



A CRIMINOLOGICAL STUDY ON CHALLENGES AND PROBLEMS FACED BY INVESTIGATORS IN INVESTIGATION PROCESS WITH SPECIAL REFERENCE TO KARACHI EAST

Abdullah Mukhtar

abdullahmukhtar22861@gmail.com

BS Criminology, Karachi, Pakistan

Abstract

This study investigates the challenges of investigation officers in criminal investigations in Karachi East specially in the area of evidence collection, forensic practices, availability of resources and external pressure. A purposive sampling was employed to select 18 investigation officers from different police stations of Karachi East, Sindh, and an exploratory research design was used. In-depth interviews were used to collect data. The findings indicate that investigators are faced with long working hours, poor facilities, limited financial resources, difficulties in collecting and preserving evidence, lack of forensic support and political or external pressure. These challenges impact the effectiveness and progress of criminal investigations and court proceedings. The study emphasises the need for institutional reforms, improved resources, better forensic facilities and stronger support to investigation officers to enhance the effectiveness of the criminal investigation process and administration of justice.

Keywords: *Criminal Investigation, Evidence Collection, Forensic Investigation, Investigation Officers, Karachi East*

Corresponding Author: Abdullah Mukhtar (BS Criminology, Karachi, Pakistan)
Email: abdullahmukhtar22861@gmail.com

1. Introduction

A criminal investigation is a vital part of the law enforcement and criminal justice process. It is the systematic study of an alleged crime to establish the facts of a case, determine how, when, where and why the crime was committed, identify suspected offenders, and gather information and evidence relevant to judicial proceedings. The investigative function includes receiving and recording information, examining crime scenes, interviewing witnesses and suspects, collecting and preserving evidence, maintaining case records and preparing investigation reports, which may influence case clearance, prosecution and the administration of justice (Greenwood, Chaiken, & Petersilia, 1977). Changing crime patterns, technological advancements, digital evidence and forensic procedures have made criminal investigation more complex, requiring professional knowledge, analytical ability, good judgement, communication skills and objective evidence assessment (van Koppen & Penrod, 2003). The investigation process involves case registration, examination of witnesses, collection and preservation of evidence, legally authorised searches and arrests, preparation of case records and submission of investigation reports to the competent court, with its success depending on institutional support, sufficient resources, forensic assistance and proper investigative procedures. However, investigators may face difficulties in finding, collecting, preserving and presenting evidence, along with limited finances and material resources, poor facilities, inadequate forensic support, procedural barriers, heavy workloads and political or external influence. Their work also requires analytical, interpersonal, communication, teamwork, conflict-solving and decision-making skills, and when these responsibilities are combined with organisational limitations and insufficient support, investigators may face problems that reflect wider weaknesses within the investigation system. In Pakistan, examining these challenges is important because effective criminal investigation is closely linked to the overall functioning of the criminal justice system, yet limited attention has been given to the practical difficulties faced by investigation officers within specific police jurisdictions. Therefore, this study focuses on investigation officers in Karachi East and examines the problems they encounter, particularly in evidence collection and preservation, forensic investigation, resource limitations and political or external pressure. The study aims to understand the real conditions under which investigations are conducted and identify areas where institutional and procedural improvements may be required. The research questions are: What major challenges are faced by investigators during the investigation process in Karachi East? How do resource limitations and procedural issues affect the effectiveness of criminal investigations? What methods do investigators use to manage or overcome these investigative challenges? The study is significant because it examines the problems faced by investigation officers in their daily work and their possible effects on the quality of criminal investigations. By examining these issues from the

investigators' perspective, it may help identify areas where support systems, tools, training and procedures can be improved. The study is limited to investigation officers working in Karachi East and does not cover other parts of the wider criminal justice system. The objectives of the study are to identify challenges in evidence collection and preservation, examine the impact of political or external pressure, assess forensic and resource-related challenges, identify major institutional and procedural difficulties, and suggest measures to improve criminal investigation.

2. Literature Review

Criminal investigation is a part of the criminal justice system. It involves collecting, looking at and studying information and evidence to find out what happened during a crime find the people who did it and help in court cases (Greenwood, Chaiken, & Petersilia 1977). How good the early police work is can have an effect on whether a case ends up with the right result (Bring, Diesen, & Schelin 1999). Sometimes the way investigators make decisions can be affected by thinking mistakes especially when they only look at one idea and miss options (Bayley, 1994; Holgerson & Hellbom 1997). Sjöberg (2003) said that thinking about one idea can lead to wrong decisions and not solving serious crimes. That shows how important it is to think and check different ideas. Stelfox and Pease (2005) said that investigation is about making sense of things. Investigators have to decide if a crime happened find the people who did it and collect proof that's good enough, for court. For a time investigation was seen as a skill that people learned by doing the job and gaining experience (Hobbs, 1988; Innes, 2003, 2007; Tong & Bowling 2006). But now crimes are more complicated technology is better forensic science is improving and courts are paying attention. All of these things are making investigation more professional. Focused on specific areas (Flanagan, 2008; Savage & Milne 2007; Jones, Grieve, & Milne, 2008). Modern investigators now need a range of skills to do their jobs well. They must understand the law work with science analyze data communicate effectively and use technology. Forensic investigation has grown more important because of types of evidence like biological samples, fingerprints, weapons and digital information.. This kind of evidence can be unreliable if the people handling it lack proper training if the tools and facilities are not up to standard or if there are no clear rules for how to carry out investigations (Willassen, 2003; Casey, 2009; Burney et al. 2012 2013; Alin & Farid 2013).

Digital forensic investigation has taken things further. Investigators now look at data from computers, mobile phones, cameras, GPS devices, networks and other electronic sources (Casey, 2000; Ashley et al. 2006; Ahmed et al., 2013; Jeremy, 2012). This type of evidence is especially powerful because it can reveal how people communicated, where they were and how they moved. It also helps connect individuals through their phone records and online activity. GSM and mobile communication data in particular give insight

into patterns of behavior and relationships between people making them more valuable than in criminal cases (Willassen, 2003; Klaver, 2009; Casey, 2009b; Mislán et al., 2010; Eagle et al., 2010).

Scientists and researchers have also explored ways to make sense of forensic details using advanced methods. These include logic, neural networks, evolutionary computing, statistical techniques and Bayesian analysis. These approaches help interpret uncertain evidence by applying mathematical and computational models (Sec. Sodiya et al., 2007; Burney et al., 2012 2013a, 2013b; Alin & Farid 2013).

Biological evidence such as blood, semen, tissue, bones and hair also plays a role in investigations. Collecting and preserving this type of evidence properly is critical. It must be packaged carefully transported safely and tracked through a chain-of-custody process. If contamination happens if the sample degrades over time or if it is handled incorrectly the results, from DNA testing and other forensic methods may be wrong or unreliable. Evidence collection depends not on the skills of investigators but also on having the right equipment, proper forensic facilities, clear procedures and strong institutional backing. Bebbington (2007) pointed out that there is a shortage of investigators. He found that much work, long hours, lack of resources, poor forensic setups and not enough professional support can lead to mistakes, slow progress and weaker investigation results. The duties of investigators have grown because of legal and professional rules. Laws like the Police and Criminal Evidence Act 1984 the Criminal Procedure and Investigations Act 1996 the Human Rights Act 1998 and the Regulation of Investigatory Powers Act 2000 set rules about police powers how investigations are done what evidence is accepted and the rights of suspects (Stelfox, 2009). Courts and defence lawyers are now looking closely at investigations. Public inquiries into failures, such as those involving Bichard, Byford, Laming, Macpherson and Smith have added more pressure for investigations to be done professionally and with accountability (Jones et al., 2008; Savage & Milne 2007; Stelfox, 2007; Tong & Bowling 2006). To improve investigation standards several programs were introduced. These include the Professionalizing Investigation Programme, training and certification for investigators the ACPO Murder Investigation Manual (2000) and the Core Investigative Doctrine (2005). Still researchers say there is not real-world evidence or solid research to back up what works best in investigation practice (Home Office, 2004; Barrett, 2005; Stelfox, 2007, 2009). Political and outside pressures also pose a problem. The News (2020) reported that political interference, in police transfers, job placements and investigations could harm fairness, professionalism and public trust. It may also affect how evidence is handled and the overall quality of investigations. In Pakistan investigators often face challenges from their organizations. These include not staff, lack of tools and money poor forensic facilities, limited transport, outdated technology and weak administrative help. These problems are very important in Karachi, where there are

different groups of people a lot of people living in small spaces different levels of income and changes in the types of crimes that happen. These things make it hard for investigators to do their job. Hasan in 2002 talked about how complicated the city of Karachi's how important it is to work together and get better at investigating. Karachi East has a lot of places where people live and work, roads, places where people move around and reports of crimes like stealing on the street taking phones and cars and other types of crime. This area is a place to look at these problems. The research shows that how well an investigation works depends on collecting proof using science and technology making choices during the investigation getting proper training following the law having enough tools and help from the organization and being able to work on their own. Even though people have looked at these problems in places and in Pakistan in general there is not much research about the real problems that investigators in Karachi East face. So this study looks at these people. Looks at the problems they have, with collecting and keeping proof using science and technology handling digital and body evidence getting the things they need following the rules and dealing with politics or other outside forces. It also looks at how these investigators deal with these problems.

3. Research Methodology

Research methodology offers an organized way to choose the right methods gather important information and analyze data to solve the research problem. It does not just describe the tools used in a study. Also explains why those tools were selected based on the nature and goals of the research (Bhattacharyya). This study used a research approach because the main goal was to understand the personal experiences and difficulties that criminal investigators face during investigations. Qualitative research helps in exploring meanings, events and social situations as they happen in life (Shank, 2002; Denzin & Lincoln 2000). Among the qualitative methods like observation open-ended surveys focus groups, participant observation, content analysis and interviews this study used in-depth interviews guided by an interview schedule. The study followed an exploratory research design because it aimed to explore and gain an understanding of the problems and challenges investigators face—especially around evidence collection, forensic work, lack of resources, procedures and pressure from outside sources. Exploratory research is ideal when the goal is to understand issues or answer questions about what why and how. The population of the study included police stations in Karachi East, such as Gulshan-e-Iqbal, Gulistan-e-Johar, Shahrah-e-Faisal, Bahadurabad, Alfalah, Shah Faisal, Sohrab Goth, Sachal, Mubina Town, Baloch Colony, PIB Colony, Tipu Sultan and other relevant police jurisdictions. The population refers to the group of people or units that are relevant to the research (Babbie, 2001). Since the focus was on challenges faced by investigators the participants were chosen from investigation officers working in the selected police areas. A sample is a smaller group taken from a population for research purposes and choosing

the right sample is key to getting valid and meaningful results (Neumann, 1997; Vaus, 2001). A purposive sample of 18 participants was selected using -probability purposive sampling. This method was suitable because the participants were chosen based on their role and direct experience in investigations. Non-probability sampling lets researchers pick participants based on study needs and purposive sampling ensures that people with knowledge or experience are included. Data were collected from both secondary sources. Primary data were gathered directly from the selected investigators through face-to-face interviews using an interview schedule that was made according to the study's objectives and research questions. The interview questions were written in English. Were asked in Urdu when needed to help participants understand clearly and give detailed answers. Secondary data came from books, research articles, reports, academic papers and other sources to support the study with theory and background and to find gaps in existing research. Before collecting data the interview schedule was tested with three questions to check for confusion, errors or unclear parts. Based on the results changes and improvements were made. Ethical standards were followed throughout the study. Official permission to carry out the research was obtained from the Department of Criminology, University of Karachi through a letter granting access to the police stations. Participants were told about the purpose of the study and their informed consent was collected before any interviews. They were assured that their information would stay confidential and that their names would not be used in any part of the research. Their privacy was protected during data collection, analysis and reporting. In total the research design was created to get firsthand accounts from investigators, about the challenges they face in their daily work supported by relevant secondary sources.

4. Data Analysis

The study used analysis to look at the problems and challenges that investigators face in Karachi East. Data were gathered through in-depth interviews conducted face-to-face with 18 investigation officers. These officers were chosen using purposive sampling from police stations in Karachi East. The interviews focused on issues related to collecting and preserving evidence and digital evidence. They also covered problems such as evidence loss or destruction political pressure, forensic challenges and ideas, for improving police reforms. In situations where recording was not allowed the interviewer took notes by hand. The identities of the participants were kept confidential as agreed upon by all parties involved. The data collected were analysed using methods to better understand the different aspects of the research problem.

Interview 1

This person had six years of experience working on investigations. Has handled over 500 cases. He found investigation to be very challenging. Said it needs strong mind and body, education, experience being, on time being loyal and knowing how to manage

time. He said the biggest problems are working all day and night and not having set hours to work. When it comes to collecting evidence he said that sometimes the samples are not complete and sometimes they get destroyed at the places where crimes happen. He thought that biological evidence is harder to collect and keep because it is very sensitive. He said if people are not serious evidence can get ruined. He said there is no pressure or personal influence affecting his work right now. As a change he suggested changing how people get promoted.

Interview 2

This respondent had five years of investigation experience. Had worked on more than 350 cases. He said investigation is very challenging. He mentioned that hours of duty lead to bad attitudes and high work pressure. When collecting evidence he said people nearby often mix fingerprints, which makes the evidence unreliable. He also found it difficult to collect and keep samples because of poor handling. He thought forensic laboratories have tools and that their officers are well trained and knowledgeable. He believed that mistakes in evidence happen because of a lack of responsibility. He said there was no pressure. He suggested that qualified officers should get promotions faster.

Interview 3

This respondent had five years of experience. Had handled more than 300 cases. He said investigation is extremely hard. He pointed out that working nonstop without breaks is not possible for any being. At crime scenes removing people around is difficult. Their presence can ruin the evidence. He said biological evidence such as hairs, nails, clothes fibers, saliva, semen and blood is especially hard to collect. He believed forensic labs have resources and that the officers are skilled. He said mistakes happen because of a lack of responsibility and because court-related tasks are not finished on time. He said there was no influence. He suggested changes to the way investigations are done.

Interview 4

This respondent had three years of investigation experience. Had worked on more than 100 cases. He described investigation as difficult. He said multitasking causes a lot of stress. He said there are not resources when collecting evidence. He found it harder to collect and preserve evidence at open crime scenes. He believed forensic laboratories have machines and testing chemicals and that their officers are trained and qualified. He said evidence gets destroyed because of a lack of interest in the job. He told that political influence is not an issue now but it used to be two or three years ago. He suggested creating a -terrorism wing and following the policing models from Turkey and Britain.

Interview 5

This respondent had seven years of experience. Had dealt with more than 550 cases. He said investigation is highly challenging. He explained that investigators do jobs. Security, crime prevention, investigation, court work, protocol duties and patrolling. He

said DNA samples often get destroyed at crime scenes. He found evidence hard to collect and keep because it needs careful attention, skill, training and experience. He believed forensic laboratories have resources and that their officers are knowledgeable. He said missing information, about death cases leads to loss of evidence. He reported no pressure. He suggested making the FIR system simpler and ensuring response times.

Interview 6

This respondent had two years of investigation experience. Had dealt with more than 100 cases. He described the job as challenging because of heavy workloads and the demand for his presence at courts, police stations and other locations at the same time. He identified the removal of materials from crime scenes by nearby people as a problem and stated that delays may damage biological evidence. He believed forensic laboratories had resources and qualified officers. He identified time management as a cause of evidence loss and also reported rude attitudes from senior officers regarding early completion of cases. He reported no pressure and suggested introducing new designations.

Interview 7

This respondent had seven years of experience. Had dealt with more than 500 cases. He stated that investigation can never be easy and identified training, poor time management and pressure to complete work quickly as major problems. He also reported a lack of awareness and knowledge regarding evidence and considered biological evidence more difficult to preserve because its destruction can affect the entire result. He believed forensic laboratories had resources and trained officers. He emphasized that losing evidence without copies can seriously affect an entire case and identified lack of responsibility as a major concern. He reported no influence for the previous two to three years and suggested new training programmes and greater attention to ethical issues in policing.

Interview 8

This respondent had six years of experience. Had dealt with approximately 700 cases. He considered investigation very challenging. Reported inadequate training in crime-scene examination, interrogation, investigation and prosecution. He identified eyewitness confessions as a challenge and considered biological evidence more difficult to collect or preserve while digital evidence could be recovered more easily after preservation. He believed government provided forensic resources and that forensic officers had proper knowledge. He identified lack of seriousness and loss of evidence as factors that could result in losing an entire case. He reported no pressure and suggested increasing the departmental budget.

Interview 9

This respondent had three years of investigation experience. Had dealt with more than 150 cases. He considered investigation very challenging. Identified insufficient and

outdated training as a major problem. He described a case in which nearby people removed evidence, including a victim's mobile phone before investigators reached the crime scene. He considered digital evidence difficult to collect while biological evidence was more difficult to preserve. He believed forensic laboratories had resources and trained officers. He identified time management as a cause of evidence destruction and reported no political pressure. He suggested working and de-politicization of the department.

Interview 10

This respondent had two years of experience. Had dealt with more than 100 cases. He described investigation as challenging because of insufficient manpower, logistics, weaponry and vehicles. He reported delays in experts reaching crime scenes to collect sensitive biological evidence such as hairs, fibres and fingerprints which may negatively affect cases. He considered digital evidence difficult to collect because of limitations in identifying, collecting, preserving, documenting and maintaining its integrity. He believed forensic laboratories had resources and trained officers. He identified failure to complete work on time as a cause of problems. Reported no political pressure. He suggested making the police department independent, like the forces.

Interview 11

This respondent had six years of investigation experience. Had dealt with more than 400 cases. He considered investigation completely challenging and identified weaponry as an important problem. He stated that evidence collection at crime scenes is difficult and that incomplete samples are a challenge. He also reported modern knowledge regarding digital evidence collection. Unlike respondents he believed forensic laboratories did not have sufficient resources although he considered their officers knowledgeable. He emphasized responsibility in investigation work. Reported no current political influence even in cases involving accused persons with authority. He suggested a system of internal and external accountability.

Interview 12

This respondent had two years of experience. Had dealt with more than 85 cases. He described investigation as one of the challenging jobs and identified lack of modern weapons as a major problem. He considered the collection of fingerprints and minor fibres difficult. Stated that biological evidence is difficult to preserve while existing training does not fully meet the expectations for digital evidence handling. He believed forensic laboratory resources were insufficient in comparison with present-day crime. Stated that officers were trained and qualified. He identified lack of interest in duty as a cause of evidence loss. He reported no pressure and suggested accountability of senior officers for the grounds on which juniors are suspended or dismissed.

Interview 13

This respondent had two years of experience. Had dealt with more than 100 cases. He considered investigation very challenging because workload and lack of resources can prevent progress. He identified difficulties in locating and collecting saliva, blood stains and hair materials from crime scenes. Also reported challenges in understanding where digital information is located. He believed forensic laboratories appeared to have resources but required modern machines because existing equipment was becoming outdated. He considered forensic officers trained and qualified. He emphasized that investigators need an knowledgeable approach to avoid mistakes. He reported no political influence and suggested improving the service structure.

Interview 14

This respondent had five years of experience. Had dealt with more than 300 cases. He described investigation as challenging and emphasized the importance of proper training. He identified difficulties in locating evidence from crime scenes and considered biological evidence difficult to collect and preserve because of its sensitive and natural nature. He believed forensic laboratory resources were insufficient but considered officers properly trained and qualified. He stated that investigators should be open-minded, experienced and responsible to prevent evidence loss. He reported no pressure but mentioned rude behaviour from senior officers as a source of a suffocating working environment. He suggested a system of promotions and transfers.

Interview 15

This respondent had three years of investigation experience. Had dealt with more than 100 cases. He described investigation as challenging and identified resources as a major problem. He reported difficulties arising from eyewitnesses who refuse to provide statements or provide false confessions. He considered digital evidence difficult to collect because of training limitations while biological evidence was difficult to preserve. He believed forensic laboratory resources were insufficient but considered officers qualified. He identified -serious attitudes as a cause of mistakes, in investigations and reported no political pressure. He suggested that the future service structure should clearly define divisions, promotion criteria working hours and working conditions.

Interview 16

This respondent had eight years of experience. Had dealt with more than 400 cases. He thought investigation was challenging. Said that resources and benefits should match the long working hours and the workload. He said false confessions were a challenge but also mentioned that CCTV evidence can sometimes help investigations. He thought biological evidence was harder to collect and keep. He thought forensic laboratories needed machines and testing places but said the officers there were knowledgeable. He said that investigators who are on time honest and talented can avoid mistakes related to

evidence. He said there was no influence during his time and suggested that the department should be modernized.

Interview 17

This respondent had five years of experience. Had dealt with more than 300 cases. He thought investigation was very challenging. Said that not having enough resources and training was a big problem. He said collecting and keeping evidence was especially hard. He thought forensic laboratories did not have resources but said the officers there were trained. He said investigators should be smart, educated, calm and responsible to avoid mistakes. He said there was no pressure and suggested that the department should get better weapons, cars, places and training that fits the job descriptions and roles of the officers especially for dealing with modern crimes like cybercrime.

Interview 18

This respondent had four years of investigation experience. Had dealt with up to 200 cases. He thought investigation was very challenging because of duties, not enough resources and pressure to finish work quickly. He said getting results from mixed-up samples was a problem and thought digital evidence was hard to collect while biological evidence was hard to keep. He thought forensic laboratories needed more accurate tools even though the officers were trained. He said that not being responsible was a reason for mistakes, with evidence. He said he worked on cases involving people connected to politics but did not feel any pressure and said those people helped during the investigations. He said that changes must be made properly and that the police should be involved in making changes because change's something that never stops.

5. Discussion

The findings from all 18 interviews show that investigation is a challenging field. Investigation is a challenging field because of long working hours. Investigation is a challenging field because of heavy workload. Investigation is a challenging field because of multitasking. Investigation is a challenging field because of lack of resources. Investigation is a challenging field because of insufficient training. Investigation is a challenging field because of difficulties in evidence collection and preservation. Respondents highlighted problems. Problems include contaminated samples. Problems include disturbance of crime scenes. Problems include difficulty in collecting digital evidence. Problems include incomplete confessions. Problems include loss or destruction of evidence. Biological evidence was generally considered difficult to preserve. Digital evidence required knowledge and training. Respondents gave views regarding forensic laboratory resources. Some considered them sufficient. Others identified equipment. Others identified facilities. Others identified delays in analysis. However all respondents considered forensic officers knowledgeable. All respondents considered forensic officers trained. Lack of seriousness, responsibility, interest, information, training and poor time

management were identified as causes of evidence loss. Most respondents reported no political pressure. Some mentioned. Rude behaviour from senior officers. Suggested reforms included training. Suggested reforms included forensic equipment. Suggested reforms included increased resources and budget. Suggested reforms included promotions and transfers. Suggested reforms included accountability. Suggested reforms included service structure. Suggested reforms included working. Suggested reforms included FIR and response systems. Suggested reforms included implementation of reforms, with the participation of police officers.

7. Summary

This study looks at the difficulties that investigators face during investigations and how these challenges affect them. While police are often blamed when offenders are not convicted investigators deal with everyday problems. These include resources, not enough training, heavy workloads and strict time limits. A qualitative approach was. 18 In-depth interviews were carried out with investigators from different police stations in Karachi East. The interviews were done using sampling. The responses were analysed to find results. Participants said that lack of resources, poor training and bad time management are issues. They said there is no political influence, in recent years but they do face pressure and disrespectful behaviour from senior officers. Some also said that stronger legal actions should be taken against those found guilty and that the investigation system needs improvement.

8. Results & Findings

1. Investigation is a hard field that needs strong skills and good qualities.
2. A heavy workload and no clear deadline can lead to stress, harshness and less interest in work.
3. Investigators encounter shortages of supplies, weapons, test machines and training.
4. Biological samples are often damaged at open crime scenes, which can affect the case.
5. Both digital and biological evidence are hard to collect. Biological evidence is even harder to preserve.
6. Most respondents believe that forensic laboratory resources and officers' knowledge and qualifications are sufficient.
7. Evidence loss during investigation is mainly caused by irresponsibility and lack of seriousness.
8. Respondents said there is no political influence but they noted strict or rude behaviour from senior officers.
9. Suggested reforms included salaries, promotions, budgets, new designations, better training and changes to the investigation system.

8.1. Recommendations and Suggestions

1. Investigation officers should be independent, confident, mentally strong and physically capable.
2. Officers should handle witnesses, legal sections, charge sheets and multiple copies of collected evidence carefully to prevent evidence loss.
3. A promotion and transfer system should be implemented.
4. Forensic laboratories should be available in every district near police stations to reduce distance and time-management problems.
5. The department should be modernised using weapons, investigation techniques, training and facilities.
6. Investigators should be rewarded for their work and loyalty.
7. Society should cooperate with investigators. Avoid blaming the police for every issue while appreciating their security services.
8. Police reform should be a process to achieve lasting improvement.

9. Conclusion

The study shows that investigation is a hard job that needs officers who are skilled and experienced. Most people who took part in the study were happy with what forensic officers know. The equipment in the labs.. They said that pay is too low promotions are hard to get there are not enough resources and the way the department is organized is a problem. People also said that mistakes made during investigations cause problems and that families of victims often react in a way. It was said that keeping evidence is harder than keeping digital evidence. Most people said there hasn't been political influence recently but pressure from higher-up officers is still a worry. In total everyone who took part in the study wanted changes in the department. They want resources, more training, better chances, for promotion, higher pay, better ways to do investigations and a better overall police system.

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