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**The Impact of Criminal Policy on the Police after the
Regime Change**

Community and Law Enforcement Crime Prevention in Bács-Kiskun County

Theses of the Doctoral (PhD) Dissertation



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„...it is fact that the Hungarian police, while not one of the darkest points of the Hungarian administration, is in desperate need of refreshing and must be transformed from an apparatus that protects the safety of well-dressed people to one that protects the safety of all.”¹

INTRODUCTION

Hungary's political system changed radically in 1990. One-party authoritarian political power was replaced by constitutional democracy. According to the Constitutional Court, the change of political system took place on the basis of legality: *"With the constitutional amendment promulgated on 23 October 1989, a new Constitution came into force, which introduced a radically different quality of state, law and political system, defining »the Republic of Hungary as an independent, democratic state governed by the rule of law«. In constitutional terms, this is the content of the political category of »regime change«. Therefore, the evaluation of the state measures required by the regime change cannot be separated from the requirements of the rule of law historically established in constitutional democracies and also taken as a basis for the 1989 Hungarian constitutional revision. The Constitution lays down the basic institutions of a state governed by the rule of law and the main rules governing their operation, as well as human and civil rights and their fundamental guarantees. Hungary's designation as a state based on the rule of law is both a statement of fact and a programme. The rule of law is achieved through the Constitution's genuine and unconditional application. For the law, systemic change means, and legal systemic change is only possible in the sense that the entire legal system must be brought into line with the Constitution of the rule of law, or, in terms of new legislation, kept in line with it. Not only must legislation and the functioning of state bodies be strictly in line with the Constitution, but the conceptual culture and values of the Constitution must permeate society as a whole. It is the rule of law that makes the Constitution a reality. Implementing the rule of law is a process. It is the constitutional duty of the public authorities to work towards this... The regime change took place on the basis of legality."*²

¹ BIBÓ, István: Válogatott tanulmányok [Selected Studies]. Volumes I–II, Magvető Könyvkiadó, Budapest, 1986, pp. 38-39.

² 11/1992. (III. 5.) AB-ruling [Ruling of the Constitutional Court No. 11/ 1992. (III. 5.)]

Three conclusions:

1. The regime change imposes obligations on all public bodies.
2. The regime change is a process – there is a longer time available (there are some immediate tasks, there are some obligations that can be completed in a relatively short period of time, and there are some long-term ones, e.g. organisational change, legislation, changed operational strategy).
3. On the ground of legality, it means that the old law and the new law that is being created will for a long time together enforce one of the requirements of constitutional democracy, the rule of law.

How were these three expectations met in police law, police organisation and police functioning at the time of the regime change, and how can we judge the performance of the past more than thirty years? The only way to answer these questions is to examine the history of the development of law enforcement in the context of criminal policy. Of course, on the one hand, the scope of criminal policy is broader than our chosen research topic, as it encompasses "the totality of answer-strategies of law enforcement and judicial organs for responding to crime"³, on the other hand, the constitutionality of law enforcement also affects areas of security and defence policy that are not part of criminal policy. A fundamental question, however, is what impact criminal policy had on the police as one of the most important actors in the social crime prevention toolbox. How did the organisation, system of duties and management of the police evolve in the years following the regime change, and what societal expectations did the police have to meet in the field of crime prevention, including cooperation, collaboration and service?

³ "Criminal policy must embrace both the criminal justice response-toolbox to crime already committed (the policy of criminal legislation, law enforcement, criminal justice and prison policy) and the criminal law instruments of crime prevention, and indicate their links with non-criminal crime prevention methods and options." Quote from the 1993 concept of the OKKrI [National Institute of Criminology and Criminalistics]. *Ügyészégi Értesítő* [Prosecutor's Bulletin], Vol. XXIX No. 3, Budapest, 1993, pp. 1-12.

I.1. About the choice of topic

At the time of the regime change, the Hungarian police faced the task of fitting into the state organisation of constitutional democracy without contradiction. This was made more difficult by the rapid increase in the number of crimes since 1988, the unformed criminal policy and the fact that the entire state organisation, including the judiciary, was undergoing a transformation. The question remains today as to what emphasis the constitutional requirement was given in that situation in government in general, but particularly in the functioning of the Ministry of the Interior, and whether these historical decisions have any impact on our present.

Between 1989 and 1990, there was also uncertainty as to whether legislative, organisational and operational tasks affecting the police as a whole, and the police in particular, were to be formulated, which of these could not be postponed, which could be planned for the medium term (for a period of three to five years) and, finally, how were strategic objectives for ten to fifteen years to be defined. It is difficult to answer this question even after three decades, because at the end of 1989 and the first days of 1990, months before the first free elections, the political transition was significantly influenced by a crisis which put the law enforcement sector, and in particular the police, under extreme pressure in terms of its political consequences (resignation of the Minister of the Interior), its legislative requirements and the imposition of organisational measures.⁴

As before, it is difficult to assess the extent to which the transformation of the police's substantive and procedural law justifies the requirement of the legitimacy of the regime change, in which the old and the new law in the process of formation together determine the legal functioning of the state – and that of the police in it. The passage of the Police Act deserves special attention, the fact that the Ministry of the Interior, formed in May 1990, placed this legislation at the top of the list of urgent tasks, however, the act was only passed in the spring of 1994, at the end of the first term of government after the free elections.

⁴ For more on the so-called Danube-gate case, see in detail RÉVÉSZ, Béla: A Duna-gate ügy jelentősége a rendszerváltás történelmében [The Significance of the Danube-Gate Case in the History of Regime Change], *Acta Iuridica et Politica*, Tomus LXVIII, Fasc. 19.

Despite the fact that there is almost a library of literature available on the evaluation of the process of what can be called the regime change of the law enforcement system, there are still many questions to be answered in order to explore the three basic problems outlined above. The aim of this dissertation is to enrich the answers to these questions. The following hypotheses are the appropriate ones as a research program for this decision.

I.2. Research hypotheses

- 1. I assume that the Hungarian police had favourable conditions during the period of regime change in order to integrate into the organisation of the constitutional state of law with a reform worthy renewal. The purpose of this dissertation is to examine how the transformation of the police to the present day can be assessed in terms of the incorporation of democratic values, the co-enforcement of legality and efficiency.**
- 2. The researchers of the theory of law enforcement distinguish three types of transformation: reform, modernisation and improvement. The question is whether these paths were indeed opened up, and what alternatives have actually been offered and which of them have been implemented in the more than thirty-year history of police development.?**
- 3. Although the direction of government in the field of home affairs in each era has a clear pattern, no comprehensive public security strategy has yet been developed so far, and this has not been replaced by a series of cross-era security strategies. My research also examined the extent to which the development of law and order can be integrated into the criminal policy concept of each government cycle, and why these concepts have not been brought to a common denominator in a 10-15-year public safety strategy that spans the cycles.**
- 4. The identity of the police is significantly influenced by sectoral criminal policies, which are reflected in substantive and procedural criminal law, the concept of the penitentiary system and the broader or narrower concept of justice. In studying the law enforcement legislation affecting the police and the organisation and functioning of the police administration, I seek to answer the question of how to characterise the criminal policy that has developed as a result of the legal regulations and organisational solutions affecting the police.**

I.3. Research objectives

Overall strategic objective: As stated in the topic, following the 1993 concept of the National Institute of Criminology, I intend to examine the various manifestations of criminal policy in the theory of punishment doctrines, in political parties' ideas for the consolidation of public order and public security, and in law enforcement and judicial agencies' strategies for responding to crime. The main line of research is to examine policing as influenced by criminal policy shaped by the requirements of the dominating social justice and legal certainty in the post-change era. What were the demands on the police, and how did the situation of police staff evolve at regional and local level? At what pace did the modernising police handle and adapt its duties to the changing trends in criminal policy, and what legal and normative regulations did the policy create for this? The research covers the impact of social crime prevention on the police, its organisational structure and its expanding proactive responsibilities. The way in which the police as an organisation is shaped by the directives set by society and the expectations of the legislators' incessant work is presented from the point of view of police history, police theory, politics and criminal policy. My further aim is to present the system of the Hungarian police's community and law enforcement crime prevention duties at the local and regional level, which could later become the professional basis for the creation of a possible law enforcement strategy.

Specific objective: To show how the Hungarian police have tried to adapt to ever-changing social and political challenges. What expectations have politics and criminal policy placed on the police? I wish to prove that the police, which has undergone significant changes since the regime change, despite the fact that it has not radically changed or reformed, despite the will of the police academics of the time, has successfully modernised, thus becoming a more responsive, service-oriented organisation.

Personal objective: To organise and summarise my theoretical knowledge and empirical practical experiences on the subject, as well as the results of this research, and to summarise them in a form that can be used in the future.

I.4. Research methods

Due to the nature of the research topic, I have constantly strived for an interdisciplinary approach in the applied research I have carried out, given the close links between the history of the police, its organisational composition and management, and political science and criminology, including the disciplines of criminal policy. Inductively and deductively, I have arrived at general regularities from individual data and findings, and have drawn specific conclusions from general findings.

Through library research and analysis of internet sources, I used analysis and synthesis to study and process relevant international and national literature, legislation, internal legal norms and other documents related to the topic. The primary quantitative method was also an integral part of my research.

As a main method, following a historical overview, I examined the context through a descriptive and practical approach, in which I considered it necessary to use a specific critical approach of an empirical nature. The research topic as a whole was broken down into theoretical and practical levels, and the resulting partial insights were then combined into a coherent whole. Last but not least, I tried to bring my own empirical experiences to a scientific level and incorporate them into my doctoral thesis.

I.5. Scientific delimitation of the topic

Within the social sciences, the research falls under the field of police science. The chosen research topic is interdisciplinary in nature, i.e. it is in many respects intrinsically linked to other disciplines. One of the related disciplines within the social sciences is the science of history, as the two main subjects of the thesis are presented in historical contexts at several points in the thesis. One of them is the police itself, as a state armed police force as a means of crime prevention.

Following on from this, it is necessary to explore explicit links through the organisational, management variables and performance indicators of the police, with criminal policy itself, which, as part of criminology, is a discipline encompassing the principles of scientific research into the causes and punishment effects of crime, which determines the state's action against crime.⁵

There is also a disciplinary link with political science, which, through these historical events, can demonstrate its presence and its cyclical influence, both separately and together, on police and criminal policy.

⁵ LISZT, von Franz: Strafrechtliche Aufsätze und Vorträge, J. Guttentag, Berlin, 1905. v. I. p. 292.

II. SUMMARY, DEDICATIONS

One of the main aims of this thesis is to provide a professional basis for establishing a possible law enforcement strategy. After the regime change, not all the impulses towards the Hungarian police, which included the role of crime prevention, were listed in the course of the analysis of the modernisation process of the organisation. Along the contours of the police's historical past, I examined the opportunities offered by the change of regime, and by presenting the tasks of a regional body in this respect, I found that the police's crime prevention duties are constantly expanding. I pointed out the forms of cooperation that embody the community and law enforcement crime prevention acts that are part of the Hungarian legal order. I consider it necessary to take all these elements into account in strategic planning, in light of the responses given to my hypotheses.

II.1. Answers to the research hypotheses

- 1. I assume that the Hungarian police had favourable conditions during the period of regime change in order to integrate into the constitutional state of law with a renewal of reform value. The purpose of this dissertation is to examine how the transformation of the police up to the present day can be assessed in terms of the incorporation of democratic values, the combined enforcement of legality and efficiency.*

The Republican Constitution of the Republic of Hungary of October 1989 knew and used the term "law enforcement", however, as a consequence of the legislation, the operation of the armed forces (the National Defence Forces, the Police) was defined in a hierarchical order, with a centralised structure, in professional service, according to military principles. Under Article 35 (1) (h) of the Constitution, the armed forces, the police and the law enforcement agencies were brought under the control of the executive, but without any specific mention or an exhaustive listing. On the basis of all this, therefore, it is the Government that directs the operation of the law enforcement agencies, which is specified in Article 4 (1) of the Police Act. The constitutional amendment promulgated by Act CIV of 2004 brought about a change in the following two areas.

One of them is the introduction of the name of the law enforcement agencies in the Constitution, more precisely the new title of Chapter VIII of the Constitution is: The Hungarian Defence Forces and the Law Enforcement Agencies. The amendment also clarifies the non-political nature of professional members of the civilian national security services. The Act LXXXVIII of 2007 amending Act XX of 1949 on the Constitution of the Republic of Hungary had brought a significant change for the police and the border police, as it abolished the latter with effect from 1 January 2008. With the creation and amendment of the Police Act, the Constitution, through the cardinal law (which requires a 2/3 majority of the Members of Parliament present to amend it), also places the duties of law enforcement and national security under the rule of law, so the political forces must reach a mutual agreement and consensus when creating and amending the law. Thus, the Police Act was passed and entered into force in 1994, bringing the duties of the police under the rule of law.

Pursuant to Article 4 of Act XXXIV of 1994 on the Police (hereinafter referred to as the Police Act), the police are composed of the following four bodies, which are subordinate to each other:

- a body established to carry out general police duties (hereinafter referred to as the Police),
- National Defence Service (hereinafter referred to as: NVSZ),
- Counter Terrorism Centre (hereinafter referred to as: TEK),
- National Directorate-General for Aliens Policing (hereinafter referred to as: OIF).

The Police is divided into a central body, the National Police Headquarters, 19 county police headquarters functioning with independent functions and powers and the police headquarters of the capital city, 154 municipal (district) police headquarters (3 of which are water police headquarters) and 21 border police stations as organisational units of the competent police headquarters, as well as police stations without autonomous duties and powers within the organisation of the police headquarters. The Basic Law, which entered into force on 1 January 2012, already names the police separately from the national security services in Article 46, but without removing the possibility of legitimate physical coercion by the police from the monopoly of the current political power.

In order for the police to be effective and efficient, i.e. successful, it is essential to involve or involve itself in social actions that do not seem to be directly related to its duties. The service is only an indicator of the extent to which the organisation provides assistance to the outside world. Cooperation with the civil sector (Civil Guard, some law enforcement agencies, family and child welfare services, etc.) gets the police out of the militaristic nature that is otherwise encoded in their organisational functioning. The success of cooperation strengthens trust between the parties. The presence or absence of trust in the institutions of the state's criminal justice system therefore has a major impact on the effectiveness of the organisation. It is quite clear that the likelihood of active or passive cooperation with the police is higher when citizens trust the police. In my thesis, I have found that the distance in the relationship between the public and the police seems to be decreasing through cooperation, with more and more people trusting the police.

2. Researchers in the theory of policing distinguish three types of transformation: reform, modernisation and updating. The question is whether these paths have been opened up, and what alternatives have actually been offered and which of them have been implemented in the more than thirty years of police development?

According to Robert Reiner, "modern policing meets the following requirements:

- a bureaucratic organisation with a high degree of professionalism, well integrated into a coherent system of public administration,
- the regulation of police activity by law and liability for actions before the law,
- the strategy of minimum violence,
- party-neutrality and impartial enforcement of the law,
- a prevention-oriented police presence, the primacy of prevention,
- performance measurement based on the evaluation of local residential communities and focusing on the quality of enforcement (rejection of the statistical approach),
- police staff reflecting the social composition of society (including representation of minorities)."⁶

⁶ REINER, Robert: The Politics of the Police. Wheatsheaf Books, Sussex, 1992.

In 1990 Imre Kertész highlighted two important benchmarks for the modernisation and future efficiency of the police, which the rule of law sets for the police. One was that, in the face of increasing crime, the police must strengthen public order and public safety without infringing on people's rights.⁷ In a later study, Robert Reiner and Denis O' Connor further concluded that successful and effective police reform can only be achieved if there is a mutual consensus between police and politics, based on proven results, in which the parties carry out their tasks side by side but autonomously.⁸

However, without a comprehensive policing strategy, political consensus and will, there is no way to completely transform the organisation, including decentralisation or the developing of a dualist model. The Hungarian Police therefore remained a centrally organised unified criminal and law enforcement police force. This has been, however, to its advantage due to the TC Team Consult's recommendation, in that the changing political approach has not been significantly interrupted during the governmental cycles, and the smaller modernisation processes (mainly aimed at the renewal of equipment and technical tools) have usually been carried out.

I have shown that individual governments in Hungary have usually devoted budgets to public safety that have exceed EU levels as a share of GDP. The organisation, which has been extended with crime prevention duties, among others, has continuously increased the efficiency and cooperation capacity of this subsystem, and therefore it can be said that the Hungarian police have been able to modernise after the change of regime.⁹ In the thesis I also show that the police have developed a modern, uniform image, which is manifested in the badge, the demilitarized uniform, the uniform marking of buildings and vehicles.

⁷ KERTÉSZ, Imre: Rendőrség, rendőrállam, jogállam [Police, Police State, State of Rule]. Part III. Belügyi Szemle, 1990/3.

⁸ REINER, Robert – O'CONNOR, Denis: Politics and Policing. The terrible twins. [file:///C:/Users/bezke/Downloads/Politics and Policing From J Fleming ed.pdf](file:///C:/Users/bezke/Downloads/Politics%20and%20Policing%20From%20J%20Fleming%20ed.pdf) (Downloaded: 23. 02. 2021)

⁹ "While such a turn will affect the sector as a whole, it is not a requirement that other elements of the administrative system must also change. Modernisation can be successful even if it affects only one subsystem." In: FINSZTER, Géza: A rendőrség joga [The Right of the Police]. Duna Mix Kft., Budapest, 2012. p. 286.

3. *While the direction of internal government in each era is quite clear, no comprehensive public security strategy has yet been developed, nor has it been replaced by a series of cross-era security strategies. Our research also looked at the extent to which the development of law and order can be integrated into the criminal policy concept of each government cycle, and why these concepts have not been brought together in a cross-cycle 10-15-year public security strategy?*

Since the regime change, all governments have taken specific steps to ensure the effective functioning of the police. Before coming to government, the political parties have included in every party manifesto since 1990 some form of a vision of how they would improve and then maintain public safety. In each case, a separate chapter has been devoted to the situation of the police and its more functional operating principles. The development of a strategy for policing came on the agenda in 2002, when the incoming left-wing government envisaged a complete reform of the public administration.

After the regime change, however, a comprehensive law enforcement strategy was only developed during the fifth, i.e. the Gyurcsány government in 2007, which was named the Law Enforcement Strategy of the Republic of Hungary, annexed to Government Decision 2224/2007 (28. XI.). However, no party in power has so far laid out a public security strategy in its entirety, i.e. by outlining a cross-party consensus. In the absence of a coherent public security strategy, however, merely the policing ideas and strategies planned by each government have been introduced and implemented, at best in a cyclical manner, along the lines of specific criminal policy ideas. The need for change was recognised by the police leadership, researcher of police sciences and, at the local level, local authorities, but despite the continuous increase in numbers of staff, the government in power still felt it necessary to maintain the centralised, high deployability (the public force role) of the police.

4. *The image of the police is significantly influenced by sectoral criminal politics, which are reflected in substantive and procedural criminal legislation, the concept of the penitentiary system and the broader and narrower concept of justice. In studying the body of law on police forces and the organisation and functioning of police administration, I seek to answer the question: How can criminal policy be characterised as a result of the legal and organisational arrangements that has evolved as a result of legislation and organisational solutions affecting the police?*

In the years following the regime change, the evolving criminal policy showed that the basic function of the organisation as a restrictive-interventionist, reactive criminal policy is outdated, and in order to create and maintain collective and cooperative public security, it is necessary to strengthen the facilitating-supportive role of the police (which is based on the fact that in the field of crime prevention, the police are responsible for meeting local needs, with a service providing nature). To achieve this, the police need to develop a policing strategy that promotes the development of the organisation in synchrony with a higher level public safety strategy. In examining the public security, criminal and criminal policy ideas and actions of government cycles, I have found that the emergence of a neo-classical approach to criminal policy has been effective in contributing to the effectiveness of the police. However, despite the huge number of criminal prohibitions and increasingly severe penalties, the criminal law is unable to deal with new types of socially dangerous acts on its own. The state itself is forced to break with traditional penal policy in relation to certain offences (e.g. prostitution, drug use), even if a relatively broad section of society is opposed to it.”¹⁰ At the same time, the police have continuously adapted to a legislative environment that sets out mainly inclusive definitions towards the organisation.

On the issue of decriminalisation, I make a specific point that the reduction in the number of offences against property is not proportional to the change in the thresholds for offences. By showing the rate of origination and detection of preparatory offences, I prove that the assumption is wrong, that the number of origination cases is due to the specific preventive effect and effectiveness of the police, alongside other sectoral policy measures.

¹⁰ NÉMETH, Zsolt: A kriminológia fogalma, feladata [The Concept and Mission of Criminology]. In Barabás, A. Tünde (ed.): Alkalmazott kriminológia [Applied Criminology]. Budapest, Dialóg Campus, 2020. p. 36.

II.2. Significance and suggestions

I have found that public opinion must be given a voice in the operation of the police. Strengthening and maintaining the proactive role of the police and developing a service attitude requires a change in attitude. In connection with the conceptual issue of public security, it is to be stated that it is a cooperative product and the police on themselves are not capable of producing this product in a changed social organisation. Along the lines of the results of the police effectiveness study, I have pointed out that one of the most important foundations of cooperation is trust. For partners to have confidence in the organisation, their needs must be constantly monitored, and the public opinion cannot be excluded from the strategic thinking of the police leadership. On the subject of trust, I have found that Hungarian citizens still trust the police more than other people, or even the political system. In my thesis, I have referred to a small detail of the practical implementation of cooperation, which was outlined on a theoretical level in the Government Decision No. 1744/2013 (X. 17.) on the National Strategy for Social Crime Prevention (2013-2023).¹¹

I tell about the forms of cooperation which are partly based on tradition (Civil Guard) and which have become necessary due to the composition of Hungarian society and cultural differences factors (Minority Coordination Working Groups). In addition, there is the need to take action in specific fields of law enforcement (certain law enforcement duties), which require law enforcement instruments in accordance with the requirements of the Hungarian legal system, and finally, there is the need for territorial cooperation where, although law enforcement instruments were used in the past, softer instruments than those are required involving civilian expertise (civil society).

¹¹ *"The Strategy is about adding non-criminal law forms of intervention to the prevention toolbox. To achieve this, it involves sectoral policies and the various sectors of society and civil society in crime prevention. The resulting crime prevention system is made up of three distinct but closely cooperating subsystems: a subsystem specialising in police and criminal justice, sectoral policy cooperation and community crime prevention at local level."* In: BORBÍRÓ, Andrea – KEREZSI, Klára (ed.): *A kriminálpolitika és a társadalmi bűnmegelőzés kézikönyve* [Handbook on Crime Policy and Social Crime Prevention] – I. Igazságügyi és Rendészeti Minisztérium [Ministry of Justice and Law Enforcement]. Budapest, 2009. p.70.

I have found that cooperation at these levels has changed radically in the thirty years since the regime change, and its legitimacy is now confirmed. A new direction is important, namely the creation of a community policing role. The police with general duties carry out their activities in accordance with the Basic Law, legislation and internal regulations (norms, instructions). The Police can perform its duties effectively if it enlists the help of the wider and narrower community, society, in its work. In Hungary, the social changes and democratic transformation that took place in 1990 brought the police's tasks in this direction even more to the fore. The police have a special role to play in improving local public safety, and they must be in constant contact with the community in order to identify and avert threats to public safety. Their experience of specific crimes that have already taken place should be passed on to those affected and to the community at risk. These experiences are useful in crime prevention if they are shared with public, civil and professional organisations, institutions, churches, etc. that can reduce the impact of the causes of crime, eliminate the opportunities for crime and prevent victimisation.

In addition to the police, the most important actors in grassroots crime prevention are the vigilantes, public guards, community support officers, security guards, minority municipalities, nature guards, public health nurses, teachers, general practitioners, specialists in child protection, social workers, family workers, social and health care workers, workers for alcohol and drug prevention and treatment.¹² The strengthening of the police as a service provider can be judged on the basis of the experience gained from increased cooperation with individual organisations and individuals. This will increase their social acceptance and support. The initiation of dialogues with residents, joint service provision with partner organisations, joint processing of individual cases will contribute to the creation of a community role and thus to the establishment of a service character.

The evaluation of the police and their professionalism should not be based solely on the news published in the press. The effectiveness of the police should not be based on statistical indicators. Attention should be paid to both the press and opinion polls, but a personalised feedback platform measuring trust and satisfaction needs to be created. This feedback system could consist of several dynamic elements.

¹² CSOMÓ, István: Társadalmi ismeretek [Social Studies]. Nemzeti Szakképzési és Felnőttképzési Intézet [National Institute for Vocational and Adult Education], Budapest, 2007. pp.11-12.

This can be set up on the official police website or in the waiting rooms of local police stations. I therefore propose to split this system into two parts: 1. to measure overall satisfaction (trust), 2. as a feedback on a specific case. Negative results need not be and should not be automatically treated as complaints. It should be anonymous with a feedback option, with the deficiency, problem perceived by the customer¹³ or even in connection with the reason for her / his satisfaction.

It is also important to revive the cooperation of the police station with minority self-governments, and to prepare a list of duties to be implemented in the spirit of cooperation. The activities of the police should be reported on at public forums, and feedback and criticism should be received with sensitivity. A public safety forum should be held with strategic partners, with the heads of local authorities, to raise issues and signals that have not yet been identified. At these meetings, an evaluative approach to the effectiveness and efficiency of law enforcement agencies should be relegated to the background, and instead greater emphasis should be placed on criminological analyses and problem areas that seek to identify and resolve the criminogenic impact of certain phenomena and offences.¹⁴

Special attention has to be paid to the residents and gain their trust so that we can work with them. The provision of public protection services in public areas must be organised in such a way that it is necessary to set up patrol teams with appropriate sensitivity, preferably composed of local residents. Public area patrols should be staffed, if necessary, on an hourly basis from other areas at different times of the day.

¹³ *"The customer of the police is the person who uses, benefits from and bears the burden of the police service, the end product of police processes. The customer may be a national or a foreigner, a member or a group of the population, an economic operator, a public administration or a public service organisation. As all customers are part of the population, the term population can also be used as a synonym for customer. A characteristic of all customers is that they occasionally use some (but not all) of the police processes and on this basis form an opinion about the work of the police and make newer and newer demands on it."* In: HUSI, Géza: *Minőségmenedzsment-rendszerek módszereinek alkalmazása a Magyar Köztársaság Rendőrségénél* [Application of Quality Management Systems Methods at the Police of the Republic of Hungary]. Doctoral (PhD) Dissertation. Budapest, 2006. p. 27.

¹⁴ KATONA, Géza: *A bűnügyi statisztika és a bűnügyi tudományok fejlődése* [The Development of Criminal Statistics and Criminal Sciences]. In: Kovacsics, Józsefné (ed.): *Egy élet az igazságügyi statisztika szolgálatában* [A Life in the Service of Forensic Statistics]. Ünnepi kötet a 70 éves Vavró István tiszteletére [Festive Volume in Honour of István Vavró, 70 Years Old]. ELTE Állam- és Jogtudományi Kar [Eötvös Loránd University, Faculty of Law and Political Sciences], Budapest, 2006. p. 98.

As I outlined above, I have highlighted cooperation as one of the most important elements of building trust in law enforcement. However, the most important element of liaison with partner agencies and the public is accessibility. The police must be visible and accessible at all times, and actively involved in the life of the community. In terms of the way the organisation's contact details are published, I have found that they have been significantly modernised, as suggested by TC Team Consult. But time is running out for catchy slogans, a uniform phone number and a uniform web interface. More modern infographic methods should be used to keep the police "competitive" in terms of accessibility. The website of the Zugló Public Safety Non-profit Ltd.¹⁵ is an excellent example for it, which, under the reference "my neighbour is a policeman", lists the local police officers with their names, photos and contact details in a cartographic system with great visual elements. On this basis, if they have a problem or a question that does not require immediate action, people living in Zugló can find the contact details of the district officer assigned to their area in a few clicks. This non-profit organisation is a great example of how this non-profit organisation serves to maintain and improve public safety in the context of further crime and accident prevention.

The Police Café has years of experience in the law enforcement networking system.¹⁶ The Police Café is nothing else but a "Café with Policemen". Often in different locations, with different people, but with many elements of the encounters in common. There are some police officers, civilians, all the collaborators mentioned earlier present. The Police Café is run by the moderator, but it is still scene for casual discussions. Many issues are raised during such a discussion that are not raised with the police representative during a public hearing or by a resident walking down the street when meeting a policeman. But at the same time, it is not a police reception-hour, where the participants of the conversations feel like real partners. The effectiveness of the method is reflected in the fact that since 2014 it has been used more and more widely, with each participant getting up from the symbolic coffee and continuing their work full of ideas.

The attention of the staff in the public space should be drawn to the need to implement their measures in a civilised and consistent manner. It is necessary to increase the presence of police on foot, the number and proportion of foot patrols to ensure good relations.

¹⁵ Zuglói Közbiztonsági non-profit Kft. honlapja [Zugló Public Safety Non-profit Ltd. website]. Source: <https://www.zknp.hu/szomszedom-a-rendor-program/> (Downloaded: 10 April 2022)

¹⁶See also: <https://policecafe.hu/> (Downloaded: 10.04. 2022)

In the case of the criminal investigation service, it is also necessary to ensure that the person reporting the crime is able to approach the police with confidence, and that the rapporteur interviews the residents concerned in person during a procedure, making the criminal procedure less burdensome. Only in this way can the police provide assistance at local level. The heads of police headquarters must be in daily contact with the heads of these bodies, and respond immediately to their requests, thus demonstrating the importance of their role. Local newspapers and regional television should broadcast police bulletins with crime prevention advice, reporting on the successes achieved. The special criminal justice field contributes to meeting the needs of this kind of the population by providing crime prevention advice at events, the representatives of law enforcement area by organising demonstrations (formal, tactical, involving dogs) and the traffic police area by preparing local school pupils for competitions, organising a bike parks with Highway Code signs and other useful activities.

Newspaper articles and reports should highlight the importance of citizen participation. In order to strengthen the proactive role of the police in implementing certain prevention programmes (DADA [SADA]¹⁷, school policeman) crime prevention officers should be delegated. However, since there is also a need to institutionalise programmes and techniques to stimulate and mobilise society, to increase the self-defence capacity and immunity to crime of large and small communities, institutions, economic operators and citizens,¹⁸ further crime and accident prevention programmes and events are needed.

¹⁷ "DADA [SADA] is an acronym in which the letters stand for Smoking-Alcohol-Drug-AIDS. Even the order of the words is not random, since the sequence of letters is intended to follow the gradual addiction of young people to harmful addictions and the dangers they pose, and also to indicate the rate of users. The aim of DADA [SADA] is to ensure that children are always aware of dangerous situations, can distinguish between positive and negative influences, can calculate the consequences and results of their decisions and actions, are able to say no even to temptations and offers from their peers, and can resolve conflict situations without feeling like losers." In: HEGYALJAI, Máttyás: Bűnmegelőzési Programok Európában és az Egyesült Államokban [Crime Prevention Programmes in Europe and the United States]. Tanulmányok a „Határország szerepe a bűnmegelőzésben” című konferenciáról [Studies from the conference "The Role of Border Police in Crime Prevention"]. Pécsi Határőr. No. II. 2003. p. 91.

¹⁸ CSOMÓS, István: Társadalmi ismeretek [Social Studies]. Nemzeti Szakképzési és Felnőttképzési Intézet [National Institute for Vocational and Adult Education], Budapest, 2007. p. 12.

Police theory can be put into practice. The street policeman encounters the everyday problems of the population in a way that he / she often has to provide an immediate, independent response. If the methods of professional leadership lack cooperative elements, the command order can turn a real-life situation into an empty executive procedure without responsibility. In the longer term, this situation can also significantly undermine the effectiveness of the head's managerial work. The development of community policing can provide a certain sense of security for the police by moving the increasingly open police towards the will of the community as a strategic partner, with decisions and their implementation taking place on the scene of the community. This approach can also be beneficial for the internal life of the police as well.

In the words of Géza Finszter, – *"This is a police force that is on the path of modernisation, but whose comprehensive modernisation is still a task for the future!"*¹⁹ – I would like to apostrophize as a success the evolutionary, strategic modernisation process of the police over the last thirty years, which has enabled them to contribute to the creation of one of the most important products of the police, the creation of a liveable public safety, with a real service model for society.

¹⁹ FINSZTER, Géza: A bűnüldözés működési modelljei [Operational Models for Law Enforcement]. In: GÖNCZÖL, Katalin – KORINEK, László – LÉVAI, Miklós: Kriminológiai ismeretek [Criminological Knowledge] Corvina, Budapest, 1996. pp. 334-349.

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