reporting an issue to the police would further exacerbate the situation rather than resolve it. A primary factor influencing this perception was the police uniform. The consideration of changing the uniform in Punjab province had long captivated policymakers of the police department, as they sought to address not only environmental concerns but also the need to transform the public's perception of the department.

The traditional police uniform, characterized by khaki trousers and black shirts, was regarded as a legacy of the colonial era, symbolizing the unrestrained power and authority of the police in the eyes of civilians. To combat such negative perception, the change in the police uniform emerged as a recent initiative in 2017 aimed at transforming the public image of the department. Some of the allied reasons for this uniform change include concerns about environmental friendliness, as the province experiences long hot summers that adversely affect the efficiency and well-being of police officers, particularly those in field duties. Moreover, the traditional uniform's dark color made it challenging to maintain

cleanliness and tidiness, especially during field operations. However, the paramount reason for the uniform change was to improve the department's image in the eyes of the general public and foster a more citizen-friendly approach to policing.

The design of the olive green uniform was carefully considered to ensure comfort for police personnel during Punjab's long hot summers. Additionally, the uniform was tailored to allow ease of movement, enabling officers to carry out their duties efficiently, especially for female personnel. The project encompassed a comprehensive transformation that included the development and distribution of new uniforms to over 200,000 officers in the largest province of Pakistan. The distribution of the new uniform was started from March 27, 2017 from Lahore, the provincial capital. Over 200,000 officers benefited from this uniform change, which spanned across various ranks within the Punjab Police force.

Police population ratio is also a critical indicator in terms of a country's law enforcement capacity. According to Naseemullah (2014), the police/population ratio in Pakistan is 1:522 while the Statutory Annual Report (2014-15) of the Punjab Police Department recorded this ratio to be 1:529 in Punjab province. It is important to highlight that the Punjab Police Rules, 1934 stipulate that the total strength of police should not exceed one constable for 450 inhabitants. Compared to its neighbouring country India where the strength of police at the all-India level per one lac population is 136.42 which means one constable for every 735 inhabitants as indicated by Ministry of Home Affairs, India.

4   Data

For the evaluation of the impact of police uniform change on the utilization of police service, I have used the microdata collected by the Pakistan Board of Statistics (PBS) as Pakistan Social Living and Measurement (PSLM) surveys. The PSLM is a nationally representative survey that began in 2006 at the district level of Pakistan. Its primary aim is to assess the living conditions, social indicators, and overall well-being of the population in Pakistan. This survey is a critical resource for policymakers, researchers, and stakeholders, providing

Figure 1: Punjab Police Uniform

a crucial landscape into the socio-economic characteristics of the country at its district level.

The PSLM survey is designed with several key objectives in mind. First, it focuses on collecting detailed data related to a number of important aspects of living standards, including education, health, employment, housing conditions, and household expenditures. In addition to that the survey serves as a monitoring tool, helping to track progress toward national and international development goals including but not limited to the Sustainable Development Goals (SDGs).

In terms of data collection methodology, the PSLM employs a multi-stage stratified sampling design to ensure that the data collected is representative of the entire population. In the first stage, a sample of primary sampling units (PSUs), usually consisting of census blocks or enumeration areas, is selected. In the second stage, households within these PSUs are randomly chosen for participation. Data collection is facilitated through structured questionnaires that cover a broad range of domains, administered by trained enumerators. The PSLM survey is conducted periodically and includes all provinces and regions of Pakistan, thereby ensuring the representation of both rural and urban populations.

The survey consists of many important modules. For example, the demographics are assessed to capture household composition, age, gender, marital status, and migration patterns. The education domain evaluates literacy rates, enrollment in educational institutions, attendance, and educational attainment of household members. In terms of health, the survey collected data on access to healthcare services, maternal and child health indicators, prevalence of diseases, and health-related expenditures. The employment domain measures labor force participation, unemployment rates, types of employment, and income sources. The module of my interest is the utilization of public services, particularly police services.

I provide the summary statistics of key variables in Table 1. It covers the periods from 2006 to 2020 and consists of all waves of PSLM. Column 1 shows the mean of the variables, column 2 represents the standard deviation and column 3 shows the number of observations. For example, the average age including all waves in Pakistan is 25 years. The population attended school is 56 percent while the average years of education is 6.2 years. Likewise, on average 22 percent of the households have used the police services within the last year of every data collection interview date. Finally, the overall coverage of PSLM is up to 163 districts. The admin boundaries of Pakistan consist of province, district, and tehsil (subdistrict). However, the PSLM identifies the respondents at the district level therefore our analysis is based on the district level. The treatment region which is Punjab province is represented in Figure 2. The control regions consist of other provinces including the provinces of Sindh, Khyber Pakhtunkhwa, and Balochistan.

Table 1: Summary Statistics

Variables	Mean (1)	SD (2)	Observations (3)
Age	25.4901	17.9026	3070446
Female	0.4851	0.4998	3070446
Attended School	0.5615	0.4962	3070435
Years of Education	6.2084	4.0326	1579944
Employed	0.3654	0.4815	2428110
Income	14,311	29,807	587,394
Use of Police Service (binary)	0.2234	0.4165	3070449
Satisfied with Police Service	0.4889	0.4999	685,788
Improvement in Police Service (index)	0.5411	1.1382	685,792
Number of Districts			163

Notes: This table presents an overview of the PSLM data collected by PBS. The data spans from 2006 to 2020. Column 1 displays the mean of each variable, column 2 shows the standard deviation, and column 3 indicates the number of observations.

Figure 2: Treatment Region
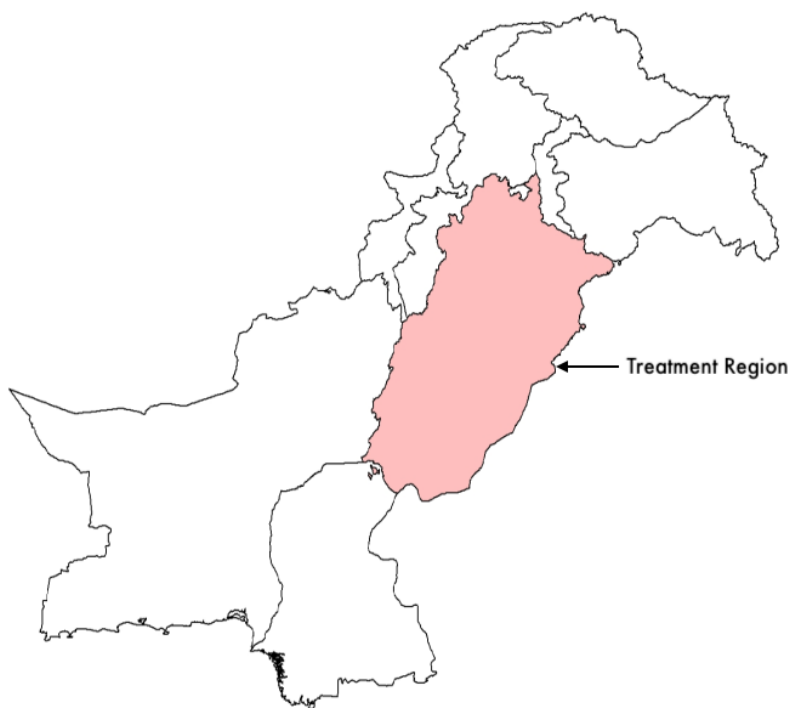
5 Empirical Strategy

To estimate the impact of police uniform change I have utilized the difference-in-differences approach where I interact the treatment region dummies with the treatment period as follows:

$$Use_{ijt} = \psi(Treat_j \times Post_t) + \lambda_j + \iota_t + \epsilon_{ijt} \tag{1}$$

where Use_{ijt} is an outcome variable indicating the use of police service, satisfaction with the service, and observed changes for individual i from district j during the year t. The variable $Treat_j$ represents a dummy variable if a district j is exposed to police uniform change policy. $Post_t$ is a binary variable indicating the post time from the change of police uniform i.e. 2017. The interaction term $Treat_j \times Post_t$ identifies the individuals who belong to the region exposed to police change uniform policy. The λ_j accounts for the district fixed effect and ι_t accounts for the year fixed effect. To estimate the causal effect, the empirical strategy given in Equation 1 requires balance in baseline characteristics. I added potential covariates throughout the specifications such as individuals' age, gender, area type, and household head gender, and socioeconomic factors.

5.1 Parallel Trend

The exogeniety of the intervention at baseline is one of the required assumptions of the difference-in-difference estimator. It means that if the police uniform change is initiated without considering the use of police service between the treatment and control groups, the estimates are valid. However, in other cases, the estimate will be biased. For instance, if the Punjab government analyzed the police use data before the intervention and found that the use is significantly less compared to other regions, my estimates would be biased. Figure 3 shows that before the change in uniform, there was no statistically significant association between the style of the uniforms and the use of police service. It seconds the change of policy in a single region instead of the whole country is exogenous. This baseline balance ensures that the introduction of the new uniforms did not disproportionately target areas

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Figure 3: Police Service in Pakistan

(a) Use of Police Service

(b) Satisfaction with Police Service
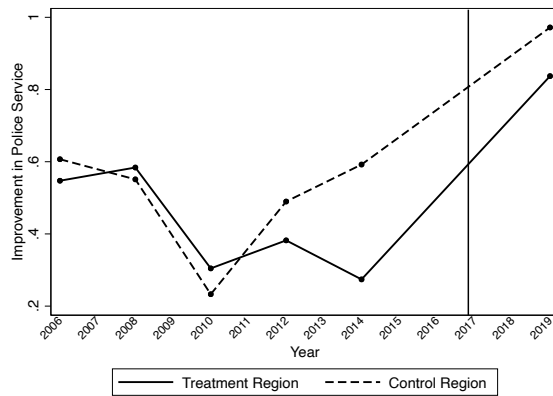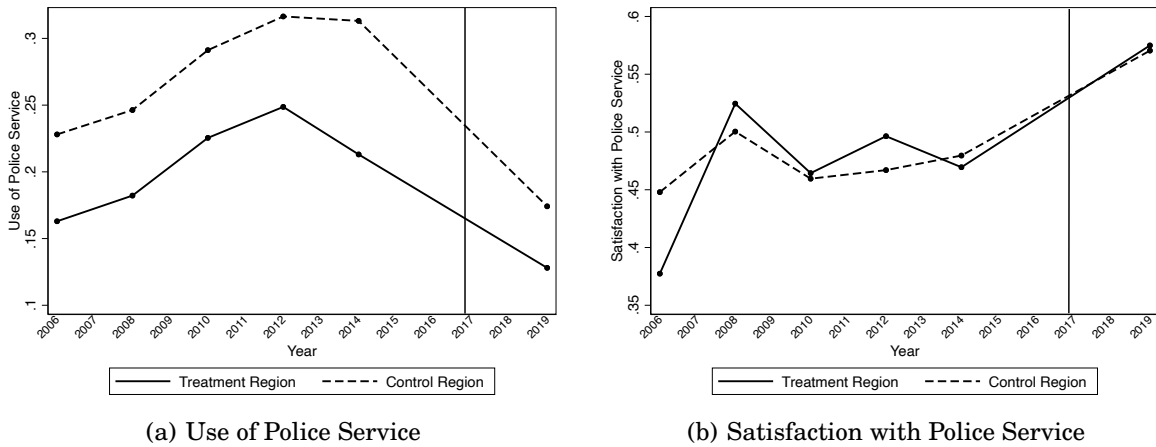
(c) Improvement in Police Service

Notes: This figure represents the characteristics of police service among the general public. The sub-figures presented in Figure 3 show the use of police service, satisfaction with that service, and observed improvement between the treatment and control regions as well as before and after the police. The police uniform was introduced in 2017 in the treatment region.

with already positive or negative outcomes, enabling a clearer understanding of the impact of intervention.

The most important assumption for the valid estimates through difference-in-differences is that both groups i.e. treatment and control follow the same trend also known as parallel trend before the introduction of the intervention. In the context of this study, the use of police service must follow the parallel trend between Punjab and other regions in order to have unbiased estimates. In Figure 3, I present that the police service use was moving in

a parallel direction between treatment and control regions. In Panel A and B, the parallel trend assumption holds, however, in the case of satisfaction with police service in Panel C, the parallel trend assumption holds weakly. The factors behind this are unobservable to the researcher including crime rate, distance to the police station, confirmation bias, and local geographic, ethnic, and cultural factors. While controlling for the district and province fixed effects, those differences are partial out in the main estimation given in Table 2, 4 and 3.

5.2 Stable Unit Treatment Values

5.2.1 Stability of Group Composition

Another potential worry in the difference-in-differences approach is any other shock at the time of treatment that affects the treatment or control regions differently. For example, if there is any other policy in the treatment or control groups that correlates with the police services use, the estimates will be biased. To that end, I find the Punjab police introduced digital services within the police stations in 2013. However, this concern could be addressed in two ways. First, digital services were introduced in 2013 which was far before the police uniform change and there is no violation of the parallel trend. Second, digital services were introduced within the police station therefore it could affect the experience of service users such as their satisfaction, however, it could not affect the perception of the old uniform that could influence the use of police service.

5.2.2 No Spillovers

The spillover effect of the intervention could bias the estimates. However, in this study, the control regions serve as a pure control group, and any change in uniform in one region does not necessarily correlate with public perception in other regions. This influenced perception, within the treatment region, serves as the mechanism through which the public utilizes police services. In cases where the uniform is not changed—especially in the control regions—it is unlikely that perceptions are affected simply because neighboring districts have adopted a different uniform. Therefore, the control regions can provide a more

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accurate baseline for evaluating the impact of the police uniform change.

6 Results

6.1 Impact on Use of Police Service

Using the main estimation outlined in Equation 1, the findings are presented in Table 2. I observe a significant increase in police service usage following the uniform change reform. Throughout the specifications, I control for district and time-fixed effects to account for unobserved time-varying and invariant factors. In columns 1 to 4, I further include additional control variables such as area type, individual characteristics (age, education, and gender), and household attributes (financial capacity, overall education, and gender of the household head). The outcome variable in columns 1 to 4 is transformed into natural logarithm form, allowing the effects to be interpreted as percentages. In column 4, which employs the most robust approach, I find that the police uniform change has resulted in a 3.67 percent increase in police service usage. The coefficients across all four columns are consistent and statistically significant.

Table 2: Impact on Use of Police Service

	(1)	(2)	(3)	(4)
Police Uniform Reform	0.0363	0.0380	0.0380	0.0367
	(0.0094)	(0.0090)	(0.0091)	(0.0100)
	[0.0181]	[0.0136]	[0.0137]	[0.0213]
District FE	Yes	Yes	Yes	Yes
Year FE	Yes	Yes	Yes	Yes
Geographical Controls	No	Yes	Yes	Yes
Individual Controls	No	No	Yes	Yes
Household Controls	No	No	No	Yes
Observations	3,070,449	3,070,449	3,070,446	3,070,428

Notes: This table presents the impact of changes in police uniforms on the utilization of police services. The independent variable is an interaction of regional and time dummy variables, indicating the treatment region and the post-treatment period, respectively. The dependent variable is measured in the natural log form of police service usage. Geographical control variables include the area type (rural/urban). Individual control includes the age, gender, and education of individuals. The household control includes the household socioeconomic conditions including education and income. In columns 1 to 4, district and year-fixed effects are included to control for unobservable characteristics related to time and entities. Standard errors, shown in parentheses, are clustered at the provincial level, corresponding to the treatment level. P-values testing the zero mean are given in brackets.

6.2   Impact on Satisfaction with Police Service

The main estimates presented in Table 2 indicate a significant increase in police service usage, reflecting a change in the perceived image of the police department among the general public. However, the intervention was targeted at altering perceptions rather than implementing operational or structural changes. Satisfaction with the service does not depend on the uniform, but rather on operational or infrastructure improvements.

In Table 3, I detail the effects on satisfaction with police services. The coefficients from columns 1 to 4 are consistent but statistically insignificant. However, column 4, which employs the most robust approach, shows a marginally significant effect. The outcome variable is binary, indicating whether the user is satisfied. I utilized logit regression and controlled for geographic, individual, and household covariates, in addition to district and year fixed effects. Specifically, column 4 indicates that users of police services are 13.18 percent more likely to be satisfied with the service. The effect is economically significant, albeit not statistically significant.

Table 3: Impact on Satisfaction with Police Service

	(1)	(2)	(3)	(4)
Police Uniform Reform	0.1289	0.1307	0.1308	0.1318
	(0.0772)	(0.0813)	(0.0812)	(0.0769)
	[0.0949]	[0.1080]	[0.1072]	[0.0864]
District FE	Yes	Yes	Yes	Yes
Year FE	Yes	Yes	Yes	Yes
Geographical Controls	No	Yes	Yes	Yes
Individual Controls	No	No	Yes	Yes
Household Controls	No	No	No	Yes
Observations	685,761	685,761	685,761	685,761

Notes: This table presents the impact of changes in police uniforms on the utilization of police services. The independent variable is an interaction of regional and time dummy variables, indicating the treatment region and the post-treatment period, respectively. The dependent variable is measured as binary if the user of the police service is satisfied with the service. Therefore, logit regression following the same specification has been used. Geographical control variables include the area type (rural/urban). Individual control includes the age, gender, and education of individuals. The household control includes the household socioeconomic conditions including education and income. In columns 1 to 4, district and year-fixed effects are included to control for unobservable characteristics related to time and entities. Standard errors, shown in parentheses, are clustered at the provincial level, which corresponds to the treatment level.

6.3 Impact on Improvement in Police Service

I find no significant change in users' experiences with police services. The effect size is positive, indicating a positive correlation between the police uniform change and users' perceptions of improvement. In Table 4, I provide estimates of the effect of the police uniform change on users' experiences. In column 4, after controlling for all potential covariates, the police uniform change is positively associated with users' opinions about improvements in police service; however, the effect is statistically insignificant. The results across columns 1 to 4 are consistent.

Table 4: Impact on Improvement in Police Service

	(1)	(2)	(3)	(4)
Police Uniform Reform	0.0211	0.0217	0.0217	0.0216
	(0.0323)	(0.0302)	(0.0302)	(0.0316)
	[0.5489]	[0.5129]	[0.5130]	[0.5321]
District FE	Yes	Yes	Yes	Yes
Year FE	Yes	Yes	Yes	Yes
Geographical Controls	No	Yes	Yes	Yes
Individual Controls	No	No	Yes	Yes
Household Controls	No	No	No	Yes
Observations	685,792	685,792	685,792	685,792

Notes: This table presents the impact of changes in police uniforms on the user experience in terms of service improvement. The independent variable is an interaction of regional and time dummy variables, indicating the treatment region and the post-treatment period, respectively. The dependent variable is measured as the standardized values of the police service users' experience in terms of service improvement. Geographical control variables include the area type (rural/urban). Individual control includes the age, gender, and education of individuals. The household control includes the household socioeconomic conditions including education and income. In columns 1 to 4, district and year-fixed effects are included to control for unobservable characteristics related to time and entities. Standard errors, shown in parentheses, are clustered at the provincial level, which corresponds to the treatment level.

7 Conclusion

This study illuminates the intricate relationship between public sector interventions and community perceptions, particularly within the law enforcement landscape in Pakistan. The analysis reveals that the shift from a traditional khaki uniform to an olive green design

has catalyzed a 3.67% increase in the utilization of police services, signifying that aesthetic reforms can indeed influence public engagement. However, despite this positive change in service usage, the anticipated improvements in user satisfaction and overall service quality remain elusive. This dichotomy underscores a crucial point: while visual transformations can reshape perceptions, they do not inherently rectify systemic deficiencies within police operations. The findings elucidate the importance of viewing public sector interventions through a multifaceted lens. It is clear that superficial changes, such as uniform redesign, must be accompanied by substantive operational reforms, enhanced training, and accountability mechanisms to foster genuine trust and legitimacy within the community. Policymakers must therefore prioritize a comprehensive strategy that not only addresses visual identity but also encompasses the structural realities of service delivery.

Looking forward, several promising research trajectories emerge. Longitudinal studies could be instrumental in assessing the sustained impact of uniform changes, particularly when linked with broader reforms aimed at accountability and community policing. Furthermore, employing qualitative methods, such as in-depth interviews or participatory workshops with both citizens and police personnel, could enrich our understanding of the nuanced experiences that shape public perception. Comparative analyses with jurisdictions that have undertaken similar reforms could also yield valuable insights into the contextual variables that influence the success of police interventions.

A couple of limitations are there, for instance, I utilized the district-level data considering the identification of individuals is measured at the district. Future research studies can focus on geographically disaggregated data such as cities or villages. Despite the fact that PSLM is nationally representative data, further studies can conduct a survey particularly related to such interventions where other relevant covariates can be observed,

In conclusion, this research not only bridges a critical gap in the existing literature regarding the effects of police uniform reforms in Pakistan but also serves as a clarion call for a holistic approach to public sector interventions. By integrating both symbolic and operational dimensions, policymakers can more effectively align law enforcement practices with

community expectations, ultimately fostering a safer and more trusting environment for all citizens.

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