Citizen's Trust in Army in Nepal, Bangladesh & Sri Lanka: A Comparative Study

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Dedication

This thesis is dedicated to my late grandfather Rabi Lal Adhikari, late grandmother Jamuna Adhikari, Father Til Bikram Adhikari, and Mother Santu Maya Adhikari for their continued inspiration, mentoring and enthusiasm for my extensive education.

M-Phil in Public Administration Program

RECOMMENDATION

This is to certify that the Thesis

Submitted by

Surya Bahadur Adhikari

Entitled

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A Comparative Study**

Has been prepared as approved by this program in the prescribed format of the faculty of management. This thesis is forwarded for final evaluation and acceptance.

Thesis supervisor

Prof Dr. Tek Nath Dhakal

Declaration

I hereby declare that this thesis entitled "Citizen's Trust in Army in Nepal, Bangladesh and Sri Lanka: A Comparative Study" submitted to Central Department of Public Administration, Faculty of Management, Tribhuvan University has been completed as per the prescribed format of Tribhuvan University. This is my original work for the partial fulfillment of the requirement of the degree of Masters of Philosophy in public administration (M-Phil) under the guidance and supervision of Prof Dr. Tek Nath Dhakal, Head, central department of public administration (CDPA),   Tribhuvan University. No part of this thesis may be reproduced, photocopied or transmitted in any form or by any means for any purpose without prior permission from authorized authority. Views and expressions in this thesis are my personal perceptions which are not official statement or indications where I officially work.

Surya Bahadur Adhikari

M-Phil 7th Batch

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ABSTRACT

This thesis entitled "citizen's trust in army in Nepal, Bangladesh and Sri Lanka: A Comparative Study" is an important milestone in the literature of citizen's trust in public institutions in army in Nepal, Bangladesh and Sri-Lanka. Citizen's trust is the sources of power in democratized setting. Good governance is the fullest expectation of citizens in new public management. Government has varieties of institutions and army is one of them. Citizen's trust is paradigm of military profession.

Citizen's trust in armed force is essential phenomenon to validate military expenses and even existence. Citizen's trust is water and military is a fish and trust in military is like blood in a body. So citizen's trust is imperative and it is bedrock of military profession. The primary duty of army is to provide safety and security but without safety and security no development, peace and prosperity is imagined. The citizen's trust is varied from one country to another. This is always changeable from time to time based on the functional performance of military institutions. Trust is one simple thing but it can quickly change everything. Trust is indeed significant for long term purpose with meeting strategic goal and objectives of state. Strategic partner perceive that he or she is not in the risk even in the risky and uncertain situation because of trust and confidence.

The armed forces in Nepal, Bangladesh and Sri-Lanka are leading security forces and have a mandate to protect the country and citizens for the purpose of prosperous country and happy citizens. Military service is also citizen-made society within society. This citizens are those whose character, competence, and commitment exemplify the exhibitions through the army ethic by the selfless sacrifice of life approach for the further betterment of country and citizens. Citizens' trust is varied from one country to another and is always based on their performance of armed forces.

This study has applied research methodology properly. The secondary data has been used for the quantitative analysis and interview was conducted on the basis of judgmental sampling for qualitative analysis. After chi-square test through SPSS, P value is less than 0.05 percent which means there is no significant difference. So the null hypothesis is accepted and alternative hypothesis is rejected. So it has been proved that citizen's trust in armed forces in Nepal, Bangladesh and Sri-Lanka is varied.

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ABBREVIATIONS

AAA= Achievement after Action

AAR= After Action Review

APF=Armed Police Force

ASCOPE = Area, Structure, Culture, Organization, People and Economy

ATMA= Assessment Then Military Application

BBB = Build Back better

BPOTC= Birendra Peace keeping operations

CC=Civilian capabilities

CDPA= Central Department of Public Administration

CIMIC= Civil military Cooperation

CIAA= Commission for the   investigations of abuse and authority

CinC=Commander in Chief

CMR= Civil military Relation

COAS=Chief of Army Staff

CTG=Care Taker Government

EOD= Explosive Ordinance Disposal

FGD=Focus Group Discussion

FTE= Field Training event

IO = International Organizations

IED = Improvised Explosive Device

KII= Key Informants Interview

MOU = Memorandum of Understanding

NA =Nepali Army

NC =Nature Conservation

NID=National Investigation Department

PPP= Public and Private Partnership

PPPPP = Promotion, Posting, Peacekeeping operation and Procurement Practice

PMESSI = Political, military, economy, social, and infrastructure

PSO= Peace Support Operations

PT = Physical Terrain or Physical Training

PRACTICE = Participatory, Rule of Laws, Accountability, Corruption Control, Transparency, Inclusion, Chain of command, Ethics and Etiquettes

RNA= Royal Nepal Army

RRR=Recruitment, Retaining and Retirement

SAARC =South Asian Association for Regional Cooperation

SASS= Strategy and Security Skills

STE=Staff Training Event

SWOT= Strength, Weakness, Opportunity and Threat

UN= United Nations

UNEF=United Nations Emergency Force

UNOGIL=United Nations observer group in Lebanon

UNYOM= United Nations observation Mission in Yemen

USPACOM= United States pacific command

USA= United State of America

WVS= World value survey

WW= World War

CHAPTER ONE
INTRODUCTION

1.1   Introduction

Humankind has always been, and will always be in need of trust. Trust with each other. And trust in our leaders and the institutions of state to do right by the public they serve. But trust is not easy. It implies commitment. It rests on relationships. Trust is with internal staffs and external clients or citizens of sovereign country (Moon, 2009). Citizens' trust is bedrock of military profession in countries. Trust is imperative and inevitable for all the public and political institutions including armed forces elsewhere. The Nepal army, Bangladesh army and Sri Lanka army have their own historical contributions to shape the present progress and prosperous country so that they have prestigious perception and position from their citizen's perspectives. Many similarities and differences can be observed in these countries. The basic similarity is that they are all located in same region or south Asian contingent and unique difference is that they believe in different religion. More than 85% Nepali believes in Hindu; more than 90% Bangladeshi believes in Muslim; and more than 75 % Sri-Lankan believes in Buddhism. Performance of any public institution is the paradigm of citizen's trust including in armed forces in Nepal, Bangladesh & Sri Lanka (Askvik, Dhakal, & Jamil, 2011). Citizens' trust is paradigm of military profession.

Citizens' trust is like a blood in body in armed forces and based on performance of institution (Kenosi, 2018).Trust is temporary and may not be permanent.Citizens' trust is always central and could be critical for military matter and military operations. The loss of citizens' trust obstructs to validate the military policy, plans, programs and any kind of peace and security operations. The loss of trust is beyond repairable and critically grave challenges to the military profession and hardest work to regain. Many years may take to earn the trust in military but few second may be enough to lose the trust. Citizen's trust in public institutions i.e. armed force implies that citizens have positive expectations about members of such institutions and assumes that they follow procedures that will produce beneficial outcomes for themselves and for society at large. So trust is reasons, routine and reflexivity (Mollering, 2006). In this thesis, I examine, compare and analyze the level of citizens' trust of the three armed forces in south Asian region that the countries are Nepal, Bangladesh and Sri Lanka.

1.1.1Nepal army

Neal was raised from Gorkha house with the support of Gurkhas army and now Nepalese Army (Ludwig & Stiller, 1995).The Nepali people place special trust and confidence in Nepalese army as a profession that considers honorable service to fulfill its strategic role and discharge its responsibilities to the nation. Trust between soldiers, trust between soldiers and leaders, trust between the army and the Nepali people is today and tomorrow's requirement for the protection of national interest and national security (Acharya, 2012). The army ethic is the heart of the army and the inspiration with shared professional identity i.e. who we are, why and how we serve to the army and military are bound together in common moral purpose to support and defend the constitution and country. So an Army profession is a soldiering duty to the citizens and country with high standard of character, competence, commitment and deterministic certification of criteria in order to attract citizen's trust (Odeierno, 2012).

Nepal is landlocked country and is located in south Asian continent. Its area is 147181 Sq Km and southern and northern neighbor is India and china respectively. Nepal has 26494504 populations at present. These populations are residing 6.73% in mountain 43.00 % in hill and 50.27% in Terai. In Nepal there are 126 castes and ethnic groups and there is speaking 123 different languages (Nepal Census, 2011). According to website information of the AG department of Army HQ, present military strength is 89771 with inclusion of different 104 castes and ethnic communities as of Jan 15, 2019. Nepal army is leading security institutions and one of the main public institutions of federal government of Nepal. Nepal army job is known as a prestigious profession since its history. Nepal is ours and we all are Nepalese citizens. Nepalese citizens are never colonized by others countries. Many foreign military efforts, endeavors and expedition had been attempted but were aborted or defeated by Nepal army to safeguard the motherland which is significantly perceived as a special and sustainable achievement of Nepal army on behalf of Nepalese citizens (Whelpton, 2005).

According to the Nepal constitution 2015 article 266, the provision relating to national security is one prime body in order to make recommendation to the government of Nepal, the council of ministers for the formulation of a policy on overall national interest, security and defense of Nepal, and for the mobilization and control of the Nepal Army. Likewise its article 268 states that there is Nepal police, armed police forces and national investigations department to do operation, supervision and coordination of functions to be discharged as per

the Federal law. Nepal has Nepal army, Nepal police, armed police forces and national investigations department in security domain. Nepali security forces are the groups of people trained to maintain peace and security with internal and external security with government or constitutional mandates. In legal context of many nations, the term symbolizes to the police and military units working in same concert or theatre of operation (Philip, 1998).

The Nepal army is able to thwart any kinds of internal and external security threats by adapting military strategy and security skills. Nepal army's 250 plus years of history has a glorious, gallant and uncommon valor to safeguard our motherland via the spirit of selfless sacrifice even in the periods of many ups and downs. The great king late Prithivi Narayan shah had started national unification campaign to unite modern Nepal. Initially, this army was called Gorkhali army and after completion of the unification campaign, it was transformed into Nepalese army and now officially known as Nepal army all over the world (Manandhar & Rathour, 2012). Historical evidence has proved that Nepal and Nepalese army is indefinitely interlinked with each other. Our ancestors and forefathers have contributed precious efforts and endeavors to construct this today's modern country Nepal.

Nepal army has hierarchical from soldier to chief of army staff in its rank structure. Nepal army is only one who is able to deal and destroy improvised explosive device and explosive ordnance disposal in Banda and strike or armed conflict conditions (Spotlight, 2019). Nepal Army is now deployed across the country for achieving its constitutional mandate to maintain any external aggression and internal conflicts in country. Nepal army's numerical strength is approximately 90000 including 4530 female military i.e. 5.04 % in both technical and non-technical military service sector (http://www.nepalarmy.mil.np). Nepal army was at the forefront with taking support from sister security organizations in the Maoist armed conflicts during our insurgency period from 1996-2006 AD in Nepal (Adam, 2005). During military mobilization time, Nepal army had uniquely used military diplomacy and military means and methods to bring them into main stream political practices by providing support to government. Then comprehensive peace agreement was signed and Nepalese armed conflict has ended in Nepal by addressing citizens' dissatisfaction issues in prioritized manner (Lawoti & Pahari, 2010).

Nepal army is engaged as per the constitutional mandate both in primary and secondary duty. The primary duty of Nepal army is to maintain peace and security in country. The secondary duty is to contribute for the national development, nature conservations, disaster management

and others works as per government order/direction through legal chain of command. The devastating earthquake which occurred on 25th April 2015 made heavy damage to human, physical and natural resources and mostly affected 14 districts and partially affected 17 districts in Nepal (Economic Survey, 2018). Nepal army again performed in appreciating manner by technical service of search operation, rescue, relief and rehabilitation to the victimized citizens to support the government strategy of build back better (Bracken & Robinson, 2015). Nepal army till present has constructed 1542 km excluding Kathmandu-Nijgadh fast track which is under construction by the overall management of Nepal army. Nepal army has provided security in 14 national parks and wild life reserve area 18990 Sq km by 8117 military troops since 1870 BS. As of 21 Oct 2018, 5043 soldiers including 161 female soldiers are serving in 12 different UN missions across the globe at present in order to maintain peace and security as per the charter of UN. Nepal army members have been contributing to maintain the global peace and security since 1958 AD via UN Peace support operations. Before deployment in peace operations duty, all military personnel must have to receive mandatory pre-deployment training by different techniques and pedagogies like field training exercise, table top exercise, and command post exercise and staff training event in Birendra peace operation training centre Kavre Panchkhal, Nepal. In total 125188 peacekeepers in 42 missions have already contributed for the noble cause of global peace and 68 have sacrificed their lives and 64 personnel are wounded (https://www.nepalarmy.mil.np). Trust in governmental institution represents confidence of citizens in the actions of a government to do what is right and perceived fair (Easton, 1965). These citizens have great confidence and positive attitude towards the military profession and their particularized performance in peace and security, development and disaster management in volunteer basis. Nepal army was royal Nepal army before people's movement (Tripathi, 2012) and this Nepal Army is always loyal and trustworthy towards the legitimate government. Citizens have a huge trust and confidence that Nepal army is a credible security force in Nepal due to its professional performance to its given functions rather than its identity. Nepal army is one of the trustable institutions and fresh survey report has also certified that citizens have much trust in Army in Nepal (Spearcast, 2019).

1.1.2 Bangladesh Army

Bangladesh is a south Asian country which had declared an independence from Pakistan in 26 March 1971. Bangladesh have 98% Bengali and 2% others ethnic citizens. The majority of Bangladeshi believes in Muslims religion which is almost 90% and Hindus are 8 % only. The

Bangladesh land size is 147,570 Sq km and their population is 162,951560 in 2016 or 8th largest population in the world (Schendel, 2009). Bangladesh is also SAARC / UN member country. As a member of UN its contribution to the UN is remarkable to maintain peace and security in the globe. This country is practicing prime ministerial practice in democratic order and created public institutions to provide service and security to the citizens and country (Jamil, Dhakal & Poudel, 2018). Bangladesh army is one of the government institutions. Bangladesh army is combined armed forces with army, navy and air forces approximately 300000 in numbers. Citizens' trusts to the armed forces are higher than other many institutions in Bangladesh. During 2006-2008 there was a political crisis in Bangladesh and Bangladeshi army had played a crucial role to sort out the problem through backed by military to care taker government which had mandated to conduct an election in free, fair and fearless manner (Lewis, 2011). Bangladesh army has earned their trust from citizens since its independence. Due to its unique nature and job satisfactions, Bangladeshi citizens trust to the Bangladeshi army a lot (Singh, 2003).

1.1.3 Sri Lankan Army

Sri Lanka is an island country of Indian Ocean and also known as teardrop of India. Sri-Lanka is member of SAARC/UN and located in south Asian continent. This country became independence in 1948 AD from British colonial rule. Sri Lanka total area is 65610 Sq km including water area 980 Sq Km, Population is 216, 75 648 and its capital is at Colombo. It has nine provinces and 25 districts. It has five major ethnic groups like Sinhalese 75%, Moors 7%, Indian and Sri Lankan Tamils 8% and others 10% in average. More than 70% Sri Lankan citizens believe in Buddhism, Hindu 13%; Muslims 10 % and Christians 7% in Sri Lanka. By language wise Sinhalese and Tamil are two official languages and English is a linkage language (Wicramasinghe, 2014).

The Sri Lankan army is the oldest and largest of the Sri Lanka armed forces. It was established as the Ceylon army in 1949 after their independence from British colony then it was re-named when Sri Lanka became a republic in 1972. The motto of Sri Lankan army is pro patria or for the fatherland. Lt Gen Mahesh Senanayake is a commander of Sri Lanka army now. Military leader and citizens' trust is compulsory in armed force in Sri Lanka (Brandebo, 2015). Sri Lanka has more than 255000 strong armed forces combined with army, navy and air forces for the security and development of country. More than two decades of civil war was held in Sri-Lanka (Bhaduri & Karim, 1990). Sri-Lanka government with

supports of military means has defeated or ended to liberation of Tamil tiger Elam in Sri-Lanka in 2009 AD. However there was no conscription system for military service in Sri Lanka. Sri Lanka is a democratic republic country with mixture of presidential and parliamentary practices /system. Sri Lankan government like other democratic countries has three branches i.e. executive, legislative and judicial to provide public service and security to the country and his citizens (Salter, 2015). Citizens highly trust to the Sri Lankan military service (Abeyrathane,Withanawasam & Samaranayake, 2017). So the military institutions and its members are first and foremost important things to validate their military actions even though it has been mandated.

This thesis will compare about the citizens' trust level in their own country by observation of previous survey report/data, and interview with selected citizens those who worked in senior position in military forces or who are aware about duty nature of armed forces.

1.1.4 Citizen's trust in armed forces

Nepal Army does its duty through the leadership vision, government decision and military leadership action to fulfill the wish of nations via civilian supremacy. The army profession is defined by its essential characteristics: trust, honorable service, military expertise, ethics and esprit de corps. The members of the army profession are collectively working together to create and strengthen army culture of trust. The army profession properly pursues and provides need to noble cause and contributes honorable service as a partner of the community and country by dedicating to defend the nation. At the same time, army men itself are citizens whose character, competence, and commitment exemplify the exhibitions through the army ethic. In living by and upholding the army ethic, society trusts army professionals (Karsten, 1998).

Citizens' trust is at the heart and mind of the armed forces or military profession (Allen & Barun, 2015). Trust in all public, political institutions including private sector are paramount significant either service provider, service receivers or policy makers. Citizens are the sources of power in all democratic settings. Citizens' trust towards individuals and institutions are always a great matter for their existence and validation of their expenses. In democratized setting, good governance especially through public institutions is formed by the people for the people and to the peoples' betterment in democracy and good governance (Guseh, & Oritseja, 2019). So citizens' trust at present age is now widely discussed but truly difficult to

define and gauge its accurate level of degree in governmental and non-governmental institution including armed force in global arena. Citizen's trust also fluctuates time and again.

The level of trust that citizens have for their armed forces is a paramount importance for civil military cooperation / relations. In a democratic setting, it is the responsibility of the armed forces to gain public confidence, because a military that is not trusted by the population may lack actual legitimacy and will have difficulties to justify its expenses and even its existence (Kenosi, 2018).

Armed forces in Nepal, Bangladesh and Sri Lanka are leading security institutions and the south Asian security trends are almost similar (Bhonsle, 2007). These security forces are engaged in military and non-military work by the tactics of less/more contactable character on the provision of country specific constitutions in terms of internal / external security management. Being a non-political institution of government public institution, armed forces' working procedures and practices are clearly concerned and should be compliance with the constitutional provisions, army act and mission mandate given by the elected government or higher commander to complete tasks/missions. Armed forces in the world are historically hierarchal, strict and strong military leadership, concrete chain of command culture, discipline and ethical standard to stand by in right duty even in hardest difficult time (Roy, 2012).

Citizens' trust is generally high in south Asian countries due to their substantive contributions to the citizens and countries in the time of complex crisis or emergency. Armed forces are known as an old institution in these country; citizens have great faith, confidence and trust with this institutions. Due to high trust in this institution, citizens obviously expect to receive excellent/satisfactory service in the time of emergency, complex crisis, civilian conflicts, disasters or war. Historically these countries have passed by many ups and downs in the path of its progress. Many forefathers' bloods, sweats and shocks with sadden tears are the guiding pathfinder for this present destination to these countries. Discipline, military system and styles are unique in south Asian periphery of armed forces (Rumbsy, 2015). The Great king Late Prithivi Narayan Shah from Nepal, Sheikh Mujubur Rahaman from Bangladesh, Mohammad Ali Jinnah from Pakistan and their integrated team has contributed significant efforts and endeavors to craft and construct these countries where citizens are enjoying their

sovereign rights in peaceful environment at present. Armed forces are directly and indirectly contributed to construct these countries and citizens' trust is linked with their history.

Citizens' trust is a term with many meanings (Williamson, 1993). Armed forces in Nepal, Bangladesh and Sri Lanka are volunteer workforces but they are strictly adhered on providing selfless security service to the citizens, country and beyond country as a member of United Nations. Citizens' trust in military service is central and significant in any country in changed context of 21st century. Citizens' trust is a paradigm and their performance to provide security and given mandated tasks. Citizens' trust becomes central and critical during periods of uncertainty and organizational crisis (Mishra & Webb, 1996). This citizens' trust is based on performance of army institutions rather than individual's public and social identity. Citizens' trust is always crucial and critical (Norris, 1999) and so it is based on reason and reflection of performance (Molering, 2006, p.10-12).

According to the hand book of south Asian politics in India, Bangladesh, Sri Lanka and Nepal (Brass, 2010), Due to the apolitical nature of armed forces/armed institutions, armed forces are openly exhibited its neutrality and professional characteristics after its establishment for 250 plus years in Nepal and 48 years in Bangladesh and 70 years plus Sri Lanka. However they have been passed through many ups and down in the different period of regime change. But they remained and standing by in the favor of the constitutional compliance; civil- supremacy, government order and apolitical character. An institutional trust is always significant (Kramer & Tyler, 1996) and it is there. In Nepal due to new ideas and practices of federal implementation many government institutions are transferring their functions, duties, roles and responsibilities in central, provincial and local level through the legal framework of working procedure. Nepal army is confidently adhered on its roles and responsibilities. In such a situation, Nepal army has been engaging with primary duty of internal peace and security, UN peacekeeping operation, national development, nature conservation, and disaster management and other impromptu projects and programs as per the government order. Organizational trust (Saunders & Lewiski, 2010), the leadership knowledge (Zand, 1997) and the bases of political trust in south Asian societies may impact in institutional trust (Wong,Wan & Hsiao, 2011). So trust and distrust are a distinct concepts in many institutions in Nepal too (Walle & Six, 2013).

According to the Nepal constitution 2015 AD and its article no 267 sub article one and four, Nepal army is to be committed to the constitution for the sovereignty, territorial integrity and

national unity of Nepal. Furthermore, the government of Nepal may mobilize Nepal army in the works of development, construction and disaster management works. Public eyes are looking for best trusty institution in south Asian societies (Bak & Askvik, 2005) in the time of crisis or uncertainty by which government may give such a big project and programs so that it would be completed on stipulated time with expectation to be done in excellent quality. So the performance of military is primary cause of trust which is specific subject of study to the military and non military scholars. This thesis tries deeply explores citizen's trust variations of armed forces in Nepal, Bangladesh and Sri Lanka.

Trust is an oxygen and primacy in military profession. This crystal highlights that army customs, cultures, courtesy, civility are collectively considered as a concrete counselling to new comers and being cumulative in changed context of military carrier (Dalessandro, 2013). The most of the sovereign countries have constructed many public institutions to provide services delivery and protection the country, citizens including their national interest. Armed forces are the last resort for the peace and security of country. Army is being part of citizens concerns not becoming beyond their commonality. To win the war either without fighting the war or with fighting the enemy is essential in war. It applies in peace time too to provide service by hook or crook if order is received from higher commander. Army and their leadership have to combine military skills, wisdoms and self-effacement while engaging war otherwise is frivolous aim for folly enemy (Gilles, 2017).

Military forces in Nepal, Bangladesh and Sri Lanka are the leading security institutions amongst the other security as an instrument of peace, strength, development and prosperity. Trust does not mean only understanding the matter but it is also measuring in critical conditions (Butler, 1991). Military is a society within society. The army is authorized to use of arms and ammunitions both offence and defence through the stages namely strategic, operational and tactic based on rules of engagement. These armed forces work under ministry of defence in all three countries. Security risk and threats can be broadly categorized by internal and external security challenges and their security management for remedy. To mange security, the open sources information is always advisable to collect in 21st century. This human terrain information is political, military, economy, social, infrastructure and information or PMESII in terms of area, structure, culture, organization, people or ASCOPE and economy in internal or external engagement (Laurence & Mathews, 2012). Nepal Bangladesh and Sri Lanka, armed forces or military service are highly trusted institutions

from the citizens' perspective which are certified by the different survey and report in time. These armed forces uniquely operate its received tasks mainly maintaining safety and security, developmental works and disaster management are the major functions of military as per their mandated mission tasking order.

Citizens' trust is dependent variable and it should be examined with an effective and efficient manner to validate armed force performance in terms of safety and security, developmental works and disaster related unforeseen task. Armed forces are aware that they have to uphold citizen's trust for their dignified existence and validate their expenses. Trust starts with truth and may end with distrust (Williamson, 1993, p.15). Trust is a glue of an institution and once it is broken it is hard to regain. So it is essential ingredient for effective partnership, service delivery and collaborations either public or political institutions including armed forces. Trust is the easiest thing in the world to loose, and the hardest thing in the world to get back. Trust and distrust are travelling together but to keeping on trust is important (Lewiski, Daniel, & Robert, 1998) specially in armed forces because they are voluntarily working for the risky work to secure own citizens and countrymen.

1.2 Statement of the Problem

Scholars have widely acknowledged that citizen's trust is important in every individuals and institutions. Trust makes cooperative confidence and endeavors to be expected in risky situations (Gambetta, 1988). Military power is a primary power of any country amongst economy, information technology and other powers. Country specific constitutions and armed forces related act have given a specific provision for the Nepal army, Bangladesh military and Sri Lankan military. However citizens' trust to military is especially a significant study to know the degree of trust they have received from their citizens. Generally military service in Nepal, Bangladesh and Sri-Lankan army and their roles and responsibilities are more indirect rather than empirical experiences except in emergency situations.

Nepal, Bangladesh and Sri Lanka are geographically located in the geo-strategic location in Asian continent. Two giants and highly developing countries India and China are the neighbors and are nuclear power of Nepal (Mahmud, 2018). There is no permanent partner in politics and policy so no one can ignore about the potential conflict between china and India or third country for the cause of business, economic and many other causes. These types of war/ conflict may directly impact to our entire south Asian countries i.e. Nepal, Bangladesh

and Sri Lanka and we may have option either to select one of them or to stay in neutral. In such situation, Armed forces have prime responsibility to protect country, national interest and citizens if not ourselves engaging in war. The war cost is always high and that high cost and expenditures should be validated by the citizens for their ethical existences. Military policy, program and objectives, roles, rules and responsibilities should be validated through the consent of citizens or citizen's representatives or constitutionally elected government. The economic progress, prosperous country and citizens depend on the peace, security and development of country (Beswick & Jackson, 2015). Internal peace and security is commonly leaded by police institutions in south Asia which is simply and indirectly backed by military in case of emergency or situation is seriously severe. The external threat and aggressions are to be led and to be dealt by military force and can be reinforced by other Para-military and civilian components of country. Citizens' trust in such situation is crucial and critical at the time crisis, disaster, emergency, civilian conflicts and complex crisis conditions or war. Citizen's trust is challenging to do retain or care in such complex crisis. Trust is a key to positive interpersonal relationships in various settings (Fox, 1974).

Citizens' trust is pragmatically paradigm of military profession. This bedrock of trust is based on the performance and attributed to the particular institution. These armed forces have a concrete linkage with formation of government and country development. Citizens trust in Nepal, Bangladesh and Sri Lanka are varied due to the various causes and factors even these countries are located in same region of south Asia. It is generally guessed that military has earned an excellent trust in south Asia. This may not truly be right so this means that there are variations in trust level in citizens in these countries. This trust has not been given by anyone but it should be earned by the members of military institutions. Trust is an honor and confidence in one side and another side trust is one thing but can quickly change everything (Covey, 2008).

Without knowing the degree of citizens' trust in armed forces; it is hard to expand and execute military roles and responsibilities which maybe a problem for future validation. Furthermore it is imperative that military leadership must know citizens' trust or confidence to construct the crucial and critical security related works/jobs in country and beyond country. So it is imperative that if citizens fully trust to armed forces that every member of military institution is energized to execute the given tough tasks on behalf of country and their citizens. Citizens first and mission always are the working procedure and pragmatic

practices in military profession (Ashraf, 2014). If policy makers and military leadership do not know the exact level of citizen's trust then military jobs could be challenging and citizens' coordination and cooperation will be less expected to validate its outcome or result.

So why and how citizens' trust to armed forces in Nepal, Bangladesh and Sri Lanka need to explore, compare, analyze and share to the concerning students, scholars and strategist is the primary problem to study of this specific topic. This dissertation concentrates to contribute, compare, conclude and clarify the concepts and causes of citizens' trust in military forces in Nepal, Bangladesh and Sri Lanka for the better utilization of military force in future.

1.3 Objectives of the study

The objective of this research is to explore citizen's trust in armed forces in Nepal, Bangladesh and Sri Lanka. So the objectives of this thesis are;

〕 To explore citizen's level of trust in army in Nepal, Bangladesh and and Sri Lanka.

〕 To compare citizen's level of trust in armed forces in Nepal, Bangladesh and and Sri-Lanka.

〕 To analyze how far the citizen's trust prevail in the functional performance of armed forces in Nepal, Bangladesh and Sri-Lanka.

1.4   Hypothesis

Hypothesis is a short, sweet, simple and testable assumption or predictive statement about the possible outcome of a scientific research. Hypothesis testing is used to compare two or more groups. It is in fact an inferential procedure that uses sample data to evaluate the credibility of hypothesis about population (Kothari, 2004). I assumed that citizens conceive/consider that every institution are combination of peoples, positions, procedures and process from different background. Such conceptions may be more or less stable and distinct and they may be more or less secure in valid information. In order to construct their pictures of government institutions, citizens do not need to know in detail about all the public and political institutions. Citizens' trust level in military service is gauged by regular observations from diverse citizens. Different study and survey have showed that citizens' trust in Nepal army, Bangladesh army and Sri Lanka army is higher than others public and political institutions.

But the comparative study amongst armed forces trust is not easily available. So here my hypothesis are as follows,

H0: Citizen's trust is varied in armed forces in Nepal, Bangladesh and Sri-Lanka.

H1: Citizens' trust is not varied in armed forces in Nepal, Bangladesh and Sri-Lanka.

1.5   Research Questions

The purpose of this research is to explore, compare and analyze the citizen's trust level in army in Nepal, Bangladesh and Sri Lanka. To achieve the purpose, research questions are compulsory and should be constructed scientifically. So I constructed three major questions which seriously seek the satisfactory answer to explore, compare and analyze the citizen's trust in the army in Nepal, Bangladesh and Sri-Lanka. These below are the main research questions and the theme of sub questions are integrated in interview guidelines.

❖   What is the level of citizen's trust in army in Nepal, Bangladesh and Sri Lanka?

❖   How is the level of citizen's trust varied in army in Nepal, Bangladesh and Sri-Lanka?

❖   Why is the level of citizen's trust varied in army in Nepal, Bangladesh and Sri-Lanka?

❖   How is citizen's trust based on functional performance of armed forces in Nepal, Bangladesh and Sri-Lanka?

1.6 Significance of the Study

Trust is a central component in effective working relationships (Gabarro, 1978). Scholars and practitioners equally acknowledge the importance of trust (Covey, 2006, p.21) in every institution. Citizens' trust or confidence is crucial and decisive to the armed forces including all the public and political institutions in every corner of democratic countries. Institutions are to be trustworthy in order to perform their tasks successfully. If any institutions lack popular citizens' trust, this institution will not benefit from citizens cooperation and coordination. Citizens are free to judge our work in democratic settings (Putnam, 1993). Citizens' trust is at the heart of military profession (Allen & Barun, 2015, p 27-30). Citizens' trust in armed forces in Nepal, Bangladesh and Sri-Lanka army is highly significant due to fragile nature of security environment. In short, VUCA became the standard description of modern security environment in which military leadership and their members have to operate to achieve military mission (Mark, 2016). There are many studies carried out in other countries

regarding citizens' trust in military service. However, there is a lack of comparative study and scholarly contributions on the issue of citizens' trust in military service amongst the armed forces in Nepal, Bangladesh and Sri Lanka. Therefore the present study is a significant milestone to reveal the causes of current picture of citizens' trust in armed forces in Nepal, Bangladesh and Sri Lanka. Trust and distrust are travelling together in same boat but keeping on trust is important (Lewiski, 1998 p.18) for every institutions.

Hence, armed forces as an apolitical institution and last resort of a country which results that army wants to attract or receive more trust and confidence from their citizens. Undeniably, Citizens trust is the bedrock of the military profession (Allen & Barun, 2015). Military operations, policy, principle and its pragmatic program and its application in the field as per provision of the constitution is again to be endorsed by the government on behalf of the citizens in a stipulated time and procedure (Shrestha, 2016). Without citizens' trust military efforts will go in vain. Further, this study will undoubtedly help military thinker, military doctrine maker, military strategist, defense policy maker, programmers and planners to construct the defense doctrine of a country and deployment in an emergency (Llewellyn, & Mahon, 2013). Similarly, this study may be useful to the students, academia, scholars, knowledge seekers / sharers and future researchers in the subject of citizens' trust in armed forces. In addition, this study expects to contribute /value adds the paradigm causes and its importance for citizens' trust in military profession in existing literature and to help state building and decision making mode in Nepal, Bangladesh and Sri Lanka. Trust and distrust or suspicion are two opposite phrases (Deutsch, 1958). In suspicious climate, citizens cannot have confidence in governing institutions. So trust is significant.

1.7 Scope of the Study

Trust is founded upon social or institutional structures in the situation, not on the person or personal attributes of the trusted parties (Lewis, 2011, p. 45). Citizens trust is always paradigm for all the service provider institutions whether public, private or political institutions. Armed forces are a specialized security institution so it also needs special trust with the citizens. The trust level of citizens should be always high for the military profession to validate its existence and financial expenses including implementing military plan, programs, procedures, operations and policies. Military deployment and employment is generally in the hardest hub of problem where military may use military means to stabilize security situation on behalf of country, citizens, constitutions or mandate. Without gauging

citizens' trust and confidence, the use of military means and its costs would be in counterproductive so trust level must be known by at least military leadership and military planner/strategist if situations do not permit to know others due to security reasons. Trust has its own norms, trends and patterns for cooperative confidence and behavior in particularized and institutionalized perspective in armed forces (Dermineur, 2015).

1.8 Limitation and De-limitation of study

This natural world and its epistemological knowledge came from series of research from the previous researcher. Once to conduct research is never enough. This thesis work also has been completed within limited time and resources. Armed forces are generally less contactable character by virtue of their military culture, constitutions/military acts and its nature of tasks. So It is tough task to collect both qualitative and quantitative data from Nepal, Bangladesh and Sri Lanka and which posed serious difficulty to collect, analyze and conclude the findings of research due to its complete complexity and clear constraints to cooperation, coordination and communication with many concerning representatives or responders. That is why this study had a very tough time to complete this research work within stipulated time and due date. Due to short time to reviewing relevant reference or reading literatures regarding citizen's trust in military service which might not be sufficient study due to time constraints. Another side there was not adequately available related references or reading materials in the library and bookstore about citizen's trust in armed forces. So these were the limitation of my research work.

In order to delimit the pertinent limitation of this research, this thesis studied related reference reading materials to conceptualize in short, sweet but specific interview guidelines for interview purpose, set purposeful sampling, conducted focused group discussion, my own observations and experimental tools are applied to collect and analyze the data before making deduction. To delimit the limitation of stipulated time constraints, this study used scientific survey report as a secondary data which had conducted in Nepal, Bangladesh and Sri Lanka to determine trust level in public and political institutions in these three countries. This report, of course, helped me to save my time and resources.

For primary data collection process I had selected 30 respondents from Nagarjun municipality of no 3 province. To make my research more reliable and validated, this research discarded both regular and retired military members as representative of respondents

in order to ensure non partial response to gauge the actual citizen's trust in Nepal. The specific criteria had put into effect that the respondents must have resided at least 6 months or more in that area and they should be retired military members. So this is how this study managed limitations by following deadline of thesis submitting date with deductive solution to bridge the knowledge gap of this pertinent problem of research topic.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

A literature review surveys, synthesizes and summarizes the information from the prior research works. It further analyses the gathered information by identifying gaps in the current knowledge (Hart, 2018). In this research topic many related literatures were studied about citizen's trust in public and political institutions in Nepal, Bangladesh and Sri-Lanka. But specific research works were not exactly available about citizens' trust in armed forces in Nepal, Bangladesh and Sri Lanka. There is always research gap in research study (Ridley, 2008). So researcher had read and reviewed the literatures which are related as an important linkage for analyzing and formulating the ideas of citizens' trust in armed forces. The different and diverse resources or reading materials were reviewed i.e. books, scholarly articles, online journals, survey reports of Nepal, Bangladesh and Sri-Lanka and some unpublished dissertations before conducting and completing this research works.

2.2 Defining trust and citizen's trust

To define trust is difficult because of confusing collection, conceptual confusion and even a conceptual chaos (Barber, 1983). Trust is an elusive concept (Gambetta, 1988 & Yamagishi, 1994). So the trust is vague, slippery, subjective, mutual, multidimensional, multidisciplinary and complex. Its meaning and content can be different in contextual and cultural contexts and can be changed over time and again. There are many definitions of trust but trust is confidence of the citizens to the government and governmental institutions. According to the World Bank views, it is an assessment by them of a government's entitlement to enforce its decisions, laws and regulations as well as the probability that it will deliver on its obligations (World Bank 2010).Trust means holding a positive perception about the actions of an individual or an organization. Trust in government represents confidence of citizens in the actions of a government to do what is right and perceived fair. So trust means etymologically and conceptually comfort or confidence and implies intuitive, unquestioning beliefandrelianceuponsomething. Trust is a strong confidence as a means to reduce social complexity. Trust is confidence for comfort (Luhmann, 1988). Trust is characterized as considerable and calculated risk with clear orientation towards the future for which prediction

is based on trust rather than on information. Trust as its complex nature, different notion of trust is differently operationalized depending on the context of study. For example psychologist viewstrustasaninternalcognitiveprocessbetweentrustorsandtrustees or personnel attributes (Alsghier, Nguyen & Hexel, 2009). Sociologistsviewtrustasaproperty ofcollectiveattributes or structural in nature amongpeopleorinstitutions (Lewis&Weigert,1985). Economists perceivetrustasacalculativeorrational choice or expectationabout outcomesgeneratedbyanotherparty(Williamson,1993). Trust isconfidence and feeling of comfort in unpredicted condition too.

So the simple and understandable meaning of trust is confidence or positive expectation from individuals or institutions (Harrison, 2008). However there are huge amount of study or research about trust but a concise and universally accepted definition remains hard to pin down. Trustisnot strategizedbut freelygiven (Rothstein & Stolle, 2014). As a result the term trust is variedly used in different sector. So todefinetrustisvague.Truststudy isassociatedwithseveralproblematic issues becauseofseveral reasons;problemswiththedefinitionoftrustitself;lackofclarityinrelationshipbetweenrisk andtrust;confusion betweentrustanditspast historyandoutcomes;lackofspecificity oftrust referents leadingtoconfusioninlevelsofanalysis;andfailure toconsiderboth thetrustingparty andthepartytobetrusted(MayerandSchoorman,1995). Citizens' trust is always critical (Norris, 1999) and is based on reason and reflection of performance (Molering, 2006,p.21).

Military sees that trust is an ethical foundation of army profession and specifically focuses and locus on trust between army and citizens. If the trust is lost that means many thing is lost. Thecentral ideaoftrustisintimately linkedwith riskandexpectations. Trustisusedasa substituteforrisk,butitalsocreatesa riskforthe trustors. Trustisneverabsolutebutalwaysconditionalandcontextual.Ifthereareno expectations,choiceoruncertainties,thenwe do not calculate abouttrust. Some Scholars categorize trust into three types that is interpersonal trust, societal trust and institutional trust. Trust exists in imperfect information and risky conditions. Trustisacomplexinterpersonalandorganizationalconstruct(Kramer& Tyler1996).

Citizens' trust is viewed that high level of citizens' satisfactions and confidence upon the performance of institution is considered to be the foundation for vibrant democracy. A lack of citizen's trust towards public and political institutions is viewed as a significant drawback and a threat to maintaining democracy. Citizens' trust and satisfaction over the performance

of democratic government institutions is compulsory to the improvement of professionalized quality of army institutions. The low level of citizens' trust and dissatisfactions in military service may pose a serious threat to the future of viable democracy. Public trust and performance of public constitutions has inalienable relationship. In short citizen's trust is a confidence and positive perception of public /towards the public institutions.

2.3 Types of trust

Trust is not only feeling but also believing (Dunn & Schweitzer). Determinants of institutional trust have two major perspectives, one is society centered perspective and another is institution centered perspective (Rothstein & Stoll, 2008).The society centered perspective stems from the social capital hypothesis particularly known as generalized trust in army. The institution centered perspective stems from the quality service provided by the army in their functional role is known as institutional trust. Trust is a willingness to take risk and vulnerability for others or trusting party. Armed forces voluntarily work for country and citizens. Trust can be typified in various. Atheoretical perspective of trustemphasizeson four types of trust i.e. generalized trust, particularized trust, institutional trust and strategic trust. Principally, performance based trust are more pertinent in principles and practices. However the performance of Nepal army including other security forces after earthquake 2015 was excellent (Dhakal & Poudel, 2016) and this was also equally appreciated by citizens for rescue and rehabilitation (Nepal Red Cross society report on 2016). So trust is not given it is earned through the performance. Likewise the applications of military means and tactics to defeat Liberation tigers of Tamil Elam in Sri-Lanka were also highly appreciated by citizens of Sri-Lanka.

2.3.1 Generalized trust: The first one is generalized trust which is the belief that most of people can trust on individualorgroup characteristicsorattributes(Putnam, 2000). Itisrelatively stableanditisdependentupon norms and values of society which is more stable, reciprocal and cooperative(Gambetta, 1998).

2.3.2 Particularized trust: Another trust is particularized trust which tie is closer and deeper with family, friends, and other relatives with similar background (Hardin, 2002).This type of trust tends to be suspicious and have a little control with specific individual network. It is identity based trust (Rothstein & Stolle, 2001) and threat is characterized to be withdrawn. Government is for good governance and has emphasized on generalized trust to be

trustworthy to the public and to promote peace, prosperity and cooperative society (Fukumaya, 1995).

2.3.3 Institutional trust: Trust becomes more central and critical during periods of uncertainty due to organizational crisis (Mishra & Webb 1993). Citizens' trust in public institutions or in armed forces is an extended confidence of organizations and institutions (Sztompka, 199: p. 41-45). Such institutions are combined strict discipline, structures of rules, roles and human actors who generate activities and people may trust or distrust such entity depending upon how they perceive them and assess their actions. Institution-based trust is the trustors' confidence that the situation structures are existed to facilitate outcome success of trusting behavior and more impotently to impose sanctions when trust is breached (Offe, 1999).

According to Luhmann (1998), institution-based trust is defined that is the belief that needs structural conditions at present or an intention is to enhance the probability of achieving a successful outcome. Institution-based trust is generated when trustor believes that safety, guarantee, insurance and other performance structures are presented to secure a situation. In economic context, institution-based trust proved to be the most resilient, expanded and elaborated in impersonal economic environment.

Luhmann et.al (1998) defined two dimensions of institution-based trust: structural assurance and situation normality. Structural assurance is related to structures that existed to promote success such as guarantees, regulation, and legal process. Situation normality is the belief that success is expected as the environment is normal and in appropriate order. Example of situation normality in the armed forces are the citizens' expectation that provides safe and secure environment where development and prosperous life is easily expected. The Institutional trust can ensure the procedures for making and enforcing laws are acceptable to the people (UNDP report, 2013/18). Different institutions have different level of citizen's trust which is changed time and again (Pandey, 2010).

The kind of institutions I focus on in this thesis that are key public institution i.e. armed forces in Nepal, Bangladesh and Sri Lanka. A recent study from Bangladesh, for example demonstrates that poor people may have quite elaborate conceptions of the history and structure of national government; their sources of information may be mass media, exposure to election campaign and personal experiences of civil servants (Mustafa 2007).

When citizens indicate that they trust certain institutions, we interpret this mean that they find these institutions trustworthy, their opinion is based on the relevant institutional images they have constructed, and it accords with whatever criteria they use to decide whether an institution can be denoted trustworthy. Such criteria may come to expression as generic, normative expectations, but judgments of trustworthiness may also be based on whether institutions are seen as acting in the interest of specific groups.

Trust has been identified as the key to promote peace and harmony among the different elements of the political community of a country (Hardin, 2002). It is generally accepted that there is a reciprocal relationship between the harmonious society and the governing structures. It is argued that if governing structures and institutions have been molded on the principles of good governance the level of public trust would increase and making a spillover effect on the level of trust among different constituent ethnic groups of the political community.

Public trust is related to institutions that deal with the issues and problems of the public (Mustafa, 2007). It has a dynamic relationship between an individual and public institutions. However it should be noted that institutional trust may take the form of a dynamic relationship between groups and public institutions because an individual acquires meaning of himself or herself in a group setting and institutions may interact with the individuals from a group oriented perspective, particularly in multicultural context (Whelpton, 1990,p.48).

It has been revealed that people extent trust to organizations and institutions according to perceptions of them. The level of institutional trust varies on the continuum of ranging from good to bad (Jamil & Askvik, 2005). It is again important that trust is combined structures of rules, roles and regulations that act as agents of creating structures. Peoples also assess them according to their perceptions.

2.3.4 Strategic trust: strategic trustis such a trust which is the beginning ofall friendship and cooperation for strategic policy and guidelines with strategic partners i.e. state to state. This strategic trust will provide to prevent remedial calculations that could not maximize further risk and conflicts with partners. Trust must be treasured and nurtured constantly by concrete and consistent actions in accordance with common norms and with sincere attitude. To build strategic trust, nations need to abide by international law, uphold national responsibilities (especially of major powers), and work to improve the efficiency of multilateral security

cooperation mechanisms. Working together to build and reinforce strategic trust for peace, cooperation and prosperity in the region is in the shared interest of all countries. Trust is truly a key need for partnering so the trust is bottom line of partnering for many businesses. Everything else even strategic partnership is based on trust (Sweeney, 2010).

2.4 Legal framework of Nepal Army in Nepal

Army is an institution. An Institution or organization whether they are public or private, for profit and nonprofit are governed by a set of internal policies, procedure and constitutional mission mandate. To ensure the optimum efficiency and effective utilization of constitutions, the government and constitutional body are authorized to review the constitutional mandate to the army as per the need of the situations. So the research is required to gather information and has the potential to create actionable outcomes which is the way to change the constitution time and again (Ritchie and Spencer, 1994). Nepal has also changed its constitution over time and again for the provision of better mandate to the army.

Nepal had passed by many regimes till date; the trust in public and political institutions is highly relevant in the Nepalese context due to varied and sometimes volatile political developments (Whelpton, 2005,p.51). The constitutional provision is the mandated authority to conduct and implement the military planning, policies and programs. So here are some insights of constitutionals provision of 1990, 2007 and latest on 2015 of Nepal related to Nepal Army.

2.4.1 Nepalese constitution 1990 relating to Nepal army

The constitution of Nepal 1990 of miscellaneous part twenty and its article no 118 had given the provision of royal Nepal army. There shall be a national defense council consisting of three members in Nepal and its chairman is the prime minister and other members are defense minister and the commander in chief. His Majesty shall operate and use the Royal Nepal Army on the recommendation of the National Defense Council. The establishment and management of the royal Nepal army, and other matters relating there to, shall be as determined by law. The national defense council shall have the power to regulate its working procedures on its own. Likewise article no 119 stated that his majesty is the supreme commander in chief and shall appoint the commander in chief of the royal Nepalese army on the recommendation of prime minister. Another article no 122 had granted to the his majesty that his majesty shall have the power to grant pardons and to suspend, commute or

remit any sentence passed by any court, special court, military court or by any other judicial, quasi-judicial or administrative authority or institution.

2.4.2 Interim constitution of Nepal 2007 relating to Nepal army

The constitutions of Nepal 2007 article no 144 has stated that there shall be an institutions of Nepal army in Nepal. The council of ministers shall appoint the commander in chief of the Nepal army and this council shall control, mobilize and manage the Nepal army in accordance with law. The council of ministers shall with the consent of the political parties and by seeking the advice of the concerned of committee of the legislature parliament. The determination of the appropriate number of Nepal army, its democratic structure and national and inclusive character shall be developed and training shall be imparted to the army in accordance with the norms and values of democracy and human rights. Furthermore there is a national defense council consisting as follows; prime minister is a chair person and members are home minister, three ministers designated by prime ministers and defense secretary will work as secretary of national defense council. And that constitution had also managed the provisions of combatants of Maoist army and management and monitoring their arms and army as per the spirit of comprehensive peace agreement and agreement on the monitoring of the management of arms and armies.

2.4.3 Nepal Constitution 2015 relating to Nepal army

Nepal constitution 2015 is the latest one and it has authorized special provision to Nepal army in article 266 and 267 respectively. As per article 266, there shall be a national security council for making recommendation to the government of Nepal which is consisting of Prime Minister Chairperson and other members are defense, home, foreign affairs, finance, chief secretary, and chief of army staff respectively. The secretary of defense will work as member secretary. The national Security Council shall submit its annual report to the president, and the president shall cause the report to be laid through the prime minister before the federal parliament.

According to article no 267, Nepal army is to be inclusive and committed to this constitution for the safeguarding of independence, sovereignty, territorial integrity and national unity of Nepal. The president shall be the supreme commander in chief of the Nepal army. Entry of women, dalit, indigenous people indigenous nationalities khas, arya, madhes, tharu, pichada class and backward region citizens into the Nepal army shall, on the basis of the principles of

equality and inclusions. The government of Nepal may also mobilize Nepal army in development, construction and disaster management works. The president shall, on the recommendation of the council of ministers appoint the chief of army staff and remove him or her from office. The president shall on recommendation of the national security council and pursuant to a decision of the government of Nepal, council of ministers, declare the mobilization of the Nepal army in cases where a grave emergency arises in regard to the sovereignty or territorial integrity of Nepal or the security of any part thereof, by war, external aggression, armed rebellion or extreme economic disarray. A declaration of the mobilization of the Nepal army must be ratified by the House of Representatives within one month after the date of such declarations. The army is worked under civilian supremacy and chain of command by its hierarchy through its history. The substantive strength of Nepal army is its numbers of military personnel, inclusive characters and their modern military arms, equipment, professionalized competency and its application in operational field and compliance with constitutions and military act. Nepali army works on the basis of review of situation or assessment then military application in suitable manner to resolve the problem and issues.

2.5 Safety and security situation in Nepal

There was a survey in 2017 conducted by Asian foundation in Nepal, and published a data regarding the varieties of data. This survey provides a significant policy relevant data to know about public perceptions on public institutions including personal safety and security in Nepal. The survey team randomly selected 7202 Nepalese from 599 wards across all the seven provinces to cover the wide area of geography and populations. The question they asked was how safe would you say you and your family are? Would you say you are very safe, reasonably safe, somewhat unsafe, or very unsafe? The 23% of respondents answered very safe and 71% respondents answered reasonably safe which altogether 94 % in total percent. But 7% respondents answered that they are somewhat unsafe too due to various causes and very unsafe respondents are zero. So the overall personal safety and security situation in Nepal is 94 % or citizens are highly safe and secured in Nepal due good performance of security domain (Asian Foundation, 2017).

2.6 Image of Nepal army

Army and police in most of the countries have roles and responsibilities to maintain rule of law and maintaining safety and securityto the country and their citizens. Nepal army has been working since long in Nepal and being a prestigious job in society because of auspicious work for the betterment of country. In the process of democratization in Nepal, many turning and junctions were met on the path of the democratic destination. Nepal army is always adhering on the rules and regulation based on the constitutionals provisions. Due to many causes Nepal army has a positive image in the society. The table below is the data derived from the trust survey report which were conducted in Nepal (CDPA, 2010).

According to the Trust survey report by CDPA, 2010 the central department of public administration faculty published citizens trust survey report in Nepal the respondents answer are categorized of army image into six categories that is negative, very negative, neutral, positive, very positive and do not know. The survey has shown that people's perception to the army, 16.4% respondents answered in negative and very negative and 33% respondents answered neutral and 46.1% respondents answered that they are positive and very positive to the army. Likewise, 4.1% respondents answered that they do not know or unknown about the image of army. This is higher in rating than negative and very negative evaluative criteria (CDPA, Citizen's trust Survey, 2010).

2.7 Review of citizen's trust in Army in Nepal

Trusts are distinguished by the two typology in the public institutions namely; external and internal trust. An external trust is the confidence and faith that the Nepali citizens have in the Army to serve the nation ethically, effectively, esprit de corps and efficiently. An internal trust is reliance on the character, competence, and commitment of army professionals to live by and uphold the army ethic.Character is dedication and adherence to the army ethic, including army values, as consistently and faithfully demonstrated in decisions and actions. Competence is demonstrated ability to successfully perform duty with discipline and to standard and commitment resolves to contribute honorable service to the Nation and accomplish the mission despite adversity, obstacles, and challenges. Trust within army is significant in military profession. So the Soldier's heart, the Soldier's spirit, the soldier's soul are everything in army. Armies professions place mission first and will never quit the given task and never accept defeat is the common strength of army. Trust must be continually earned and reinforced.

This trust is based upon the fact that the members of army professions remain apolitical since its history and would never betray the principles and intent of the Constitution, even at the risk of their own lives in the internal and external conflict. Military profession is adherence on the military ethic not in the ad-hoc basis in Nepal.

Army operation and program needs to be certified by citizens. Citizen's certification is verification and validation of an army professional's character, competence, commitment and esprit de corps to fulfill responsibilities and successfully perform assigned duty with discipline and standardized manner.Esprit de corps is a traditional military expression that denotes the army's common spirit, a collective ethos of camaraderie and cohesion within the team to achieve mission mandate. Army norms, values, culture and continuous commitment to care for the citizens and country are the common characteristics of army in the world.

Citizens' trust in the armed forces in south Asia is generally high but this is varied from one country to another country. Citizens' trust in army is considered as non partisans who are more attuned to strict selfless service for country and citizens, discipline, chain of command, rules, regulations and hierarchy. Below is the secondary data collection from survey report about citizens' trust in public and political institutions in Nepal published by central department of public administration department in 2010 which gives a conceptual imagery or picture what degree of citizens' trust is perceived in Nepal army. Below is citizens trust report from multiple angles.

Citizens of mountain region and rural citizens trust the army more than citizens of Terai, hill and urban area. Buddhist and Baisyas trust army more than Muslim, Hindus and other ethnic caste in Nepal. Males trust army than female and illiterate citizens' trust more than literate in educations. Age wise, Senior citizens trust the army more than other age. Citizens working in the third sector and housewives trust the army more than working in private sector and working people. So the overall citizens' trust to Nepal army is more than fifty eight in percentage according to trust survey report of central department of public administration department in 2010. The higher level of trust or more than 80% above is in hospital, university and school, the high level of trust was 58 % in army and below than 50 % level of trust was in political parties, parliament which was 27 % and 46% subsequently by cumulating quite a lot of and great deal of confidence.The trust was in school 91% and lowest was in political parties which was 38 % in total. Trust in army is shown in tabulated below (Citizen's trust Survey, 2010).

The central department of public administration had conducted survey to trace the image of public institutions trust in Nepal. Altogether 1836 respondents were requested to answer the questions by the method of inclusive idea while selecting the respondents. The question is structured in the way that; I am going to name a number of organizations/ institutions. For each one could you tell me how much confidence you have in it? Do you have a great deal of confidence, quite deal of confidence, quite a lot of confidence, not very much confidence or none at all? Don't know respondents are defined as missing and excluded. They show their trust to the hospital, university and school/college is higher and lower is to parliament, political parties and police. More than 58% respondents showed their trust to army in Nepal.

2.7.1 Citizen's trust survey by Himal Media 2015

Citizens' trust is changing or shifting over time and again. Citizen's trust in army is based on performance of functions of public institutions (Jamil, Dhakal & Askvik, 2013). Himal media had surveyed public opinion in 2015 in 35 districts with 3500 respondents. The question they asked was which institutions do you trust the most? Respondents from 35 districts were representatives to represent the demographic diversity of caste, ethnicity, gender, age groups, literacy levels and geographic regions. This report had shown that Nepali citizens have higher trust and confidence in army in Nepal (Himal Media, 2015).

According to Himal media survey 2015, it had conducted citizen's trust in Nepal. Here let me highlighted himal media survey report 2015 which had revealed the real pictures of citizens' trust in public institutions in Nepal. It has revealed that media has 90% of confidence, Nepal army attracted 88.8%, police attracted 76%, courts attracted 76.4% and central government have lower which was 56% trust from the respondents. The total N or respondents were 3500 as respondents. Public service holders receive pay and pensions from the tax payer citizens' money. So citizens are authorized to re-think their confidence and appraisal (Holmes, 1991). Lower degree of trust is a challenge to execute military plan, policy and program in military profession. Citizens' trust is based on the performance rather than position of military leadership. This fresh survey showed that citizens' trust in media and army is relatively higher than police, courts, CIAA and government.

2.7.2 Citizen'sTrustinpost-earthquake2015 in Nepal

At 11.56 hours of Nepal standard time in 25th April 2015, Nepal had felt severe earthquake with 7.6 magnitudes and its epicenter was east of Gorkha district at Barpak village. This

earthquake killed 9000 people and injured more than 22000 and many more were homeless in Nepal. Nepal army as per constitutional mandate had come out from their barrack to protect their citizens and country. However many friends and loved one of their military members were victimized with that earthquake. But they effectively/ efficiently deployed in affected town/city/villages to provide rest, relief, rehabilitation and reconstruction for the victimized citizens. According to the Dhakal and Poudel report 2016, security forces have highest trust in ranked in views of earthquake preparedness, relief and response and reconstruction and rehabilitation performance. Citizens trust level to Army, Police and Armed police force ranked in higher trust and student union and political parties graded are at the bottom. The average or mean value of trust to army is 84%; police 82% and armed police force 86% out of 100 percent of trust (Dhakal & Poudel, 2015).

Dhakal and Poudel (2015) had conducted quick survey after earthquake in 2015. Total respondents were 194 and they were assessed the citizen's level of trust in major public institutions. Citizen's trust survey was assessed in terms of preparedness, relief and response, reconstruction and rehabilitation. Nepal army attracts 84% in preparedness, 92% in relief and response, 76% in reconstruction and rehabilitation which accumulated mean value is 84+92+76/3=84 %. Likewise armed police Force and Nepal police has also attracted more than 80% trust but central government and political parties have lower trust. So overall the level of citizen's trust in Nepal army is 86% which is relatively higher than many other institutions and higher than the level of citizen's trust in 2010.

Citizen's trust is critical, conducive and can change everything without public notice time. Citizen's trust in complex condition or emergency like earthquake 2015 is today and tomorrow need indeed. Trust is needed in uncertainty. SO an army institution receives much trust in the time of crisis because citizens can see their performance by their own eye or participatory manner by working in group. It proves that citizens weighting performance for their work. Below the exact data of citizens trust in terms of preparedness, relief and response and reconstruction and rehabilitation which is major task pre, during and post-disaster phase (Dhakal & Poudel, 2015).

2.7.3 Citizen's trust in army by Asia foundation report 2017

Asia foundation had conducted survey in Nepal to gauge the different public opinion including citizen's trust in army and police in Nepal. During the survey it was structured

question they were asked to the respondents 5999 wards across the seven provinces. Respondents were asked how much they trust a range of institutions, including security force i.e. Nepal army and Nepal police.The question was asked you about certain people and institutions in Nepal. For each of them, they would like to tell me if you fully trust them, moderately trust them, don't quite trust them, or don't trust them at all to have the best interest of Nepal's at heart. (N = 7,202). The trust level is given below as secondary data.

The trust was categorized into fully trust, moderately trust, do not trust, do not quote trust and do not trust at all to gauge the trust level of citizen in 2017. Amongst the respondents, 28.8% and 59.1% answered fully trust and moderately trust to the army which is in total 87.9% in Nepal. Then do not trust 9.5%, do not quote trust 7% and do not trust at all is 2.5% which altogether 19 % respondents answered negative remarks to army in Nepal (The Asia foundation 2017).

2.7.4 Sparecast survey Report 2019

The Himalayan media has recently published its citizen's trust report on 10th May, 2019. This survey has also shown the level of citizens trust level to the major public and private institutions. But here, this is reviewed only relevant public institutions or army institutions to explore my research work. It is excluded irrelevant institutions like, police, media and political parties. The table below is the citizens trust survey report to the army of Nepal. The descriptions was categorized into citizen's trust, so-so, no trust and do not know category. 38.9 % respondents answered to the citizen's trust ,44.8% respondents answered to so-so category ,9.5% answered to no trust and 5.8% answered to the do not know category in total 4129 respondents.(Spearcast Survey Report, 2019). This is latest survey report in the citizen's trust literature in army in Nepal.

This survey report showed that the level of actual trust in public and political institutions in Nepal is going down in Nepal. In contrary, the level of citizen's trust to Nepal army is growing up which is greater than previous survey report. Citizen's trust is always changing on the basis of performance of institutional function than their social and political identity. The survey was conducted in 42 districts through face to face interview with 4129 randomly selected respondents in seven provinces.

2.8 Citizen's trust and trends in other armed forces

Citizen's trust is important for both public private partnership model too in emergency and in such situation non state actors like NGOs/INGOs are also involved (Greiling, 2007). Here, this research has focused on trust in military study. Many studies have shown that there is different degree of trust in armed forces around the globe. Researcher studied an available published survey report about the armed forces from Nepal, Bangladesh and Sri Lanka. These three countries are located in south Asia but their economical, political, religious and cultural differences with each other are varied. But the common envisage of its citizens are they have great expectation and confidence to their armed forces. However this range of trust and confidence is again varied time and again due to their functional performance than institutional identity. By virtue of military nature, military do not entertain to engage with civilian matter directly except in emergency.

According to the Asian foundation survey report 2017, trust in the security forces is very high. A large majority of Nepali (87.9 %) said that they trust in army and similarly (86.5%) citizens said that they trust in the police too. So it means that majority or more than 86 percent citizens have strong trust to security forces. It is because of functional duty of army and police to maintain internal peace and security in the country. The safety and security is 94 % or more in Nepal which is only possible because of police, and backed by Nepal army. Trust and its appraisal process are urgent to be done through close relationship approach (Holmes, 1991) to gauge its actual trust time and again.

2.8.1 Citizen's trust in Bangladesh

In 2016, there was fresh survey by the panel in Bangladeshi to gauge the level of citizen's trust in army by assessing the overall security situation, image of army and confidence in army. There were 200 total respondents by covering all the geographic area and administrative division and traces the trust level in Bangladesh army including other public and political institutions (Jamil, Aminuzzaman & Ahmed, 2016).

2.8.1.1 Safety and security status in Bangladesh

The overall security situation in Bangladesh was assessed in succeeded very well, succeeded quite well, neither succeeded nor failed , did not quite succeed, did not succeed at all and

don't know categories. The frequency distribution of the respondents is in which succeeded very well and quite well is 519 or 26 %; neither succeeded nor failed 413 which is 20% and did not quite succeed respondents are larger which is 792 or 39.65% and did not succeeded at all respondents are 272 or 13.6 % and do not know respondents are only two. Respondents do not have much confidence in safety and security in Bangladesh. This review is secondary sources data book 2016, Bangladesh. The total respondents are 2000 and this literature review is based on the data book of Bangladesh 2016.

2.8.1.2 Image of Army in Bangladesh

According to the data bank of government and citizens trust survey secondary report 2016, Army image in Bangladesh was assessed with 2000 respondents. The structured question is asked that this research hasreadanumberofprofessions/occupations.Istheimageyouhaveofarmy profession very negative, negative, not negative not positive, very positive and do not know category. The negative and very negative respondents are 33 or 1.7%; not negative and not positive are 325 or 16.3% and positive and very positive respondents 1606 which is 80.40% and do not know respondents are 35 or 1.8 % out of 2000 respondents. Respondents perceives positive and very positive image to Bangladesh army which is 80.40%.

8.1.3 Citizen's confidence in Bangladesh Army

In 2016, there was fresh survey by the research panel in Bangladesh to gauge the frequency of trust level with 2000 numbers of respondents of Bengali citizens. The panel structured question that IamgoingtonameBangladesh army organizationandinstitution.Foreachone could you tell me how much confidence you have in them: it is a great deal of confidence, quite a lot of confidence, not very much confidence or none at all? The answer is categorized in none at all, not very much confidence, quite a lot confidence, a great confidence and do not know respectively. The none at all and not very much confidence respondents are 201 or 10.10 %;quite a lot confidence and a great deal confidence respondents are 1787 which is 89.4% and do not know respondents are 100 Amongst the respondents 24 respondents answered not at all respondents are 12 or 0.6% in total total respondents. So more than 89% citizens have confidence is in Bangladesh army.

2.8.2 Image of army in Sri-Lanka

The perception on different professional by the public of any society is an indicator of the trust in governance process of democratized society. The perceptual dimension of profession also defines the nature of political demands of the society. It is a meaning of institutional closeness to the community and citizens. This evaluative orientation provides the general level of citizen's trust to the members and specific institutions. Due to the prompt and efficient nature of military the image of army officers in Sri-Lanka is 62.6% which is much better than police and many other governmental institutions. According to Sri-Lanka survey report 2017, the negative and very negative is 10.20%; positive and very positive is 62.60% and neutral, and do not know is 13 % of 1398 total respondents. Over all the image of army in Sri Lanka is more than 62% positive and very positive.

2.8.2.1 Ethnic-wise Citizen's Trust in army in Sri Lanka

According to the report of trust survey report, The state of governance and citizens' trust in public and political institutions in Sri Lanka conducted by department of political science, University of Peradeniya, in Sri Lanka - 2017. This is fresh survey report by the panel in Sri Lanka to gauge the frequency distribution of citizens' trust level with 1398 numbers of Sri Lanka. The panel structured the question that Iamgoingtonamearmy organizationandinstitution.Foreachone could you tell me how much confidence you have in them: is it a great deal of confidence, quite a lot of confidence, not very much confidence or none at all? The answer is categorized in none at all, not very much confidence, quite a lot confidence, a great confidence and do not know respectively. Amongst 1398 respondents 84 % respondents answered quite a lot confidence and a great deal confidence which altogether almost 84% percentage. It means that 84% respondents trust to their armed forces. Furthermore Sinhalese trust army more than Tamil in Sri Lanka. We can see the level of citizens' trust in army in Sri-Lankan. Sri-Lanka is a plural and multi-cultural society. It is composed of Sinhalese, Tamils, Muslims, Indian Tamils, Malaya, burgers and others. The specificity of the Sri Lankan political demography is that there is big majority around 70 percent of the total population, i.e. Sinhalese in terms of ethnicity. The remaining 30 percent of the population is composed of other ethnic group (Department of census and statics, Sri-Lanka 2012). Further, the society is plural in terms of language and religion, majority of Sinhalese is Buddhist while minorities of Tamils are Hindus. The category of Muslim ethnic group has been identified solely on the criterion of religion (Mahindapala, 2016). It is composed of moors and migrants from India who have converted themselves into the faith of

Prophet Mohammad. The latest data about survey report of Sri Lanka is presented below which has shown that Sinhalese has 55.7% quite a lot of confidence and 29.4 % a great deal of confidence so this is altogether 85.10 % trust in armed forces, Sri Lankan Tamil trust 42 % confidence and Indian Tamil have 65 % t in an average. So in a comparative look, Sinhalese trust level is higher than Indian Tamils in Sri Lanka. The factual data is shown presented below.

According to secondary data of citizens trust survey, 2017 in Sinhalese ethnic group has 2.4% respondents are not at all, not very much confidence is 11.0%, quite a lot confidence is 55.7% ,great deal of confidence is 27.4% and do not know is 0.9% in total. So all together 82.1% respondents Sinhalese are very confident with the army in Sri Lanka and negative respondents are only 13% in total.

Sri Lankan Tamil respondents answered that not at all is 7.9%, not very much confidence is 44 %,quite a lot confidence is 36% ,great deal of confidence is 6.1 % and do not know is 5.5 % in total. So all together 42.1% Sri Lankan Tamil are only confident with the army in Sri Lanka and negative response is 51.4% in Sri-Lanka army in total.

Indian Tamil respondents answered that not at all is 5.8 %, not very much confidence is 18.2 %,quite a lot confidence is 45.5% , a great deal of confidence is 19.8 % and do not know is 10.7 % in total. So all together 65.3% Indian Tamil are confident with the army in Sri Lanka and negative responder is 24% in Sri-Lanka army in total.

Muslims respondents answered that not at all is 8.3 %, not very much confidence is 22.2 %, quite a lot confidence is 48.6 % , a great deal of confidence is 10.4 % and do not know is 10.4 % in total. So all together 59 % Muslims are confident with the army in Sri Lanka and negative responder is 10.4 % in Sri-Lanka army in total.

2.8.2.3 Citizen's confidence in Sri -Lanka Army

In 2017, Sri -Lanka had surveyed to gauge the citizen's trust in major public and political institutions. This is also secondary sources of data to review the trust level in Sri Lankan army. The total 1398 respondents were participated in that survey. Foreachone could you tell me how much confidence you have in them: it is not at all, not very much confidence, quite a lot confidence, a great deal of confidence and not answered and do not know category. The not at all and not very much category confidence respondents are 20.80%; respondents in

quite a lot of confidence 51.7% plus a great deal of confidence 23.8% are altogether 75.5% ; not answered respondents are 0.3 % and do not know respondents are 3.3% in total respondents. 1055 respondents or 75.5% have a trust on Sri Lanka army. In police, quite a lot of confidence 41.2% and a great deal of confidence 8.3% which is the total 48.5% or less than 50% citizen's trust in Sri-Lanka police.

2.9 Citizen's trust in armed forces in American countries

Historically, Latin American countries experienced varieties of regime prior to democratization process and practices. The democratic and nondemocratic or military regimes were also existed in many of the countries. These military regimes were normally created by military coups which are later to be replaced by civilian and democratic governments (Diamond and Linz 1989; Huntington 1991; Mainwaring 1999). Empirical evidence shows that the armed forces in Latin America continue to be an institution with relatively high levels of trust. The survey teams asked the respondents that to what extent do you trust the Armed Forces? The total respondents were 30824 both male and female. This is secondary data I review in my literature which is made it possible by Latin American Public Opinion Project 2008 in American contingents. The survey teams explore with 30,824 participants in more than 20 countries. So citizen's trust in Canada is 79.3%, USA 74.80%, Mexico 70.80%, Brazil 68.40%, Chile 65.20% Venezuela 54.50% Peru 52.10% and Argentina is 36.30% trust in armed force (Latin American public opinion projects, 2009).

2.10 Citizens' trust in army in Europe

There are 44 countries in Europe according to UN. The mainly countries are UK, France, Germany, Italy Netherlands and Sweden. The citizens trust levels are also varied or different from one country to another even in Europe. This is level of citizen's trust in the armed forces in Europe Greece 88%, Denmark 83%, UK 82%, Sweden 71% Germany 67% France 66% and Belgium 62% in Europe (Europe barometer 2017).Here data showed that Greece has highest trust and Belgium lowest trust in comparison in European countries.

2.11 Citizen's trust in army in Arab countries

Many Arab countries have been facing serious safety and security problems in their region. After 1990, conflicts have been seen in Syria, Libya, Yemen and Iraq are the simple example. According to the Arab barometer 2016, their military expenses are more than 6 percent of their GDP where as normal military expenses are 2 percent in and average in the world.

Citizen's trust to military is higher in Arab countries. The countries like Jordan, Morocco, Lebanon and Egypt have higher level of citizen's trust in army. In Iraq the level of citizen's trust to army and police is more than 70-75 percent and citizen's trust to government is less than 50 percent. Likewise in Yemen, the level of citizen's trust to army is more than 55 percent and citizens trust to police and government is less than 40 percent (Arab Barometer, 2016). In Sum, Jordan has 98%, Morocco 82%, Egypt 80%, Lebanon 78%, Iraq 75% and Yemen 55 % in the level of citizen's trust in Arab countries (Arab Barometer, 2016).

2.12 Functional performance in armed forces

The core cause of citizen's trust to any armed force is their functional role and responsibilities in a professionalized manner. By virtue of military nature the functions are always harder which cannot complete by other ordinary persons or organization then jobs will be transferred /allotted to military either by writing in constitutions or under special case of security reason. Military is the last resort of most of the sovereign country to control the conflict, complex crisis or disaster in country or beyond country through UN, EU, AU or any other regional arrangements. After disaster, the practice and principles of build back better by the quick reaction team is imperative through the SWOT analysis. Trust is imperative to allocate the tasks to any individual or institutions. The political, military, economy, social and infrastructure jointly relating area, structure, culture, organization, people and economy are the foundational practices in military. Because of application of principles of participatory, accountability, chain of command, integrity, citizens trust and ethics or PRACTICE models in military service whether they go in war, conflict or in VUCA environment for military operations. Personal and social identity may not properly perform his/her professional business in military operational area because operational theatre demands high skill of professional competencies, understanding military values, multidimensional leadership qualities and selfless sacrifice. These attitudes can successfully perform military function and profession.

Military decisions making system are always system centric rather than self /individual centric. There is faultless mechanism to conduct open and participatory decision making process for promotion, posting, peacekeeping operation and procurement practice (P5) in military service which resulted positive confidence of citizens trust in military matters in country and beyond country.

Citizens' trust and soldiers trust are equally challenging and critical in military service. Winning citizens and soldiers trust are not easier in military service because it is volunteer service and selfless sacrifice to the country and citizens. There may be high morale and motivation for any lucrative business for others but military have always higher morale in do or die duty too. The theory of motivation here is sacrifice for better country and better citizen's future rather fulfillment of basic needs, psychological needs and self actualizations. So the leadership skills, soldiers' characters and morale and motivation are very important in military service. The military culture always focused on the soldiers' character rather than certificate both in training, initial intake and during his service period. Based on the principles of human resource management, armed force seriously sees the recruitment, retaining quality staff and retirement policy to keep on trust within the military members of institutions.

2.13 Causes of citizen's trust in armed forces

Citizens' trust in public and political institutions is now widely discussed in social sciences and other disciplines (Putnam, 1993; Rothstein, 2005; Sztompka, 1999; Hardin, 1993, Van deWalle,2003).Citizens can cast their confidence to the political parties to construct the government. Government creates or constructs public institutions for the purpose of good governance with intent to promote peace, prosperity, development and cooperative society in country (Fukumaya, 1995, p.51). Armed force is one of the institutions among other many institutions in Nepal, Bangladesh and Sri Lanka. Armed forces are an apolitical organization and always compliance with the constitutions/military act and trusts in duly action and achievement.

Many survey reports have shown that the degree of citizen's trust in armed forces in Nepal, Bangladesh and Sri Lanka is relatively higher than public institutions. (Himal Media survey, 2015, and Bangladesh survey, 2016 and Sri Lanka survey 2017). But this trust is always relied on functional performance than social identity of military members and institutions (Dhakal & Jamil, 2003). Trust is based on service satisfaction (Greiling, 2007) and the confidence towards institutions which can grade the level of trust in institutions Trust and distrust is two sides of performance (Fox, 1974).

Trust can be feeling and believing and its influence can be seen in working relation and their expectations (Dunn & Schweitzer, 2005; Fox, 1974 & Gambaro, 1978). So trust is not given

but this is earned through the performance. Armed forces need valued trust from the citizens whether army operates in peace time, internal conflict or war time on the basis of soldier and state responsibility (Huntington, 1957).

Citizens' trust is considered an important indication of citizens' confidence which reduces the costs, risks and uncertainties in choosing an option, and making predictable to the given task done. Without citizens'trust, confidence and popular support it is less imaginable to validate the sensitive military duty and responsibility. Armed forces of Nepal, Bangladesh and Sri Lanka are located in south Asian region and uniquely practices different religion. Citizens' trust is undoubtedly central to the armed forces in three countries. The citizens' trust is also higher than other institutions in their countries. These armed forces' roles and responsibility, rank structure, chain of command, discipline and military cultures are almost same. But citizens' trust level might be varied from one armed force to another armed forces in terms of socio demographic factors, satisfaction level and others which is significant to be studied through the compilation and conduct comparative analysis and then making a conclusion to contribute original knowledge to the students, scholars and strategist including military leadership in Nepal, Bangladesh and Sri Lanka for the value addition to the military planners, programmers and policy makers.

2.14 Nepal army beyond primary duty

Nepal army and its newly appointed 43rd chief of army staff General Purna Chandra Thapa has stressed to upgrade military professional competency and personal behavior by changing today for tomorrow (http://www.nepalarmy.mil.np). Military training and knowledge is for unpredicted future series of conflicts. According to the constitution of Nepal 2015, the main role of Nepal army is to protect the country and citizens but government may give tasks as per the needs through legalized and proper chain of command. Although tasks such as assisting development activities, conservation of nature, disaster management, etc have been viewed as secondary roles, the contributions of the Nepal Army in such areas are unparalleled in the country. In fact, the Army is actually viewed as the lead actor in many of these roles. Thus it would only be but fair to state that the Nepali Army is an indivisible and essential partner of the Nepalese people and society in many diverse areas. These below are the major secondary tasks of the army in Nepal.

2.14.1 Nepal army in national development

Nepal army is always concerned with how to make a well being nations since its history. The Nepal army has been happily supporting national interest of construction and development country. Nepal is now nationwide considered as one of the most effective, efficient, economized and dedicated body for national development in Nepal. The Nepal Army has been utilizing its trained manpower and resources in support of national progress for many decades. The Army has been instrumental in opening up remote areas through rugged mountainous terrain with a large number of road and bridging projects. The selfless sacrifices of Army personnel and its institutional drive and integrity have made it possible for national planners to maximize the benefits from limited resources. The Nepal Army has played an important role in developing road networks in remote and rugged areas. The listed below are some of the symbolic roads constructed by the Nepal army (http://www.nepalarmy.mil.np).

) The Nepal Army was the major partner in the old Kantipath project linking Kathmandu to the Indian border with 105 Km road.

) Nepal army constructed the Kharipati – Nagarkot road. Today, Nagarkot is now one of the key tourist sites in Nepal.

) Nepal army constructed Kathmandu- Trishuli - Somdang road which is 105 Kms long and in extremely difficult terrain. This road was completed in 1990.

) Nepal army has developed Katari – Okhaldhunga Road (88 km) where citizens of mount Everest region has been receiving the basic life support materials and things from the national market. This track was completed in 2005. Likewise, the 28 km long Hile-Leghuwaghat road was also constructed by Nepal army.

) Nepal army constructed 86 Km long Salyan - Musikot road which runs through some of the most remote and deprived parts of Nepal. The development of road is now an important catalyst to the social and economic development of the region. It was handed over to the local authorities on completion in 2005.

) Nepal army has developed large parts of the 232 Km long Surkhet – Jumla road. This is Nepal army made road construction projects and Nepal Army has been heralded as one of the heroic developmental achievements in modern Nepal. Besides the construction of the road, this project incorporates various other side projects for uplift to the rural society through which this road passes. Rebuilding of irrigation channels, vocational trainings for the under privileged, micro hydroelectric projects, etc have been incorporated into this project.

)   Nepal army constructed Baglung – Beni – Jomsong road, which is 91 Km long, is built through some of the most picturesque terrain and can support the development of the region by providing transport to a region rich in agricultural products.

)   The 45 Km long Drabya Shah Marga, was built with a view to combating insurgency by pursuing development and security simultaneously. The 37 Km long satdobato – Niwel – Balua road, the 39 Km long Gorkha - Mankamana road and the 45 Km long Gorkha – Aarughat - Orkhet road were also built under this program.

)   The Besi Sahar – Chaame road is 65 Km long mountainous road. It follows the Marsyangdi River along the famous "Annapurna Circuit". This route provides service support to one of the most popular tourism areas in Nepal.

)   The 107 km Chhinchu – Jajarkot road, the 112 km Jajarkot-Dolpa road, the 31 km Devsthal – Chourjahari road, the 145 Km Musikot – Burtibang road, the 91 km Nagma-Gamgadhi road are currently being built to provide access to some of the remote and least developed areas of Nepal.

)   Last but not least in development of road and road related construction, the 81.8 km Nijgadh-Kathmandu fast track is currently in under construction which is observed as an important catalyst in the connection of the Terai and the Capital city Kathmandu,Nepal.

2.14.2 Nepal army in nature conservation

According to the Nepal army website sources (htpp://www.nepalarmy.mil.np),Nepal is blessed with varied geographical locations in small in area; Nepal has very diverse flora and fauna. Today, forests occupy 25.4% of the land area of Nepal, but deforestation is rampant. Food and Agriculture Organization estimates that Nepal lost about 2640 sq km of forest cover between 2000 and 2005. In this bleak scenario, the protection of forests and their biodiversity is a great challenge to Nepal. Hence the Nepali Army was called upon to meet this challenge in 1975 with a mission to protect endangered species, plants and the natural heritage. Since then, the Nepali Army has been responsible for the protection of 12 out of the 22 protected forests. 12 Battalions and Independent Companies with some 6,778 troops protect forest areas measuring some 9,767 sq km. The impact of the mobilization of the Army is very visible in the rhino census in Chitwan National Park. In the late 1960s, according to the releases of the Department of National Parks and Wildlife Conservation, Ministry of Forest and Soil Conservation, the total rhino count was less than a hundred individuals. With the efforts of the Army in protecting the Chitwan National Park, backing the Rhino project, the 1994 count

estimated about 466 individuals and this figure increased further to 544 individuals in 2000. The Department credits anti-poaching operations for the rapid rise in the numbers. However, the demands of internal security duties constrained the conservation efforts of the Nepali Army and as a result the numbers of rhinos in Chitwan National Park fell to 372 individuals according to the census of 2005. With the improvement in the internal security scenario and consequent enhanced conservation efforts of the Army, the rhino population has shown some recovery and is now estimated at 446 individuals. The graph displays the total rhino count in Nepal, highlighting the growth since the deployment of the Nepali Army and the drop in numbers when the Army efforts have been constrained. These are the duty taken by Nepal army. Nepal army now has taken duty in 13 national parks and forest reserves in Nepal. These are kosi tappu wildlife reserve in kushaha, saptari; sagarmatha national park in namche, solu; chitwan national park in kasara, chitwan; Parsa wildlife reserve in Adhabhar, parsa; Lamtang national park, dhunche ,rasuwa; rara national park, mugu; She-phoksundo national park, dolpa ; chitwan national park, western sector in nawalaparasi, Bardiya national park in Bardiya; khaptad national park in bajura ; suklaphata wildlife reserve in kanchanpur; shivapuri nagarjun national park in Nagarjun, Kathmandu and shivapuri nagarjun national park in shivapuri, Kathmandu

The main responsibilities of the Nepali Army in conservation of nature have been issued the task by ministry of forest and environment with the department of national park department in Nepal. Military Protection duties for Nature Conservation by the techniques is to do military patrolling inside National Park and Wild Life Reserves, application of control measures to controlling encroachment, illegal poaching and deforestation. The military support in conservation related research works by providing manpower in counting wildlife census, providing necessary information regarding nature conservation and supporting rehabilitation of wild species. Other CIMIC and CMR works also conduct by military with the aim of winning the hearts and minds of the people and to generate their awareness towards nature conservation the Army has been providing the following social services like medical camp, water supply and repair and renovation of schools and temples.

2.14.3 Nepal Army in Disaster Management

The official definition of a disaster according to the Government of Nepal is a major incident which causes a serious disruption to life, arising with little or no warning, causing or threatening death or serious injury to, or rendering homeless, such numbers of persons in

excess of those which can be dealt with by public services operating under normal procedures, and which calls for the special mobilization and organization of those services (Government of Nepal, 2012).The Government of Nepal has judiciously also added environmental degradation as a disaster in the making.

The Government of Nepal views the Nepali Army as an inseparable agency in Disaster Relief Operations. Examples of the particular suitability and capability of the armed forces to respond effectively to such incidents abound in Nepalese history. Furthermore, Nepal's status as a developing country does not justify the high costs of maintaining a separate disaster relief organization. Consequently, the Nepali Army plays a major role in providing emergency assistance to needy people all over the country - a role that has become even more important in the present context.

2.14.4 Significant works of Nepal Army in Disaster Management

According to the websites information of Nepalarmy (http://www.nepalarmy.mil.np),Nepal army has historically provided vital relief during floods, earthquakes, avalanches, fires, landslides, air and other transportation disasters. The primary roles of the Nepal army in disaster relief are to search and rescue missions, medical assistance & evacuation, air rescue, mass evacuation, flood control and any other as an order by the government. The listed below are the sampling of some of the incidents in which the Nepal army has come to the assistance of served the people in Nepal. This data is retrieved from (http://www.nepalarmy.mil.np) of Nepal army official web site in Nepal.

- In 1934 a devastating earthquake hit Nepal. The Nepali Army helped evacuate, and temporarily house thousands of people.
- A huge fire broke out in Singha Darbar in 1971 AD, in which is located the Prime Minister's Office and many other important government offices. The Nepal Army was called in to help control the fire. The fire was eventually put out saving a historical building and a trove of important documents.
- In 1988, torrential rains washed away large portions of the Arniko Highway (the sole road link to China) in the 11 Km Lamosangu – Barhabise Road section. The Nepal Army was mobilised to completely rebuild a 6 Km road section.
- An earthquake measuring 6.6 on the Richter scale occurred in Nepal with its epicenter in Udaypur on 21st August 1988. Sunsari, Jhapa, Dhankuta, Bhojpur, Okhaldhunga, Khotang,

Illam, Panchthar, Taplejung, Bhaktapur, Sindhuli, Dolakha and Ramechhap were affected. It left 722 dead, 1421 seriously wounded and 11000 injured. The Nepal Army helped in evacuation, first aid, distribution of relief material and reconstruction.

⌡ On 5th Nov 1989, a passenger bus fell into the Trishuli River at Jogimara. The Army team was immediately dispatched to the site for recovery operations.

⌡ In 1993 torrential rainfall affected Taplejung, Panchthar, Sindhuli, Sarlahi, Rautahat, Makwanpur, Chitwan and Dhading. The Nepal army was mobilized and 3842 severely affected people were evacuated and another 201 people received medical treatment from the Army. The roads connecting Kathmandu to the rest of the country were washed away. The Army repaired the Thribhuvan and Prithivi highways. Combat engineers erected Bailey bridges over Malekhu and Belkhu. A diversion was built at Mahadevbesi.

⌡ The Nepal Army pulled off a breathtaking aerial rescue operation on 15th May 1995, just above Camp one in Mt Everest that found a place in the record books. An American citizen, Sirbon B of the Swedish Everest expedition and Makalu Gab of the Chinese Taipei Everest expedition were evacuated by a helicopter from an altitude of 19200 feet.

⌡ In November 1995, unusually heavy rainfall in Manang caused landslides and avalanches that stranded hundreds of people. The Army was mobilized and along with the helicopters of some other airlines, rescued 538 people. A further 48 dead bodies, 26 Nepali and 22 foreign, were recovered.

⌡ On 13th October 1995, a passenger bus fell in the river some 10 Km to the West of Dipayal. The Nepal army team that reached the site managed to evacuate 22 passengers and helped in the recovery of the bus from the river.

⌡ In July 1996, torrential rainfall caused flooding of Sunsari, Biratnagar, Jhapa, Kaski, Sindhupalchok, Baglung and Lalitpur. The army mobilized over 1000 rescue teams.

⌡ On 21st August 1998, a Twin Otter aircraft, 9N ACC, operated by Yeti airlines was lost on the way to Pokhara from Jomsong. Aircraft and ground troops of the Nepal Army were successfully mobilized to locate the aircraft.

⌡ On 25th December 1999, an aircraft with 12 people on board crashed in Makwanpur. Army helicopters were mobilized to recover the dead bodies and hand them over to the families of the deceased.

⌡ In the monsoons of 2002, heavy rainfalls resulted in the flooding of vast areas of central and eastern Nepal. About 20 companies were mobilized for the relief effort, and in one instance

in Ramechhap, the relief team had to advance through the insurgents then waging an armed struggle against the state.

⟩ In May 2007, the army successfully recovered the bodies of 16 people buried by heavy snowfall in the extreme altitudes of Tyanke Lek in Dolpa.

⟩ In 2007, heavy rainfall resulted in wide spread floods and landslides in Taplejung, Jhapa, Bhojpur, Saptari, Mahottari, Dhanusa, Kathmandu, Gorkha, Kaski, Syangja, Parbat, Baglung, Gulmi, Dang, Salyan, Jajarkot, Banke, Bardiya, Kailali, Baitadi and Darchula. Army ground and air assets consisting of 2885 personnel were mobilized. Over 10,000 people were rescued and provided medical treatment.

⟩ In August 2008, river Kosi eroded the Eastern dyke near Kusaha and spilled over to change its course of flow. In the resultant flood the Nepali Army rescued 15,060 persons from the inundated areas. Of these 704 persons were rescued by helicopter and 356 were rescued by boat. As this book was being prepared, in September 2008, the Army was heavily mobilized in flood relief operations in the Far West region of the country.

⟩ In September 2008, the Army was heavily mobilized in flood relief operations in the Far-West region of the country.

⟩ In Jan 2010, a devastating earthquake hit Haiti. The Nepali army peacekeepers deployed there were effectively mobilized in search and rescue, provided medical assistance, provided security and escort in distribution of relief materials and assisted in management of displaced people.

⟩ In April 2015, a devastating earthquake hit in Nepal. Nepal army came out from the military camp and engaged to support the citizens my military means and methodology to protect the peoples and their property.

⟩ In Bara and Parsa district after rainstorms, army is authorized to construct 1362 community based housing in Bara and Parsa district at recent 2019 which is also performance based trust to the army to construct community housing in quickly fashion(Himalayan times, 2019).

2.14.5 Nepal army in UN peace Operation

The UN is an international organization created in 1945, shortly after the end of Second World War. The UN was formed initially by 51 countries and now with 193 member countries are there including permanent five i.e. US, UK, France, Russia and china, in order to secure the world from the scourge of. Like other institution, the UN was formed in order to meet certain goals and purposes. According to UN charter; the purposes of UN is to maintain

worldwide peace and security, developing friendly relations amongst nations, Fostering cooperation between nations and respect for human right and international humanitarian law. Nepal is a trusted partner of United Nations and it has stood as the 5th largest troops contributing country.

After Second World War, the UN came into its existence to establish peace and security in the world because League of Nations had failed to do so. The objectives of UN are to maintain international peace and security in the world. Nepal and UN has long / strong ties since becoming of UN member in 1955 and an active participant of most UN peace operations.

The participation of the Nepali Army in UN peace support operations spans a period of over a half century covering in 43 UN missions, in which over 1,26,455 personnel have participated. The army's long association with UN peace support operations began with a modest deployment of five military observers in Lebanon United Nations Observer Group in Lebanon in 1958. The latest or 43rd UN peace support mission is in UNMHA, Yemen which is the newest mission started in 2019 by UN. The first Nepali contingent, Purano Gorakh Battalion was deployed in Egypt in 1974. The Nepali Army has contributed in senior appointments at UNDPKO and Force Headquarters and has also deployed military contingents, military observers and staff officers. The army has also contributed significantly through the provision of niche capabilities such as engineers, medical teams and Special Forces contingents. Their devotion to duty and excellent performance has been widely acclaimed. The Nepali Army has always accepted challenges and participated in most difficult operations. This has had a heavy toll on its personnel, and to date, 64 personnel have made the ultimate sacrifice at the after of world peace and another 66 have been disabled.

Till to the year 2019, the Nepal army has deployed across 13 missions like Congo, Sudan, south Sudan, Israel, Lebanon, Western Sahara, Mali, Syria, central Africa, Iraq, Libya and Yemen around the world. As a troop contributing country Nepal army has deployed 5076 soldiers in 13 different UN mission in the globe including 205 female due to our commitment to provide up to 5000 peacekeepers should the UN so request (Retrieved data from (http://www.nepalarmy.com). Before to participate in UN mission, the pre deployment training is mandatory to all peacekeepers which is conducted at BPOTC Kavre, Nepal according to core pre-deployment training module of UN.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

Research methodology is the specific procedures and a technique which is used to identify issues or challenges after analyzing both qualitative and quantitative data then offer suggestion and recommendation in order to resolve or address the issues. This is a systematic way to solve the research problem. It may be understood as a science of studying how research is done scientifically and is significant to evaluate overall validity and reliability (Kothari, 2008). According to (Kothari, 2008) the research process is generally flowed through define research problem, literature review, formulate hypothesis, research design, data collection data analysis then interpret and preparing research report.

In this research work, this is basic research which fills the knowledge about different degree of citizen's trust in army in Nepal, Bangladesh and Sri-Lanka by scientifically evaluating army actions and activities in the functional area of service. Citizens' trust and trustworthiness are key concepts (Hardin, 2002). Citizens are always supreme and source of power. Citizens' trust is significant everywhere either public or private services. Citizens' trust is a paradigm of military profession. Military job is sensitive in terms of do or die duties. Without citizens trusts, no military policy, plans and programs can be validated for past, present and future security operation. Research methodology is a scientific method that which systematically and logically solve the problem. All the available research tools are used to reach the objectives of the research. The primary data will be collected through interview and observation and secondary data will be collected though previous survey report, published books, articles, journals and internet based open information.

Meaning of trust is confidence or positive expectation (Harrison, 2008). However there are huge amount of study or research about trust but a concise and universally accepted definition remains hard to find. Trustisnot strategizedbut freelygiven (Rothstein & Stolle, 2014). As a result the term trust is variedly used in different sector. So todefinetrustisvague.Truststudy areassociatedwithseveralproblematicbecauseofseveral reasons;problemswiththedefinitionoftrustitself;lackofclarityinrelationshipbetweenrisk andtrust;confusion betweentrustanditsantecedentsandoutcomes;lackofspecificity oftrust referents leadingtoconfusioninlevelsofanalysis;andfailure toconsiderboth thetrustingparty

andthepartytobetrusted(MayerandSchoorman,1995). Citizen's trust is always critical (Norris, 1999 p.21) and is based on reason and reflection of performance (Molering, 2006).

Theconceptoftrustisintimately linkedtoriskandexpectations. Trustisusedasa substituteforrisk,butitalsocreatesa riskforthe trustees. Military sees trust is an ethical foundation of army profession and specifically focuses and locus on trust between army and citizens or country people. Trustisneverabsolutebutalwaysconditionalandcontextual.Iftherareno expectations,choiceoruncertainties,thenwecannottalk abouttrust. Researcher categorized trust are basically three types that is interpersonal trust, societal trust and institutional trust. Trust exists in imperfect information and risky conditions. Trustisacomplexinterpersonalandorganizationalconstruct(Kramer& Tyler,1995). Institutional and organizational trust is always important. Performance based trust is permanent rather than other idea of trust which previously tested in many researches so citizens trust is also based on performance of military members and accumulated outcome of institutions. This thesis finds its functional focus and locus on performance based trust to the institutions.

3.2. Epistemological perspective

Ontology and epistemology are the two major branches of philosophy. Ontology is the nature of reality and epistemology is the knowledge about something. In other words, ontology refers what actual reality is and epistemology refers what we describe the reality. Epistemologically, citizen's trust in public institutions is a confidence in a risky situation.

Citizens' trust in public institutions has continually become a significant subject to discuss and study in social science. Trust is such phenomenon which is affected by many factors. Therefore, the factors effecting trust should be carefully examined; Measures about each factor should be taken for the reconstruction of trust. Trust is highly related to risk Risk causes uncertainty and insecurity. Citizens can judge the risks in particular situation. Trust nature is oriented towards the future risky situations and even such risky situations citizens can expect positive result from the trusting party and institutions. Trust is a confidence which ensured that the given function must be completed as per aspiration and expectation of citizens.

Citizen's trust is a confidence of countrymen or citizens' to their public institutions. This is conceptualized everywhere in public and private institutions (Barber, 1983) and citizens trust is based on performance (Jamil & Dhakal, 2009) than social, political and institutional

identity (Askvik, 2008). Citizens' trust and its implications in military service are always serious because citizens are source of power in democratic setting (Allen & Barun, 2012). Trust in public institution is varied (Bak & Askvik, 2005) because of service receiver's logic and limits of knowledge to trust (Barber,1983). Military leader and trust is interrelated and interconnected (Barbado, 2015).Trust is understanding and measuring conditions of confidence in individual and institutions (Christein & Lagerid, 2005) either public, private or enterprises mechanism of government or nongovernment in nature. Trust and distrust are two sides of same coin (Deutsch, 1958) and citizens' trust can be feeling and believing by citizens (Dunn & Schietzer, 2015).

Conceptual overview of citizen's trust in armed forces (Figure one)

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                        ┌──────────────────────┐
                        │   Country/Citizens   │
                        └──────────┬───────────┘
                                   ↓
                        ┌──────────────────────┐
                        │ Elected Political Parties │
                        └──────────┬───────────┘
                                   ↓
                        ┌──────────────────────┐
                        │      Government      │
                        └──────────┬───────────┘
          ┌────────────────────────┼────────────────────────┐
          ↓                        ↓                        ↓
  ┌──────────────┐        ┌──────────────┐        ┌──────────────┐
  │  Legislative │        │  Executive   │        │  Judiciary   │
  └──────────────┘        └──────┬───────┘        └──────────────┘
                                 ↓
                        ┌──────────────────┐
                        │  Prime Minister  │
                        └────────┬─────────┘
          ┌──────────────────────┴──────────────────────┐
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  ┌──────────────────┐                         ┌──────────────────┐
  │ Defense Ministry │                         │ Other Ministries │
  └────────┬─────────┘                         └──────────────────┘
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     ┌──────────┐       ┌─────────────────────────────────────────────────────────┐
     │   Army   │──────→│  ⟩ Primary Task (Safety & Security)                      │
     └────┬─────┘       │  ⟩ Secondary Tasks (Development / Conservation / UN Peace Operation) │
          ↓             │  ⟩ Impromptu Task (Natural Disaster)                     │
  ┌──────────────┐      └──────────────────────────────────────────────────────↑──┘
  │ Citizen's Trust │──────────────────────────────────────────────────────────┘
  └──────────────┘
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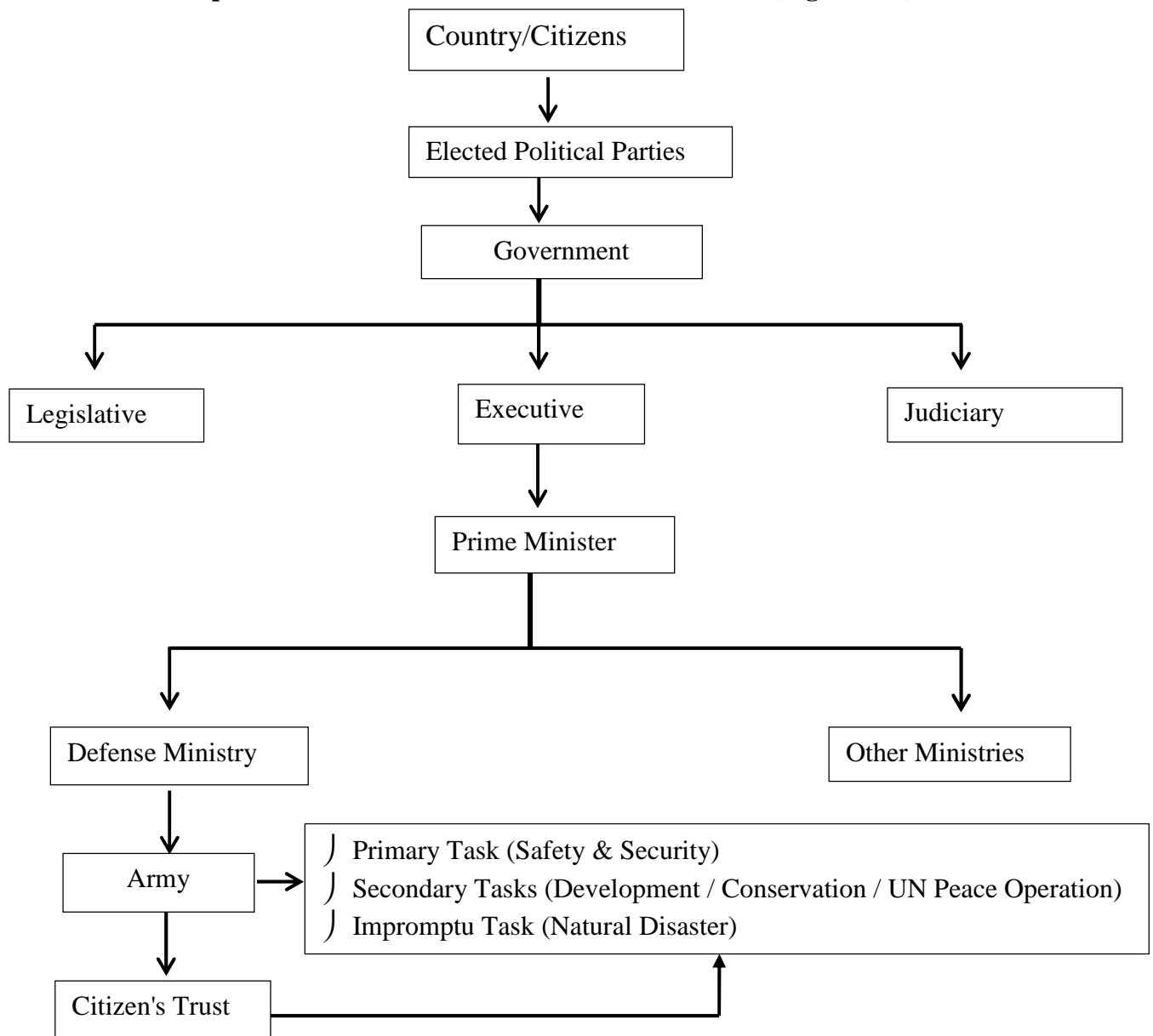
Source: Nepal Constitutions 2015

Citizen's trust is based on the performance of duty or their roles and responsibilities. More and more in performance of institutions is better felling of good governance in administration system which produces better outcome on behalf of government and citizens. The duty as per legal framework to the army is measured as performance of Nepal army.

Citizens' trust is a confidence of individuals or public or private institutions whatsoever it structure and social identity. The exemplary event of this is the degree of citizen's trust in security institutions especially in army after earthquake 2015 was in first position because they were engaged through day and night to rescue, rehabilitate and help to the victimized people by leaving their own friends, families and relatives (Dhakal & Poudel, 2016). Public trust and principles of performance and performance appraisal are working together (Kenosi, 2018,p.17) to select best men in best position in army. Citizens' trust is compulsory for the military service.

The above conceptual frame work is generic for the good governance in democratic system in Nepal, Bangladesh and Sri-Lanka. Elected political parties are authorized to form a government as per the mandate of citizens. Citizens are source to form the government for the political parties. The government has constructed and reconstructed many institutions for the provision of service in a easiest way. Army is generally for the safety and security both internal and external to protect the national vital interest to ensure more prosperous citizens in order to make them happier and satisfaction.

Trust to the armed forces is primarily concerned with the safety and security function. The subsidiary tasks are the extra tasks which are given by the government according to the constitutions or military act in severe security situations like natural disaster i.e. earthquake, floods and as per need of the government. To conceptualize citizen's trust, citizens living and doing their business in definite territory is known as country and citizens. Government has a vision to provide good governance feeling and believing to the citizens in democratic country. In order to provide the feeling of better governance has constructed many institutions in any country. So Nepal army is an institution under the defense ministry to provide safety and security to the citizens both in external and internal crisis. The below figure no one clarify more about the citizen's trust in army in generic stem.

3.3 Research methodology

The research methodology is research methods and techniques by which citizen's trust in Nepal army in Nepal is to find the level of trust via mixed method of research (Kim, 2010 and Kothari, 2008). It focuses on research methodology, philosophy of the study, research design, questionnaire, sampling and sample size, data collection tools and procedures, data management, analysis, and interpretation, ethical standards, and study variables.

Merging quantitative and qualitative approach in a single study is widely practiced and accepted in many areas of public administration. This study has used mixed approaches of research i.e. both qualitative and quantitative. Citizens have great faith and sympathy with the army. The epistemological philosophy is the single and objective reality. For us, realities about citizens' trust will be single objective. In order to reveal these realities, we will employ scientific techniques. These techniques include sampling, highly structured protocols, and administered mixed structure of questionnaires with set of themes with intending to receive the result of respondents. This study employed these all techniques through interview method and it is being researched about actual picture of Citizen's trust in Nepal army.

3.4 Research Design

Research design is the plan and the procedure for research that span the decision from broad assumption to detailed method of data collection and analysis (Denzin, 2002). Research is organized process in acquiring in-depth knowledge. It is a systematic, controlled, empirical and critical investigation of hypothetical proposition about the presumed relations among natural phenomena (Crabtree & Miller, 1999). The scientific research consists of research Methodology. Applying a correct and required methodology, a research confers its validity and reliability. Research methodology can be defined as the development of research background, research knowledge and its nature (Saunders, 2007). Research design is a planning of the proposed research work (Kothari, 2004). In order to select appropriate research design for this study and is considered my purpose, research questions and philosophical assumption. Based on this, this study had used mixed method of research design in qualitative and quantitative manner with exploratory research. The reason behind using exploratory research is to reveal actual picture of present citizens' trust from military service seekers, wishers or service experiences.

3.5 Generating Hypothesis

Hypothesis is an assumption or prior knowledge or guess about the phenomenon. Before jumping into any research area, the researcher was philosophically aware and reviewed an epistemological knowledge of this research topic. This is an epistemological research and most of citizens are trusting to the military service since its more than 250 years in Nepalese history. Likewise in Bangladesh and Sri-Lanka also, citizens trust to their army because of their contribution to the citizens in the time of crisis. This background knowledge has helped me to generate hypothesis that citizens do trust in armed force in Nepal, Bangladesh and Sri-Lanka but the degree of citizen's trust is varied from one country to another.

3.6 Research Gap andResearch Questions

Public trust in government institution is to be higher than private agencies but previous finding proved that school, college, hospital and mass media have higher trust than others. This is a serious challenge to other public institutions to regain trust in future (Jamil, Dhakal & Askvik, 2008 & 2013). Much research has been done in the trust literature. But citizens' trust in military service is always overlooked. So this study have selected this citizens' trust in army in Nepal, Bangladesh and Sri-Lanka. The research questionnaire is a list of standardized questions to get knowledge or required answers on the research topic. This is always important in research so questionnaire is the main instrument for collecting data in social research. The questionnaire can be classified into quantitative and qualitative method depending on the nature of questions. Questionnaire can be further categorized in two types. One is closed-ended questions with multiple choice answer options which are known as quantitative methods and another is opened ended questionnaire which is analyzed using qualitative methods with discussions and critical analyses without use of numbers and calculations. This involves pie-charts, bar-charts and percentages and known as quantitative methods. The central purpose of this research will explore the Citizens' Trust of Nepali army. For achieving this purpose, following specific content of questionnaire and questionnaire will be done seriously. These research questions include a set of theme to bridge the gaps which are formulated or constructed as below;

❖ What are the frequency distribution of citizen's trust in army in Nepal, Bangladesh and Sri Lanka?
❖ Why and how citizens do trust to armed forces in Nepal, Bangladesh and Sri-Lanka?
❖ Why trust level is varied in armed forces in Nepal, Bangladesh and Sri-Lanka?

3.7 Data collection Method

The soldiers in any state are selfless service provider and this is part of political process in civil military coordination and cooperation (Huntington, 1957). Here Data are important in this research works and these are the supporting and decisive factor to reach the conclusion. Generally there are two types of data collection method in research works. The first one is primary data and the second one is secondary data collection method. I use interview method to collect data for this research work with focused group discussion. In this method more than 30 respondents are interviewed simultaneously by focusing attention to provide their army service experience and its affects.

Data collection is a process of preparing and reviewing data to obtain information for specific purpose. The data collection steps include setting the boundaries for the study, collecting information through questionnaires, observations and interviews, documents, and visual materials as well as establishing the protocol for recording information (Creswell, 2009).

In this study, I had collected both primary and secondary data on the basis of availability for this research work. Due to its own limitation about time, cost, resource and tight schedule, I had collected small portions of really relevant data from primary means by focused group interview/discussion with key informant respondents and by accepting comments and feedback before finalizing of generalization (Kothari, 2004, p.136-140). Similarly this study has optimally used secondary information from books, journals, published articles, survey reports, website, and records on the basis of goodness of fit.

3.7.1 Interview method

There are three different types of interviews: structured, unstructured and semi structured. Structured interviews are based on questions that can be asked for each and every participant. There are no variations in the questions between participants. Unstructured or informal conversation interviews have no predetermined set of questions (Crabtree & Miller, 1999). The interviewer starts the conversations with holistic questions like tell me your satisfaction level from security forces in Nepal. Semi structured interviews strike a balance between a structured interview and unstructured interview. In the semi structured interview the questions are open ended thus not limiting the interviewee choice of answer which provides the greater chance to discuss in detail between interviewer and interviewee (Gubrium &

Holstein, 2002). But an interviewer has to provide some clue to direct the interviewee into research topic in this method of data collection.

Interview is the main qualitative data collection method in social research. The refusal rate for personal interviews is typically very much smaller than non-response rate for questionnaires and other methods (Akbayrak, 2000). This is best useful tools to discover and gain in-depth knowledge of the subject which provides opportunities to probing to find the underlying factors. It is more useful in the time of limited respondents with expecting good return rate and to support those who have difficulty to understand the language to fill the answers (Gray, 2004).The interview is a face to face interpersonal role situation in which one person, the interviewer asks a person being interviewed, the respondent questions designed to obtain answers pertinent to purpose of research problem (Kerlinger & Lee, 2000). According to Saunders (2009) focused that an interview is a purposeful discussion between two or more people. Interviews can be broken down into three categories that first one is structured interviews which involve the use of a set of pre-determined questions. This further involves a set of themes and questions to be used but may change from interview to interview. The second one is unstructured interviews which involves no pre-determined set of questions and allows the interviewer to explore areas of interest in greater detail. And third one is mixed one which involves both structured and unstructured pattern.

In this thesis, research design was used mixed method of research to explore the citizen's trust in army. Quantitative research typically answers where, what, who and when questions (Silvermen, 2000) but it cannot adequately answer why a phenomenon occurs or how it occurs (Denzin & Lincoln, 2000). So to get answer about the how and why phenomenon occurs, the qualitative research answers necessary and in depth and exploratory tools and techniques to achieve a clear picture of the process (Symon & Cassel, 1998). Qualitative research is an inquiry process of understanding based on distinct and methodological tradition of inquiry that explores a social or human problem. In this research, as researcher I built up complex holistic picture, analyze words, reports detailed views of informants and conduct the study in a natural setting by focusing a set of themes to gather reliable information (Ibid, 1998). The qualitative data are in depth descriptions of circumstances, people, interactions, observed behavior, events, attitudes thoughts and beliefs and direct quotes from people who have experienced or are experiencing the phenomenon. Over the last three decades qualitative

methods have been valuable tools in social sciences and in particular management studies (Patton, 2002).

This thesis physically and psychologically tests the professional performance of security forces in Nepal, Bangladesh and Sri-Lanka through both quantitative and qualitative data however security forces are most the time worked in indirect approach except in grave security situations of country. The respondent views may be varied but was not neglected the intention of other casual comments and feedbacks during the interview.

3.7.2 Interview content and design

An interview is a most effective method which is designed to collect responses from respondent on a given specific topic. A questionnaire and interview involve several steps to access the fact from respondent. A questionnaire and interview can be designed to secure different types of primary data from respondent i.e. attention, attitude, opinion, activities or behaviour, demographic characteristics, satisfaction level and other thematic issues (Kothari, 2004,p.101-150). This unstructured pattern will be adapted from various surveys and findings to enhance the validity and reliability of the interview which will allow me to gain more accurate data. In this research, the actual trust level to the security forces in Nepal, Bangladesh and Sri Lanka explore the trends by acquiring, analyzing and assessing from the primary and secondary sources. The interview guideline will be un- structured pattern with open ended questions.

The interview guideline is classified into three parts i.e. socio demographic part, main body part and third one is conclusive part on the researcher judgemental basis. The general information consists of demographic information of the respondents like name, age, sex, married status, geographical location and address. The second part consists of main questions having open ended questions. The main theme of questions was your knowledge about army institution, what responsibilities of army are and why peoples trust army more than others. Its main objective is to obtain independent variables of citizen's trust. The questions cover satisfaction over the primary and secondary functions of armed forces, job satisfaction of armed forces members and image of military in society. But I utilize mixed method model to collect information with focused group discussion too.

3.7.3 Focused group Discussion

A focus group discussion is a way of collecting information which involves gathering people from similar backgrounds or experiences together to discuss on the topic of citizen's trust in Army in Nepal. It is a form of qualitative research where questions are asked about their perceptions, attitudes, beliefs, opinion or ideas about the citizen's trust in army services. Focus group discussion is one of the most popular qualitative research methods. It is a discussion guided by the interviewer according to the prepared interview guidelines (Liamputtong, 2010). The survey can be carried out in several groups of 8 to 10 persons but here in my research I made two groups consisting 10/10 respondents in accordance with my research plan.

FGD is also known as a predetermined semi-structured interview by a skilled moderator. I asked broad questions to generate healthy discussion amongst the participants which critical capacity enabler to understand the deeper knowledge of why and how citizen's trust in army. I used probing, follow up and exit strategy question according to the interview guidelines which was conducted for 90 minutes in the Nagarjun municipality of Kathmandu. This focused group discussion method to collect data from the respondents has helped me to analyze the inferences in a qualitative manner. This is a kind of reinforcement and additional data which supported to cross check the inferences of secondary sources of data in my research.

3.7.4 Observation Method

Observation is a process or technique of closely watching or seeing to something, someone or somebody phenomenon. Furthermore, observational research is non experimental research in which a researcher observes ongoing behavior. It is also social research technique that involves the direct observation of phenomena in their natural setting. In research, this is a method to infer the conclusion. Observation is also systematic source of data collection approach in this thesis. This research used all my senses to examine citizen's natural settings or naturally occurring situations in the time of data collection in field. Experimental research is a scientific approach to investigate cause and effect or casual relationship between two variables or to establish the existence of a cause and effect relationship between two variables. This study tried to utilize all potential tools and techniques to collect data in order to access the actual level of citizen's trust in army in Nepal.

There are three different methods of observation in social research that is participant observation, structured observation, and field experiments. In participant observation, researchers become active participants in the group or situation they are studying. Participant observation is very similar to naturalistic observation by which researcher involves observing people's behavior in the environment in which it typically occurs. Structured observation or systemic observation is a data collecting method in which researchers gather data without direct involvement with the participants and the data collection technique is structured in a well-defined manner. The last one in field experiment where the independent variable is manipulated and dependent variable is measured but the experiment is carried out in a setting that is natural to the participant (Liamouttong, 2010). Here in this research works, regular observation for week long in Nagarjun municipality area had been conducted to know their daily activities of army in Nepal.

3.8 Sources of Data

There are two types of sources of data in research works. A primary source of data provides direct or firsthand evidence about the research project. Primary sources are an empirical study in research where an experiment was performed or a direct observation was made through interviews, surveys and fieldwork. When the data are collected by someone else and has already undergone the statistical analysis is called as secondary Data. The secondary data are readily available from the other sources like published or unpublished books, articles, and dissertations, journals and open source information from the website. Both primary and secondary data are collected to make this research more scientific (Kothari, 2004,p151). Both primary data and secondary data constitute this research. Interview method with KII is the primary data collection method in this research.

As a researcher I read and reviewed many related / available literatures which have an important link for analyzing and formulating the ideas of citizens' trust in armed forces. The different and diverse resources / reading materials are mainly reviewed like books, online journals/ articles and both published / unpublished articles before writing this thesis. As a meaning of citizen's trust is confidence or positive expectation of citizens (Harrrison, 2008). To interpret my research report this study used published some secondary sources for statistical data analysis which are trust survey report in Sri-Lanka 2017; Trust survey report in Nepal 2010 and trust survey report of Bangladesh 2010.

3.9 Population and Sample Size

Research design are the plan and the procedure for research that span the decision from broad assumption to detailed method of data collection and analysis. Each individual in the population has an equal probability of being selected in random sampling (Creswell, 2011). Determining the appropriate number of sample size through right sampling technique is the central agenda in quantitative research. Bearing this in the mind, this study conducted focused group discussion, interview with key informants' interview method to reveal actual picture or degree of level of citizens' trust to Nepal army in our heterogeneous Nepalese society. The reason behind using this method is that it is based on service receiver's experiences or their perceptions regarding citizens' trust in Army.

Convenience sampling is an idea of selecting people who are most conveniently available to the interviewers. But a judgmental or purposive sample is a non-probability sample that is selected based on characteristics of population and the objective of the study (Kothari, 2008, p.57-60). Based on judgmental sampling was used in this research. In order to achieve a representative sample size from Nepal, this thesis had conducted interview with key informants of the Nagarjun municipality in the area of major tole/area where many retired and regular military have been residing in this area. This informal interview focused and locused to seek the causes and consequences and degree of trust to the military service and why they are trusting to armed forces in Nepal? Research plan was to take my field study in province no three of Kathmandu district which is in centre part of Nepal. Randomly select cluster in area sampling on the convenience purpose and conduct interview with 10 individuals and 10/10 two focused group discussion who may or may not have received or experienced but they may have perceptions about military services or performance. This primary qualitative data and sample size had helped to generalize the citizens trust level in Nepal.

3.10 Dependent and Independent variables

There are two main variables in scientific research that is dependent and independent variables. An independent variable is the variable that is changed or controlled in a scientific experiment to test the effects on the dependent variable. A dependent variable is the variable being tested and measured in a scientific experiment. The dependent variable is dependent on

the independent variable. As the experimenter changes the <u>independent variable</u>, the effect on the variables observed and recorded (Kothari, 2005)

Here in my research work citizen's trust in Army is dependent variable and functional roles like safety and security, disaster management, development, nature conservation and UN peace support operations are independent variables. There will be cross triangulation mainly for two or may be more variables i.e. dependent variable and others independent variables. So citizen's trust in armed forces or trust itself is dependent variable and functional performance in peace and security, development and disaster management are independent variables. I will do simple correlation and regression analysis.

3.11 Data Management, Analysis, and Interpretation

In order to manage, analyze and interpret data from both primary and secondary sources to enhance effectiveness, the data cleaning process after receiving respondents' response from field observation and interview schedules was very tough. In this process, manually scrutinize each interview model and then code and recode open response. After this, research entered into Statistical Package for the Social Sciences (SPSS) software program to get the required information. Based on the purpose and research questions this research had calculated mean, median, mode, central tendency, and standard deviation, percentages, frequency and correlation and regression analysis as needed. Finally, this study described tabulated data to describe, interpret, compare, and generate meaning at the significant level from them. Qualitative analysis had been done through content analysis and description and quantitative analysis will be done through statistical computation. The end state criterion of data is to make for reliable objectivity and validity. Data analysis and measurement will be conducted by methods of both qualitative and quantitative. Numerical data was measured by using the SPSS software.

3.12 Ethical Considerations

Research ethics is the code of conduct for the researchers that help to maintain the integrity and ethics in research work. Denizen and Lincoln (2000) stressed that research ethics is often much more about institutional and professional regulations and codes of conduct. Considering this fact, before administrating interview schedule, this study carefully explain the objectives of the research to the respondents and provides an assurance that information would be only utilized for this research purpose.

CHAPTER FOUR

DATA ANALYSIS AND PRESENTATION

4.1 Introduction

Data collection and analysis consists of examining, categorizing, tabulating or otherwise re-combining the evidence to address the initial proposition of a study (Ritchie & Spencer, 1994). Data collection is a process of collecting information from all the relevant sources to find answers to the research problem, to test the hypothesis and to evaluate the outcomes. Data collection methods can be divided into two categories: primary methods of data collection and secondary methods of data collection. Secondary data is a type of data that has already been published in books, newspapers, magazines, journals, online portals and survey reports etc. There could be a large amount of secondary data available in related literature but application of appropriated selection of secondary data plays an important role to make research reliability and validity

Primary data are fresh and firsthand data and its collection methods can also be divided into two groups: quantitative and qualitative. Quantitative data collection methods are based on in mathematical calculations in various formats. Methods of quantitative data collection and analysis include questionnaires with closed-ended questions, mean, mode and median and analysis of correlation and regression. Quantitative methods are easy to calculate and easy to compare in mathematical manner or methods which makes easier to deduct the findings.

Qualitative research methods do not calculate numbers in mathematical patterns (Silverman, 2000). Qualitative research is closely associated with words, sounds, feeling, emotions, experiences and empiricism and other elements that are non-quantifiable. Qualitative data aims to ensure greater level of in-depth understanding which includes interviews, questionnaires with open-ended questions, focus groups discussion, observation, and case studies etc.

In this research, I collected quantum of quantitative data from secondary sources i.e. previous published books, articles, journals, online informative books and specially survey reports on the citizen's trust in public and political institutions in Nepal, Bangladesh and Sri-Lanka. Then I collected qualitative data through interviews method with focused / small group discussion and key informants interview in Nagarjun municipality ward no 2 at Major tole in

Kathmandu, Nepal where many regular and retired military members are residing as a permanent residents who have regular observation and service receiving experience from the the armed force especially after earthquake 2015. Data collection and analysis is an expert task in any kind of research. If data collection procedures and practices are not tactful this may impact to the finding of the study. So researcher and his subordinate staff in data collection should have good knowledge and be able to segregate the sources of data. This may impact to deduct the scientific inferences.

4.2 Data analysis of citizen's trust in Army in Nepal

From collected secondary data, survey report which is citizens trust survey report of CDPA 2010, Data book of Bangladesh 2016 and citizens trust survey of Sri Lanka 2017. These are my secondary data for the quantitative purpose. This study focused to collect primary data from ward no 2, Nagarjun municipality of province no 3 of Kathmandu district by the method of interview and small focused group discussion.

4.2.1 Citizen's Safety and Security in Nepal

According to the constitutions of Nepal 2015, safety and security duty is given to Nepal army and rule of law and border management and other internal security has been given to the Nepal police and armed police force. Armed police force is the youngest security institution established in 2001 AD and has been assigned thirteen tasks mainly to control any ongoing or would be armed conflict, armed rebellion, and separatist/terrorist activities, riot control, to guard border security and to assist the Nepali army in the condition of external invasion. Nepal police is another sister organization to maintain rule of law, crime prevention and others as provisions of federal law. This data is fresh data from open source which is survey of Nepali people in 2017 with 7202 respondents by the Asian foundation. The question asked was the how safe would you say and your family are? Would you say you are very safe, reasonably safe, somewhat unsafe or very unsafe?

Table no 1

Safety and Security Situation in Nepal

Description	Very safe & reasonably Safe	Somewhat Unsafe	Very Unsafe	Total
Safety & Security	23 % +71%= 94%	6 %	0 %	100%
Total N	7202	7202	7202	7202

Source: Asian foundation 2017

According to the above secondary data, the personal safety and security situation in Nepal is outstanding because if I added very safe and reasonably safe is equal to 94% percentage of total distribution of safety and security. There is just 6% in somewhat unsafe and very unsafe is zero percentage which is less security threat in Nepal. The respondents said that most common security threats are use of alcohol and its abuses and somewhat sexual and gender based violence in Nepal. Likewise major crimes are small scale theft, physical assault and extortion in Nepal. So it means that there is no severe security problem and citizens mostly feel safe in Nepal because of functional performance of security forces i.e. Nepal army, Nepal police and APF to their respective duty to maintain peace and security, rule of law and management of border as per constitutional mandate.

4.2.2. Image of Army in Nepal

According to the table no 2 the image of Nepal army is positive because 37.2 % respondents have answered that they have a positive and 8.9% answered they have very positive image towards the army in Nepal which is altogether 46% in total. However some respondents have responded that they have very negative and negative which is in total 15.4% so Army has to aware that they have to make their image more positive for the upcoming days by professional performance. The tabulated data is shown in detail.

Table no 2

Image of army in Nepal

Image	Very Negative	Negative	Neutral	Positive	Very Positive	Don't Know	Total
Nepal army	5.1%	10.3%	33%	37.2%	8.9%	4.1%	100%

Source: Trust survey report by CDPA, 2010 Nepal

4.2.3 Himal Media Survey report on citizen's trust 2015

Himal media had surveyed in 2015 regarding to trace citizen's trust in public and political institutions in Nepal. This is also secondary data derived from Himal Media archive to compare the previous and present trust level in Nepal. The table below is the data.

Table no 3

Citizen's trust in public institutions in Nepal, 2015

Institutions	Media	Army	Police	Courts	CIAA	Government
Trust level	90 %	88.8%	76 %	76.4 %	73 %	56 %
Total	N=3500 from 35 districts					

Source: Himal Media 2015

Himal media public opinion survey 2015 conducted survey with a question that which institutions do you trust the most? The Himal media randomly selected 3500 respondents from 35 districts representative considering to demographic diversity of caste, ethnicity, gender, age groups, literacy levels and geographic regions. Nepali tends to trust the media most, but have the least faith in their own government. The army was one of the least trusted institutions in Himal media Surveys conducted after the 2006 People's Movement. But it has regained its reputation steadily and stood nearby media. Army trust is due to its functional performance which is earned not given by respondents. This year, 88.8% respondents trusted the army (up from 80 % in 2012) and one reason could be wide substantive work of media coverage of the Nepal Army's role in post-earthquake rescue and relief. Likewise CIAA has 73 %, Election commission has 86.1%, a court has 76.4 % and government has 56 % of citizen's trust distribution altogether.

4.2.4Citizens'Trust after April 25, 2015 Earthquake in Nepal

Citizen's trust is a citizens' confidence on public institutions not only normal situation but also importantly in risky and in natural calamity (National planning commission, 2016). Citizens' trust depends upon the level of performance of public institutions and the civic duties and their expectation. The performance of public institutions was assessed in terms of preparedness, relief/response and reconstruction/rehabilitation in natural disasters or devastating earthquake which was proved by April 25, 2015. This is secondary data derived from the scholarly article written by Dr Tek Nath Dhakal and Dr Narendra Poudel on citizen's trust in public institutions in Nepal after earthquake 2015.

Table no 4

Citizen's trust in post-earthquake 2015

Institutions	Preparedness (%)	Reliefand Response (%)	Reconstruction & Rehabilitation (%)	Mean
NepalArmy	84 %	92 %	76 %	84 %
APF	85 %	95 %	78 %	86 %
NepalPolice	82 %	88 %	74 %	81.33%
Central Government	50 %	52 %	54 %	52 %
PoliticalParties	36 %	32 %	36 %	34.66%
N	194	194	194	

Source: Dhakal and Poudel, 2016

This above data has shown that citizens trust towards the security forces i.e. Nepal army, Nepal police and Armed police forces are in first position because of their constant and continued cooperation for the affected citizens' immediate and after the devastating 7.6 magnitude earthquake in 25th April, 2015. Trust is urgent need in the chaos and confused conditions. After earthquake there were tons of confusions to the citizens what things are supposed to do for the security of own, family and children. In such risky and uncertain situation, Security forces were employed and engaged in their area of responsibility to enhance citizens' hope and expectations in effective and efficient military manner by leaving their own friends, family and loved one in risky resident or in rented house. The security forces were providing primary health care, basic life support like food, water, shelter and tent with collaboration to others concerned governmental and nongovernmental agencies. Nepal army were engaged to save life through search and rescue operation, providing rest, relief and response function, and reconstructions and rehabilitations programs (Andrew, 1957) in the most affected area in a priority basis. This constant and continued communication, coordination and cooperative contributions in security wise confused condition has created positive impact to the citizen's trust level to the security forces i.e. Nepal army in Nepal. So performance is best impacted issues to construct the citizen's trust than their identity.

4.2.5 Sparecast Survey Report 2019

This is also secondary sources data which is recently published by the Himal media in 10th May, 2019. Public trust perceptions come from assessments of trustworthiness of the

institutions. More generally truth telling, promise keeping, fairness and solidarity are claimed to be vital values in enhancing institutional trustworthiness (Offe, 1999). This survey has also shown the level of citizens trust level to the major public and private institutions. But here, I selected only relevant public institutions to do comparisons in my study as below.

Table no 5

Spearcast Survey of Citizen's trust report 2019

Institutions	Army	Media	Police	Political Parties
Citizen's Trust	38.9 %	34.8 %	24.2 %	7.0 %
So-So	44.8 % **83.70 %**	47.2 %	54.9 %	42.0 %
No trust	9.5 %	6.3 %	17.2 %	44.7 %
Don't Know	5.8 %	11.7 %	3.7 %	3.7 %
Total N	4129	4129	4129	4129

Source: Spearcast Survey Report 2019

The Sparecast initiative survey has just published its report in 10th May 2019 during my preparation of this research work. Analyzing this survey report 2019, army attracted trust more than other so it is stood at first position by addition citizens trust and so-so trust level which is 83.70% excluding no trust and do not know level of trust of the respondents. Media stood in second and political parties and is and present government has lower trust which is not included here. This survey is carried out with 4129 respondents in 42 districts of covering all seven provinces in Jan-Feb 2019 in Nepal. In short, citizens have strong confidence to Nepal army due to its performance in professional work. Overall trust to the public and political institution is getting down it indicates that the level of happiness and satisfaction is going low in the public.

4.2.6 Citizens trust survey report 2010

The table no 3 below is also secondary data which is derived from the survey report conducted by CDPA Nepal 2010. The level of citizen's trust in different public and political institutions is varied in degree in Nepal. I had selected some relevant public institutions amongst many public institutions which had surveyed by that team. This above table shows that the citizens trust level to the university, hospital and school is higher in Nepal than other

public institutions which prove that they are well functioning and holding strong citizen's confidence and positive expectation. See the table below.

Table no 6
Citizen's trust level in Nepal

Institutions	None at all	Not very much confidence	Quite a lot plus a great deal of confidence
Political parties	36 %	38 %	27 %
Parliament	15 %	46 %	46 %
Police	17 %	48 %	53 %
Army	12 %	29 %	58 %
Hospital	2 %	12 %	85 %
University	3 %	7 %	89 %
School/college	2 %	7 %	91 %
Total N	1836	1836	1836

Source: Citizens trust survey report 2010, Nepal

Citizen's trust to Nepal army is at the median level and higher than police, political parties and parliament. But citizen's trust to police, parliament and political parties is lower in Nepal it indicates that their organizational structure and working pattern has to reform to ward result oriented outcomes. This trust level of Nepal army indicates that Nepal army has to perform a little bit better for their tasks by more military manner. This trust survey was done after 2006 the peaceful settlement of Maoist armed conflict. Perhaps this might be one of the implications of making little lower to the level of citizens trust to Nepali army in Nepal.

So the citizen's trust can be varied from time to time and may be changeable due to various factors and sub factors. Due to cause of lower citizen's trust in police, parliament and political parties their image in the society and country is not positive as well. So it means that these institutions have to concentrate their effort and endeavor to reform or restructure or correct their working and service delivery pattern based on their mission mandate. Here in the above table university, hospital and school and college has attracts a lot of trust or is higher degree of trust; army has high degree of trust and political, police and parliament attract less degree of trust i.e. these institutions have lowest degree of trust in Nepal.

4.2.7 Cross tabulation of citizen's trust in Nepal Army 2010

Citizens' trust in the army is generally high in south Asia. It is considered non-partisan which is more attuned to strict rules, regulations and hierarchy. How does citizens' trust vary across their demographic variables? Cross tabulation of citizen's demographic variables with citizens' trust in the Army percent distribution wise secondary data is presented below.

Table no 7

Cross tabulation of citizen's trust in Nepal army

		Confidence %	Total N
Geography	Mountain	64 %	136
	Hill	54 %	945
	Terai	63 %	640
Rural Urban	Urban	55 %	828
	Rural	62 %	893
Gender	Male	60 %	967
	Female	56 %	748
Religion	Hindu	57 %	1491
	Buddhist	70 %	145
	Muslims and others	59 %	82
Caste	Brahmin	54 %	584
	Chhetri	58 %	394
	Baisya	59 %	349
	Sudra	57 %	139
Education	Illetrate	69 %	185
	Literate	64 %	296
	School Education	58 %	736
	Bachelor & higher	50 %	498
Occupational status	Working	59%	375
	Self employed	59%	450
	Unemployed	55%	191
	Retired	71%	58
	Student	51%	306
	Housewife	64%	318
Occupational Sector	Public sector	55 %	240
	Private Sector	50 %	348
	Civil Society & others	65 %	625
Age Groups	Up to 30 Years	53 %	669
	31 to 45	58 %	647
	46 to 60	67%	313
	61 years and above	75%	80

Source: Citizen's trust survey 2010, Nepal

From cross tabulation data, citizens from mountain region 64% trust in army more than citizens of Terai region which is 63% only and 54 % hill citizens trust the army the least in geographical area. Rural people 62 % trust the army and urban citizens 55 % trust only in army. Males trust the army most. While 62 percent males trust the army it is 56 percent for the females. Buddhist trust (70%) the army more than Muslims and those belonging to other religions (59%). Hindu (57%) trust the army the least. The higher the education of citizens the less is the trust on the army. While 69 % citizens of citizens with no education illiterate trust the army it is 50 % with bachelor degree or people with higher education. 64% of literates and 58 % with school education trust the army, Baisyas trusts (59%) the army the most among different castes. Chhetris (58%), Sudras (57%) and Brahmin (54%) follow closely in terms of trust in the army. From occupational Status, Senior citizens (71%) trust the army the most followed by housewife (64 %). Working people 59% of the unemployed trust the army while students 52 percent trust the army in occupational sector: Citizens working in the third sector (65%) trust the army the most followed by those in the public sector (55%). People working in the private sector (55%) have low trust in the army Age: Aged people 61 of years or above (75%) trust the army more than other than aged categories. The age category that trust army the least is those who are in the age category 30 years or under. Those who are in between 46 to 60 and 67 percent of them trust the army. Those who are in between 31 to 45; and 58 percent of them trust the army. In sum up, retired, Buddhist, 80 years above and illiterate trust the army most. On the other side, bachelor and higher, student, Brahmin aged up to 30 and private sector trust the army least.

4.3 Analysis of citizen's trust in Bangladesh army

This is secondary data which is derived from data book: citizens trust survey in Bangladesh-2010. Experts combined with three scholars had conducted questionnaire surveyed on Governance and Citizens' Trust in Bangladesh by North south university in 2010. The numbers of respondents were 2000 which were comprised 1036 male and 964 female population in numbers The team had covered the whole Bangladesh across the six divisional areas.

This survey was conducted in Bangladesh in 1996, 2002 and 2009 to gauge actual citizens' trust in public institution including Bangladesh army. The question was asked that I am going to name a number of organizations. For each one could you tell me how much confidence you have in them, Is it a great deal of confidence, quite a lot of confidence, not very much

confidence or none at all. The respondent's confidence level in a great deal of confidence and quite a lot of confidence is added in percentage which is shown below table.

Table no 8

Citizens' trust in Bangladesh from 1996- 2009

Institutions	1996	2002	2009
The Army	57 %	75 %	89 %
Police	39%	53%	16%
Central government	81%	87%	78%
Political parties	71%	79%	52%
Civil service	80%	96%	50%
Total N	N=1500	N=1500	N=2000

Source: WVS 1996-2002 and Data book Bangladesh 2016

In the above table there are group of most trusted institutions I notice that the army, parliament and central government have higher level of citizens' trust which is respectively 89%, 88% and 78% in 2009. The data showed that the army is most trusted institution which attracted 89 % confidence in 2009, where as it was 75% in 2002 and 57 % in 1996. This means that citizens trust towards Bangladesh army is increasing and their professional performance is positively progressing. The army has gained trust and respect from its good intended intervention during 2007-08 to solve the destructive national power struggle. Probably it was a cause of wishes and willingness to restore democracy and return to civilian supremacy which had contributed to raising its popular standing. Notably the confidence of the army has increased from 57% to 89% from 1996 to 2009. Bangladesh police has 39 % of trust and it is severely doubted over the police performances and citizen's trust is graded by 16% in 2009. I found that polices have lowest level of trust in Bangladesh.

 The low level of trust in Bangladeshi police is quite opposite of what tends to be the case in many other countries. For instance, in a number of established democracies such as Nordic countries (Denmark, Finland, Iceland, Norway and Sweden), the police are among the most trust institutions in Scandinavian society (Inglehart, 2004). This could be another research problem in Bangladesh. There is always a gap between observed institutional trustworthiness and reported popular trust patterns. Institutional trust is a positive energy for the democratic development and too much trust is sometimes referred to as blind trust or immature trust (Van de Walle & Sztompka, 2013). This has excluded other public institutional trust because of less linkage of citizen's trust in military in Bangladesh.

4.3.1 Image of Army in Bangladesh

Citizens trust survey team in Bangladesh had constructed scientific question to gauge the image of military as public institutions. The question was asked that this study read a number of professions / occupations. Is the image you have of those? Professions: positive or negative?

Table no 9
Image of Army in Bangladesh

Categories	Respondents	Percentage (%)
Very negative	**7**	0.4
Negative	26	1.3
Not negative, not positive	325	16.3
Positive	1021	51.1 **80.4 %**
Very positive	585	29.3
Don't know	35	1.8
Valid Total	**1999**	**100**
Missing	1	
	2000	

    Source: Data book Bangladesh 2016

The image of military institution in Bangladesh is very positive. According to the above table no two analysis, respondents answers the research questions by agreeing with positive and very positive respondents are 1021 and 585 which in total is 1606 in out of 2000 respondents. So It means that it is 80.4 % out of hundred. In the same way 325 respondents had answered that they are not in position either negative nor positive which is 16.3% in out of 100. Like don't know respondents are 35 in all total and it is 1.8 percentages and missing respondents is own out of 2000. So after analysis of the above data army personnel image is very substantively positive in Bangladesh. More than 80 % or 1606 respondents have agreed that military image is positive and very positive in Bangladesh. So being in army personnel in Bangladesh is matter of pride and honor from citizen's perspectives. The mathematical calculations and analysis shows that Bangladesh army has positive picture/ image in Bangladesh.

4.3.2 Safety and Security Status in Bangladesh

The safety and security status in Bangladesh is as shown below. According to the source of data book Bangladesh 2016, citizen's response in succeeded very well and succeeded quite well is only altogether 26 %. This is an amazing data that there is less safety and security status in Bangladesh but citizen's trust to the military is high. Citizen's trust in police is very low which 16 % in the year 2016 is. So this means that citizens have not high trust to the police or in the rule of law institution in Bangladesh. Below is the data as per the secondary sources.

Table no 10

Safety Status in Bangladesh

Categories	Frequency	%
Succeeded very well	12	0.6 %
Succeeded quite well	507	25.4 %
Neither succeeded nor failed	413	20.7 %
Did not quite succeeded	792	39.6 %
Did not succeed at all	272	13.6 %
Don't Know	2	0.1 %
Missing	2	0.1 %
Total	2000	100 %

Source: Data book Bangladesh 2016

4.3.3 Satisfaction level in Bangladesh

Considering all the things importance of family, friends, leisure time, politics, work, religion and service to others are considered and question was asked how satisfied you are with your life as a whole these days in Bangladesh? The respondents answered that they are satisfied regarding their present life. More than 50% has opined thattheyare moderately satisfied. The respondentswerealsofoundto bemoderatelysatisfied5years ago. Thisindicatesthatthelevel of satisfaction with individual liveshasnotchangedmuchin thespanof5years.Evenwith thefinancialconditionoftherespondents,theywerefoundmoderatelysatisfied(scores of 5/6 on a scale of 10). It means that citizens are satisfied due to the integrated effort and cooperation of governmental institutions to provide service delivery and safety and security in Bangladesh

4.3.4 Confidence on Army in Bangladesh

Social trust and honesty is needed to the government to attract confidence (Rothstein, 2004). Citizens have huge trust in Bangladesh. More than 89 % citizens have trust to their army. In 2002 survey their confidence level was around 60% but now they are regaining their trust unexpectedly. This trust level is highest than Nepal and Sri Lanka if we compare with each other. The below is the detail table of citizens confidence in army in Bangladesh.

Table no 11

Confidence on Army in Bangladesh

Categories	Frequency	%
None at all	24	1.2 %
Not very much confidence	177	8.9 %
Quite a lot confidence	924	46.2%
A great deal of confidence	863	43.2 %
Don't Know	12	0.6 %
Total	2000	100 %

Source: Data book of Bangladesh, 2016

4.4. Analysis of citizen's satisfaction in Sri-Lanka

Citizen's satisfaction level in Sri-Lanka is neither satisfied nor dissatisfied because the mean value of citizen's satisfaction life at five years ago is 5.10. It is observed that there is slight increase of life satisfaction while comparing with the satisfaction of five years ago and 2015. However citizens have perceived the life satisfaction negatively in the years to come life after five years because the mean score is remained 4.93 which could be the consequences of predicted regime change. This below is the tabulated data which clearly presents the data below.

Table no 12

Satisfaction level in Sri Lanka

Category	Life at 5 years ago	Life at present	Life after another 5 years
Mean value	5.10	5.27	4.93

Source: Trust survey report of Sri Lanka, 2017

4.4.1 Citizen's ethnic- wise trust in army in Sri-Lanka

This is secondary sources of data derived from the Sri Lanka trust survey: The state of Governance and citizens Trust in public and political institutions in Sri-Lanka 2017. This below tabulated data has shown distinct variations in trust towards the army.

Table no 13

Ethnic-wise trust in Sri-Lanka Army

Categories	Sinhalese	Srilankan Tamil	Indian Tamil	Muslims
Not at all	2.4 %	7.9 %	5.8 %	8.3 %
Not very much confidence	11.0 %	44.5 %	18.2 %	22.2 %
Quite a lot of confidence	55.7 %	36.0 %	45.5 %	48.6 %
A great deal of confidence	29.4 %	6.1 %	19.8 %	10.4 %
Not answered	0.6 %	0.0 %	0.0 %	0.0 %
Do not know	0.9 %	5.5 %	10.7 %	10.4 %
Total N 1398	**100 %**	**100%**	**100%**	**100%**

Source: Trust survey report of Sri Lanka, 2017

According to the table above, It has shown that Sinhalese has high trust to the army and Indian Tamil has also second high position of trust in Army and Sri-Lankan Tamil is the lowest one to trust the army. Sri-Lankan Tamil had a conflict with the government for more than two decades which might be causes and consequences not to trust more to the army in Sri-Lanka.

4.4.2 Citizen's confidence in army in Sri-Lanka

This is a secondary sources data which was published in 2017 about citizen's trust in public and political institutions in Sri-Lanka with the response of 1398 respondents. The below is the table of citizens trust about state security agencies and here this study has excluded to the other state institutions in this study. The tabulated data is given below about the citizen's trust to state security protectors.

Table no 14

Citizen's trust in Army in Sri-Lanka

Categories	Army	Police
Not at all	3.9 %	13.4 %
Not very much confidence	16.9 %	35.6 %
Quite a lot of confidence	51.7 % ⎫	41.2 % ⎫
A great deal of confidence	23.8 % ⎬ 75.5 %	8.3 % ⎬ 49.5 %
Not answered	0.3 %	0.2 %
Do not know	3.3 %	1.1 %
Total N=1398	**100 %**	**100 %**

According to the above tabulated data in Sri-Lanka, Citizens have a positive confidence to the army by quite a lot of confidence is 51.7% and a great deal of confidence is 23.8% which altogether is 75.5% distribution of trust. This is good level of trust however not very much confidence and not at all is also there by 16.9% and 3.95 respectively. But the police have only 49.5% of citizen's trust it means that it needs real reform to product positively result in their professional performance.

4.4.3 Analysis of Citizen's trust in army in Nepal, Bangladesh and Sri-Lanka

Nepal, Bangladesh and Sri-Lanka are located in same i.e. south Asian region. Nepal is a land locked country; Sri Lanka is an island country and Bangladesh is adjoining with Sea. According to the above tabulated data, Bangladesh is little larger in terms of size because its size is 147570 Sq km, Nepal size is 147181 sq Km, and Sri-Lanka the size is 65610 Sq km. The population of Nepal, Bangladesh and Sri Lanka is respectively 299, 02,200; 1678, 53711; and 210, 10464 subsequently. The major portion of their citizens believes in Hindu, Muslims and Buddhist in Nepal, Bangladesh and Sri-Lanka according to religion wise.

Nepal has 95000 military, Bangladesh has 300000 military and Sri-Lanka have 255000 military as a state protector military institutions. Citizens' trust in police in Nepal is 81.33%, Bangladesh has 16.1% and Sri Lanka has 49.5%. Citizens trust in Army is that Nepal army has 84%; Bangladesh army has 89% is and Sri Lanka army has 75% in overall trust frequency distribution.

4.4.4 Cross tabulation Analysis

Citizens' trust is based on the performance of the institutions and their members including management group. So here in the army of Nepal, Bangladesh and Sri Lanka, Citizens trust to their armed forces based on their performance in their roles and responsibilities. These data are derived from the secondary sources to calculate and analyze their trust and performance variable. Here trust is dependent variable and performance is independent variable. So I did cross tabulation through SPSS between the citizens' trust or confidence level in Nepal, Bangladesh and Sri Lankan armed forces in terms of two variables i.e. citizens trust and confidence within country. This table shows that their relationship is in tabular form and summarizes the information about dependent variable with bi-variate relationship. It has helped to understand the correlation between two variables too

Table no 15
Cross Tabulation of Citizen's trust in army in Nepal, Bangladesh and Sri Lanka

Army	Nepal	Bangladesh	Sri Lanka	Total
None at all	214	24	56	294
	11.80%	1.20%	4.00%	5.60%
Not very much confidence	507	177	233	917
	28.00%	8.90%	16.70%	17.60%
Quite a lot confidence	763	924	724	2411
	42.10%	46.20%	51.80%	46.30%
A great deal confidence	237	863	334	1434
	16.10%	43.20%	23.90%	27.50%
Don't Know	90	12	51	153
	5.00%	0.60%	3.60%	2.90%
Total	1811	2000	1398	5209
	100.00%	100.00%	100.00%	100.00%

In Nepal, based on table no 15 from above cross tabulation data calculated from the SPSS, In Nepal none at all respondents are 214 or 11.80%; not very much confidence respondents are 507 or 28 %; Quite a lot confidence is 763 or 42.10%; a great deal of confidence respondents are 237 or 16.10 % and do not know respondents are 90 or 5% in total 1811 respondents. So their performance in quite a lot confidence is 42.10 % and a great deal of confidence is 16.10% which is altogether 58 % in Nepal which is high in Nepal and in my comparative research study it is lower than the Bangladesh and Sri-Lanka.

In Bangladesh, from above cross tabulation data calculated from the SPSS, In Bangladesh none at all respondents are 24 or 1.2%; not very much confidence respondents are 177 or 8.9% ;Quite a lot confidence is 924 or 46.20% ;great deal of confidence respondents are 863 or 43.2 % and do not know respondents are 12 or 0.6% out of total 2000 respondents. So their performance in quite a lot confidence and a great deal of confidence is altogether 89.4% in Bangladesh which is higher in Bangladesh and in my comparative research study too. Bangladeshi has relatively high trust in great deal of confidence which is 43.2 % followed by Sri Lanka 23.9% and Nepal 16% respectively.

In Sri Lanka, from above cross tabulation data calculated from the SPSS, In Sri Lanka none at all respondents are 56 or 4 %; not very much confidence respondents are 233 or 16.70 % ; Quite a lot confidence is 724 or 51.80 % ;great deal of confidence respondents are 334 or 23.90 % and do not know respondents are 51 or 3.6 % in total 1398 respondents. So their performance has quite a lot confidence 51.8% and a great deal of confidence is 23.9% which is altogether 75.5% in Sri-Lanka which is higher than Nepal and lower than in Bangladesh in my comparative research study. Total respondents were counted 5209 in Nepal, Bangladesh and Sri-Lanka.

4.4.5 Chi-Square Test

I have conducted Pearson Chi-Square test to test my hypothesis through the SPSS. My hypothesis was citizens' trust in armed forces is varied from one country to another in Nepal, Bangladesh and Sri-Lanka. And my alternative hypothesis was that citizens' trust is not varied in armed forces in Nepal, Bangladesh and Sri-Lanka.

 According to the table value shown below, Carl Pearson Chi Square test, There is no significant difference because P value is less than 0.05 percent So the null hypothesis or H0 citizens trust is varied in armed forces in Nepal, Bangladesh and Sri-Lanka is accepted and alternative hypothesis or H1 is rejected.

Table no 16
Chi-square test of Nepal, Bangladesh and Sri-Lankan Army

	Value	D.F	Asymp. Sig. (2-sided)
Pearson Chi-Square	799.915[a]	8	.000
Likelihood Ratio	827.949	8	.000
N of Valid Cases	5209		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 41.06

Source: CDPA report 2010, Data book Bangladesh, 2016 & trust survey Sri-Lanka 2017

So from above table no 15 and 16, study has inferred that citizens' trust is varied in armed forces in Nepal, Bangladesh and Sri-Lanka. Amongst three countries, Army has high trust but Bangladesh stood in first with 89.4% trust, Sri-Lanka stood in second with 75 % and Nepal stood with 58 % of trust. In Sri-Lanka and Bangladesh it is the data of 2016 and 2017 survey report. But in case of Nepal the data comparison was from 2010. But according to the spearcast citizen's trust 83.70%; Post earthquake 2015 citizens trust 84%, Himal media citizens' trust report 88% and Asia foundation citizens' trust report 87.9 %. Nepal has been promoting their performance and citizen's trust is more than 80% in an average which is relatively lower than Bangladesh but higher than Sri-Lanka.

4.5 Primary data analysis of citizen's trust to Nepal army in Nepal

Primary data are instrumental in research (Kara, 2013). This study collected primary data from interview method, focused group discussion and observation and experiment method based on the theme of my topic. I conducted interview method with key informant interview techniques and similarly focused group discussion. I conducted interview with 10 key persons and conducted 10/10 group discussion with 20 persons which is altogether 30 persons representing to 300 households residing in this area. I had set interview guidelines or criteria that those who have resided at least 6 months more as a household in this area are only eligible to be the respondents in my research work. I organized them three different small groups and constructed three parts of unstructured interview at time of 0730-0930 hours in dated 18-21 May, 2019 subsequently. In first part, I asked their socio-demographic status like name, age, sex, education and religion. In second part I asked them about their satisfaction status about present and past public service delivery and safety and security status of country. In last phase I requested to the respondents to share about their confidence on state protector public institutions in Nepal namely Army and police.

From face to face interview with altogether 10 respondents, 6 respondents said that they have strong confidence, one respondent shared neutral notion and 3 respondents said they had weak confidence in Nepal army. So it shows that Nepal army attracts 60% citizen's confidence; 30% respondents shared that they had less confidence and 10% respondents were in neutral notion of confidence in army as a governmental institutions in normal day to day life in Nepalese context. Likewise I loused my theme that what about the confidence level of respondents in time of natural disaster like 2015 earthquake. I received different answers than previous thematic questions. Nine respondents said that they have strong confidence in the time of natural disaster and only one respondent have no confidence in army in the devastating disaster. So it means that 90% respondents highly trusted to the army in the time of natural disaster or force majeure and only one percent respondent have no confidence in army. So it is meant that citizen's trust is getting higher in the time of crisis, natural disaster and earthquake. The only one respondent said there is no confidence on army that means that army has still room of place to improvement for their operational procedures.

In both focused group discussion, seventeen respondents have said that they have strong confidence in army; two respondents have said that they have less confidence in army and one respondent said that he has no trust in army. But in natural disaster like earthquake 2015, 16 respondents from both groups replied that they have strong trust in Nepal army; 2 respondents said that they have shared their neutrality and impartiality to Nepal army and two respondents have no trust at all to the army. So study had further found that two of respondents have said that they have no trust to the army. This research showed that army has to improve its civil military relations and civil military cooperation while conducting civil centric military aid to citizens. So by evaluating focused group discussion qualitative data result,this study had inferred that citizens do trust in the army more and more in the time of crisis or disaster than in normal security situation.

On contrary of prosperous Nepal and happy Nepali, respondents refocused their response this is only limited in slogans due to lack of visible progress of government institutions. The few respondents showed that they have some dissatisfaction with police, political parties, parliament and central government about their present practices and procedure of unsatisfactory service delivery and unemployment problem. They further showed that they have a strong confidence in time of critical conditions like earthquake 2015 or in time of complex crisis or conflict in country in terms of security. According to the respondents they received service on search and

rescue support, relief and rehabilitate program, medical facility and other basic support materials during earthquake which had distributed by security forces in impartial and professional manner by the army, police and APF including NGO/INGO.

They appreciated the performance of military means and methods to deal with mission mandate and vowed their confidence by saying that military is indeed life saver in the disaster and risky situation. One of the respondent is nearby rumba departmental store in swyambhu has responded that due to the continued military support it was possible to remove the debris of collapsed five storey rumba departmental store. Majority of each group said the performance of army is outstanding, 3-5 from each group said military jobs is satisfactory and two from group first and 1/1 respondents from group two and three said that army provides limited tent so their performance is average. I coded that outstanding is graded 85%, satisfactory is graded 65% and average is graded 55% according to the respondent answers.

4.5.1   Findings

Findings from this research regarding citizens trust in Armed forces in Nepal, Bangladesh and Sri-Lanka is as follows.

4.5.2 In Nepal at year of 2010, the survey report had published that citizen's trust was simply high in Nepal army /institution because Nepal army was engaged with the Maoist armed conflict in Nepal. The main causes, concerns and consequences might be due to some gorges and flaws which could not win the confidence of citizens in the time of fighting with Maoist and it may make lower the level of citizen's trust in Nepal army. Citizens might not get their full of expectation, they might hope that within a year military means methods were able to control the conflicts but it was an internal conflicts and intrastate conflict is always in prolong in nature.

4.5.3 There was a trust survey in 2010 in Nepal conducted and concluded by CDPA which was a part of the projects governance matters: analyzing, diagnosing and addressing challenges of governance in Nepal .It was five year research works from 2007-2011. During the survey, Citizen's trust was dependent variable and other relevant independent variables to gauge the citizen's trust in public and political institutions in Nepal. The total numbers of respondents were 1836 by covering across the provinces and districts. According to the report concluded that citizen's trust is great variation in people's trust in various institutions. Citizen's trust in army was 58% by adding quite a lot and great deal of confidence. Army was in the medium amongst

the 18 political and public institutions in Nepal during the survey 2007-2011. Trust is changeable in every institution based on their functional performance.

4.5.4 After earthquake, CDPA well-known scholars Dhakal and Poudel (2015) had quickly surveyed to assess the level of citizens trust in public institutions in Nepal. During that survey they had collected data systematically through questionnaire survey in 4 (four) districts out of 7 (seven) heavily struck by earthquake. The finding of this study revealed that the security institutions had highest citizen's confidence due to their functional performance during the relief and response period. Functions like providing relief materials, mapping hazard zones, mobilization of resources, distribution of relief cards had shown a significant relationship with citizens' trust whereas the implementation of the disaster plan, providing safe places, relief works in disaster affected areas had also positive relationship but not significant. On the contrary, exploring dead bodies, providing temporary settlements and coordination with concerned stakeholders had shown negative effect on citizens' trust. So based on above descriptive analysis of secondary sources data, this study now generalized that citizens trust is based on functional performance of institutions both in emergency and non emergency time of service delivery.

4.6 Other findings

❖ These three countries are located in south Asian region and most of the populations are practicing different religious beliefs i.e. 85 % Nepali believes in Hindu, 85% Sri-Lankan believes in Buddhist and 90% Bangladeshi believes in Muslims.

❖ Citizen's trust is varied from time to time and its range is also observed varied from country to country.

❖ Aged more than 60 years, Buddhist, illiterate and retired citizens do trust more in military than age less than 30 years in Nepal.

❖ Illiterate citizens are more aware about safety and security than literate one because finding inferences that an illiterate trust more than literate citizens; and hill and mountain citizens trust more than Tarai region in Nepal army.

❖ Citizens trust level is lower in the time of Maoist armed conflict period which was surveyed after 2006. So it proves that military programs, policies and expenditures should be validating by the citizens. Without their support military operations are in vain. Military engagement is always expensive whether it is internal or external nature of conflict.

❖ Citizen's trust is regaining by Nepal army after devastating earthquake 2015.

❖ Citizen's trust and confidence is changeable.

❖ Regaining citizens' trust is time consuming and harder jobs.

❖ Citizen's trust is based on the functional performance than political, social and institutional identity.

❖ Citizen's trust is slowly growing up in Bangladesh after supporting the democracy to form the care-taker government in 2008. It finds that the functional role of army is important to receive higher trust.

❖ In Sri-Lanka, citizen's trust is high but their trust form ethnic group-wise is varied in Sri-Lanka for example Sinhalese trust 85.1%, Indian Tamil trust 65.3% and Sri-Lankan Tamil trust 42.1% in Sri-Lanka. The reason behind is that Sri Lankan armed forced were mobilized to solve the LTTE problem by using military means and methods. Sri-Lanka army has to be more aware to operate in the previous hold area of Tamil.

❖ Illiterate citizens trust to the army in Nepal, Bangladesh and Sri Lanka because they know the significant of safety and security.

4.7 Findings from Bangladesh

In Bangladesh, the image of army is above 80% but safety and citizen's trust security status is only 26% or very low. In Contradiction, the citizen's trust in army is high which quite a lot confidence plus a great deal of confidence is altogether 89.4%. This is highest citizen's trust amongst the other countries like Nepal and Sri -Lanka. If the latest survey report is taken as citizens trust in Nepal army in Nepal, which is spearcast survey report in 2019 which has done by Himal media. This report showed that citizen's trust in Nepal army is Nepal holds only 83.7% in Nepal where as in Sri Lanka attracts only 75 % out of total respondents.

4.8   Findings from Sri-Lanka

Citizen's trust in public institutions is an indicator of good governance and it has also been viewed as an important element of democratic setting or for empowering citizens. Citizen distrust in public institutions considerably affects the effectiveness and efficiency of public policies and programs of government. Since the independence of Sri Lanka it has faced little disorder and confrontation with liberation of Tamil tiger Elam by 1983 which went for three decades and ended in 2009 by military means and methods. The new emerging concept of welfare state in good governance system is an idea of fostering democracy which is a pivotal

role of public institutions. Many factors have affected to the trust of citizens. Sri Lanka has published citizen's trust survey report in 2017. The army attracts trust more than 75% Out of 100 percents. There is majority of Sinhalese in Sri Lanka. An ethnic-wise their trust to the army is higher than the Muslims and Indian Tamil. Sinhalese has 84.1%, Indian Tamils has 65.3%, Sri Lanka Tamil has 42.1% trust by following Muslims has 59 % trust in Sri Lanka army. Due to internal armed conflict between government and LTTE. The Sri Lanka Tamil might have less trust to the army. In the same way, Muslims were compelled to leave their place within a day to conduct military operation in north east Sri-Lanka which might impact them to trust less in the army. Sri Lanka has ended the internal conflict but citizens are not satisfaction with the function of government and governmental institutions.

In Sri Lanka, their satisfaction level is satisfactory before five years ago rather than at present and less satisfaction after five years ago. Because the mean value of satisfaction is now 5.27, five years ago is 5.10 And after another five years is 4.93 in number. So findings from the data analysis is that the Sri Lankan citizens are more satisfied than before and life after another 5 years. It means that the government institutions and private and political institutions will not have able to proper service delivery and provision of enough safety and security to the citizens. So it further indicates that citizens are in confusion for the governmental institutions performance for further future.

CHAPTER FIVE

SUMMARY AND CONCLUSION

5.1 Summary

Trust becomes central and critical during periods of uncertainty, risky period and in difficulty situation. Citizens have high trust in Nepal, Sri-Lanka and Bangladesh rather than other institutions. Armed forces attract a lot of confidence and expectations from the citizens in their country. This trust and confidence is a hope for the citizens and honor to members of armed forces and armed institutions. This encourages to the armed forces to work further better by providing the pragmatic performance with strictly stick in the principles and procedures of mandate of the mission. Armed forces are a volunteer force in Nepal, Bangladesh and Sri-Lanka and have to perform risky job for the service for citizens and country. This precious and selfless service to country is always counted by citizens that have seen above in the chi-square test of hypothesis with other institutions. Nepali citizens have also huge trust, confidence, and expectations from Nepali army. Citizens' trust is prestigious honor and particular pride to all military members which has truly mounted their head high in the society. Nepali army since its establishment is always compliance with the rule of law and constitutional provisions even in many ups and downs in changed political context and government setting. Winning citizens' trust from heart and mind is only possible from the exhibition of professional performance. Nepali Military leadership measures allocated men, money, material, mission and information including phenomenological problem before participating in decisive mission which is their strategic key strength and practices to keep on citizens' trust in our country and beyond country. Trust is earned but never given.

A null hypothesis or $H_\circ$ is a hypothesis that says that there is no statistical significance between the two variables. As a researcher I tried to experiment to test my hypothesis to disprove or discredit the alternate hypothesis about the citizen's trust level in armed forces in Nepal, Bangladesh and Sri-Lanka or put my proof that is not statistically same or similar. So here I rejected alternative hypothesis by saying that there is no statically significant difference between observed and expected frequencies in my research work by testing its chi square test of hypothesis.

The army and police play key role in maintaining law and order as well as security of the

country and citizens. Their work is interlinked and interrelated. The citizen's trust is experimented that is varied in three countries. The army as state protector has different confidence by ethnic wise in Sri -Lanka. Sinhalese ethnic group has heavy confidence in army that is 85.10 % trust in Army in Sri Lanka. The Sri Lanka Tamils recorded the least level of confidence in the army. It was also revealed that the Muslims are also in the same like Sri Lankan Tamil. In holistic way, their level of confidence in army is 75.5 % and citizen's trust in police is 49.5% so citizen's trust is higher in army than police institutions in Sri-Lanka. Public perception towards the police and army is also different. According to the survey report of Sri Lanka published in 2017, Public perception is also different to the army and police in Sri Lanka. Police has received just 48.5% and army has received 72.5% in Sri Lanka. This might be as a result of an implication of the failure of Tamil militant movement to create a separate state. In their attempt to create a separate state the Muslims were compelled to leave the Northern Province within a night and in the eastern province. They had been targeted in their military strategy. However it became appropriate to imply that measures to build confidence in security apparatus in the state was required to meet the standards of democracy.

However ethnicityhas a significanteffectontrustinSriLankathanBangladesh.Likewise,living areahasa significanteffecton trustinBangladeshthanSriLanka. Atthesame time,in the citizen'sperspective,accountability isinverselyrelatedto trustandinstitutional performanceinbothcountries. However,thestudy ofinstitutionaltrustwould evaluate certainperiodoftime,regimechange,lessethnicdiversityandreligious anxiety,reducingcorruption,canbeadecidingfactor(variables)forevaluatetrust in publicinstitutions.

In addition, ageandgender have alsopredictorof trustinarmyinstitutions in three countries. Apart from this,male, seniorcitizens,theminoritiesandless developedand rural areacitizenshavemoretrustonarmyinthesecountries. Thesocialcapitaltheoryexplainstrustassocio-demographicfactorsandinstitutional performanceisvery poor while,cultural theoriesexplainthiswell.

Various surveyed reported that citizens have highly trust to the army after earthquake 2015. In 2010, the Nepal army trust was 58 percent or simply high but citizens highly trust to the Nepal army which is more than 80% citizens highly trust to army. It indicates that citizens' trust can regain but it is time consuming and hard duty to do so.

Lastly, citizen's trust can be measured from the safety and security performance in country, performance in natural calamities, citizens' satisfaction and image of army persons in country. I calculated only performance of security forces both qualitatively and quantitatively but other variables are also important to trust in the army service. This trust is varied from one country to another. Further research if any scholar wishes to conduct he can conduct and compare citizens trust level from other variables.

5.2 Conclusion and Suggestions

Citizens' trust in the army is high in Nepal, Bangladesh and Sri -Lanka because of their selfless sacrifice to the citizens and betterment of country. Armed forces are considered as heart of safety and security of national interest in country and strictly attuned rules, regulations and historically hierarchal in chain of command. Cross cutting tabulation from both primary and secondary data revealed that citizen's trust is higher than other institutions in Nepal, Bangladesh and Sri-Lanka. In comparison Bangladesh armed force has higher trust than Nepal and Sri-Lankan.

Citizen's eyes and ears are always towards the armed force centric in critical and complex condition. Citizens have strong confidence that army would never derail from its tracks even in a turmoil and tragic situations. This is main cause which consequence is the high level of citizen's trust in army in Nepal, Bangladesh and Sri-Lanka. This is earned trust by armed forces in Nepal, Bangladesh and Sri Lanka forms their citizens by providing professional performance. So findings have proved that citizens trust is always based on performance rather than personal or social, economic& political identity.

In evaluating both primary and secondary data, armed forces in Nepal, Bangladesh and Sri Lanka has to improve their quality service to the citizens because there are still some respondents who do not have enough confidence either knowledge gap or other to improve their trust rating however citizens trust is higher than other institutions in Nepal, Bangladesh and Sri Lanka. If trust is lost then this is very hard and time consuming to re-erect the level of trust. Military etiquettes, ethics and execution should be done in professional manner. The military leaders and their members should be careful because tactical and operational mistakes can invite strategic impact in military operation which may erase accumulated and earned citizen's trust in fraction of second.

By protecting and promoting peoples present trust, military should further build up professional performance to deal or resolve public problems if government wish to use military means and methods, tools, tactics and techniques by touching / winning their heart and mind instead of using military muscle. Military muscle is last resort. As a last resort of state mechanism, army has a great role to deal with complex problem by coordinating / cooperating with integral state security and concerned public private partnership model and by winning their trust and confidence. Our endeavor and efforts should quickly concentrate by correctly listening and interpreting the problematic voice of the peoples and should respond their voice and choice to build up their trust further trustworthy by providing functional performance which only military can provide to the country and citizens. Military members have to keep in mind that more and more performance attracts more level of trust less and less performance attracts less trust and no performance means negative trust from the country and citizens.

This research aimed to indicate the level of trust variation in armed forces in Nepal, Bangladesh and Sri Lanka however these all are public institutions in their respective country. They all are doing best to protect their constitutions, country, and their citizens. Citizen's trust in public and political institutions had widely researched but an empirical study regarding citizen's trust in armed forces were not found in account in the previous research. The knowledge seeking and learning is never ending process and because of that philosophy human beings are able to be here at this present situation from the first century to 21 first century. There are so many mysterious in the planet and in the society. This research has been completed and conducted within very limited time and space and so findings from research inferences can be tested again by putting with other independent variables in armed force in Nepal, Sri Lanka and Bangladesh. This research recommend that further research can be done through the participant observations and questionnaire survey by covering more area in these three countries to gauge the actual trust and trust differences in these countries.

Citizen's trust in Nepal
Source: Citizen's Trust Survey Nepal, 2010

1. Respondents from Gender

Categories	Frequency	Percentage	Remarks
Male	967	60 %	Based on Population census 2001
female	748	56 %	
Missing	1	0.53 %	
Total	**1836**		

2. Respondents from Geography

Categories	Frequency	Percentage	Remarks
Mountain	136	64 %	Based on Population census 2001
Terai	640	63 %	
Hill	945	51 %	
Total	**1836**		

3. Respondents from Education

Categories	Frequency	Percentage	Remarks
Illiterate	185	69 %	Based on Population census 2001
Literate	296	64 %	
School Education	736	58 %	
Bachelor & higher	498	50 %	
Total	**1836**		

4. Respondents from Age

Categories	Frequency	Percentage	Remarks
Up to 30 Years	669	53 %	Based on Population census 2001
31 to 45	647	58 %	
46 to 60	313	67%	
61 years and above	80	75%	
Total	**1836**		

5. Respondents from Rural/ Urban Area

Categories	Frequency	Percentage	Remarks
Urban	828	55 %	Based on Population census 2001
Rural	893	62 %	
Missing	115		
Total	**1836**		

6. Respondents from Religion

Categories	Frequency	Percentage	Remarks
Buddhist	145	70 %	Based on Population census 2001
Muslim and others	82	59 %	
Hindu	1491	57 %	
Missing	**118**		
Total	**1836**		

7. Respondents from Castes

Categories	Frequency	Percentage	Remarks
Brahmin	584	54 %	Based on Population census 2001
Chhetri	394	58 %	
Baisya	349	59 %	
Sudra	139	57 %	

Total	1836		

8. Respondents from Service Sector

Categories	Frequency	Percentage	Remarks
Public sector	240	55 %	Based on Population census 2001
Private Sector	348	50 %	
Civil Society& others	625	65 %	
Total	1836		

9. Respondents from Occupational sectors

Categories	Frequency	Percentage
Working	375	59%
Self employed	450	59%
Unemployed	191	55%
Retired	58	71%
Student	306	51%
Housewife	318	64%
Total	1836	

10. Confidence on public institutions

Categories	None at all & Not much confidence	Quite a lot & A great deal of confidence
Political Parties	74 %	27 %
Central Government	55 %	45 %
Parliament	54 %	46 %
Police	48 %	53 %
Army	41 %	58 %

Hospital	14 %	85 %
University	10 %	89 %
School and College	9 %	91 %
King	70 %	29 %
NGOs	44 %	56 %
Civil service	41 %	59 %
Media	18 %	82 %
CIAA	51 %	49 %
Total N =1836	Minimum 1418 to Maximum 1775	

11.   Spearcast Survey of Citizen's trust 2019

Institutions	Army	Police	Political Parties	Media
Citizen's Trust	38.9 %	24.2 %	7.0 %	34.8 %
So-So	44.8 % **83.70%**	54.9 %	42.0 %	47.2 %
No trust	9.5 %	17.2 %	44.7 %	6.3 %
Don't Know	5.8 %	3.7 %	3.7 %	11.7 %
Total N	4129	4129	4129	4129

Source: Spearcast Survey Report 2019

Citizen's trust in Bangladesh

Source: Data Book: Governance and Citizens' Trust Survey, Bangladesh 2016

1. Gender of Respondents

Male	1034	51.8%
Female	964	48.2%
Valid	2000	100%
Missing	2	
Total N	2000	100%

2. Education of Respondents

Higher secondary	537	26.9 %
Secondary level	455	22.8 %
Graduate level	393	19.7 %
Lower secondary level	288	14.4 %
primary level	152	7.6 %
Literate	77	3.9
Masters degree or higher	69	3.5%
Illiterate	27	1.4%
Valid	1998	100%
Missing	2	
Total	2000	

3.   Age of Respondents

Categories in Year	Frequency	Percentages
15-29	806	40.4 %
30-44	965	48.3 %
45-59	212	10.7 %
60-74	16	0.9 %
80-84	1	0.1%
Valid	2000	100%
Missing	0	
Total	2000	100%

4. Religion of Respondents

Muslim	1588	79.5%
Hindu	323	16.2%
Budhist	77	3.9%
Chirstians	8	0.4%
Others	1	0.1%
Valid	1997	100%
Missing	3	
Total	2000	

5. Importance of service to others

Categories	Frequency	%
Not at all important	31	1.6 %
Not very important	167	8.4 %
Rather important	966	48.3 %
Very important	831	41.6 %
Don't know	4	0.2 %
Valid	1999	100%
Missing	1	
Total	2000	

6. Success in safety and security

Categories	Frequency	%

Succeeded very well	12	0.6 %
Succeeded quite well	507	25.4 %
Neither succeeded nor failed	413	20.7 %
Did not quite succeed	792	39.6 %
Did not succeed at all	272	13.6 %
Don't Know	2	0.1 %
Valid	2000	100%
Missing	1	
Total	2000	

7. Confidence in police in Bangladesh

Categories	Frequency	%	
None at all	689	34.5 %	
Not very much confidence	985	49.3 %	
Quite a lot confidence	298	14.9 %	16.10 %
A great deal confidence	24	1.2 %	
Don't Know	3	0.2 %	
Valid	1999	100%	
Missing	1		
Total	2000		

8. Confidence in army in Bangladesh.

Categories	Frequency	%	
None at all	24	1.2 %	
Not very much confidence	177	8.9 %	
Quite a lot confidence	924	46.2 %	89.40 %
A great deal confidence	863	43.2 %	
Don't Know	12	0.6 %	
Valid	2000	100%	
Missing	0		
Total	2000		

Citizen's trust in Sri-Lanka

Source: Sri Lanka trust survey: The state of governance and citizens
Trust in public and political institutions in Sri-Lanka 2017 (N 1398)

1. Gender of Respondents in Sri-Lanka

Categories	Frequency	Percentage
Male	680	48.64%
Female	718	51.36%
Total	**1398**	**100%**

2. Education of Respondents in Sri-Lanka

Categories	Frequency
Illiteracy	10
Ability to read and write	90
Primary Education	190
Secondary Education	900
Graduate and post graduate	198
Others	10
Not Answered	0
Total	**100 %**

3. Age of Respondents in Sri-Lanka

Category	Respondents	Frequency	Percentage
Age	17-88 years	1398	100 %

4. Religion of Respondents in Sri-Lanka

Categories	Percentage
Buddhism	66.8 %
Hinduism	18.81 %
Christian	3.86 %
Islam	10.30 %
Not Answered	0.14 %
Total	**100 %**

5. Ethnicity of Respondents in Sri-Lanka

Categories	Frequency	Percentage
Sinhalese	964	69.2 %
Sri Lankan Tamil	164	11.7 %
Indian Tamil	121	8.7 %
Muslims	144	10.3 %
Others	1	0.1 %
Total	**1398**	**100 %**

6. Proud of being Sri Lankan citizen

Categories	Percentage
Not at all proud	1.144 %
Not very proud	2.647 %
Quite proud	14.95%
Very proud	81.04%
Do not Know	0.215%
Total	**100%**

7. Public perception to security force in Sri Lanka

Categories	Police	Army
No Change at all	13.00 %	5.0 %
No Change	34.3 %	16.3 %

Somewhat Change	43.8 %	47.6 %
Very highly Change	4.7 %	25.2 %
Not Answered	2.3 %	2.4 %
Do not Know	1.9 %	3.5 %
Total	**100 %**	**100 %**

8.   Image of army, police and others in Sri-Lanka

Categories	Army	Police
Very Negative	0.9 %	9.9 %
Negative	9.3 %	22.5 %
Neutral	24.0 %	45.0 %
Positive	49.4 %	8.9 %
Very Positive	12.7 %	0.3 %
Not Answered	0.4 %	0.3 %
Donot Know	3.3%	4.1 %
Total N 1398	**100**	**100 %**

9. Confidence on Army by ethnic groups in Sri-Lanka

Categories	Sinhalese	Sri Lanka Tamil	Indian Tamil	Muslims
Not at all	2.4 %	7.9 %	5.8 %	8.3 %
Not very much confidence	11.0 %	44.5 %	18.2 %	22.2 %
Quite a lot of confidence	55.7 %	36.0 %	45.5 %	48.6 %
A great deal of confidence	29.4 %	6.1 %	19.8 %	10.4 %
Not answered	0.6 %	0.0 %	0.0 %	0.0 %
Do not know	0.9 %	5.5 %	10.7 %	10.4 %
Total N 1398	**101%**	**100%**	**100 %**	**100%**

10.   Confidence on state protectors (Army and Police) in Srilanka

Categories	Army	Police
Not at all	3.9 %	13.4 %
Not very much confidence	16.9 %	35.6 %
Quite a lot of confidence	51.7 % 75.5 %	41.2 % 49.5 %
A great deal of confidence	23.8 %	8.3 %
Not answered	0.3 %	0.2 %
Do not know	3.3 %	1.1 %
Total	**100 %**	

Table no 1
Confidence on Nepal Army in Nepal

		Frequency	Percent (%)	Mean value	Std deviation
Valid	None at all	214	11.7		
	Not very much confidence	507	27.6		
	Quite a lot confidence	763	41.6	2.91	1.633
	A great deal confidence	237	12.9		
	Don't Know	90	4.9		
	Valid N	1811	98.6		
Missing	System	25	1.4		
Total		1836	100.0		

Table no 2
Image of Nepal Army Personnel in Nepal

		Frequency	Percent	Mean	Std deviation
Valid	Very negative	93	5.1		
	Negative	190	10.3		
	Not negative, Not positive	606	33.0		
	Positive	683	37.2	3.60	1.477
	Very Positive	163	8.9		
	Don't Know	75	4.1		
	Valid N	1810	98.6		
Missing	System	26	1.4		
Total		1836	100.0		

Table no 3
Efficient of Nepal Army in disaster management in Nepal

		Nepal Army
Natural disaster management	Very Inefficient	4
	Quite inefficient	2
	Neither efficient nor inefficient	5
	Quite efficient	8
	Very efficient	0
	Don't Know	1
Total		20

Table no 4
Chi-Square test of literate and illiterate citizens

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	85.710[a]	28	.000	.000	
Likelihood Ratio	80.061	28	.000	.[b]	
Fisher's Exact Test	.000			.000	
Linear-by-Linear Association	39.850	1	.000	.[b]	.[b]
N of Valid Cases	1805				

a. 3 cells (7.5%) have expected count less than 5. The minimum expected count is 4.54.
b. Cannot be computed because there is insufficient memory.

Table no 5
Cross tabulation of citizen's trust level in army

	Army	Bangladesh	Nepal	Sri-Lanka	Total
None at all	Count/Respondent	24	214	56	294
	Within Army	8.20%	72.80%	19.00%	100.00%
	Within country	1.20%	11.80%	4.00%	5.60%
Not very much confidence	Count/Respondent	177	507	233	917
	% within Army	19.30%	55.30%	25.40%	100.00%
	% within country	8.90%	28.00%	16.70%	17.60%
Quite a lot confidence	Count/Respondent	924	763	724	2411
	% within Army	38.30%	31.60%	30.00%	100.00%
	% within country	46.20%	42.10%	51.80%	46.30%
A great deal confidence	Count/Respondent	863	237	334	1434
	% within Army	60.20%	16.50%	23.30%	100.00%
	% within country	43.20%	13.10%	23.90%	27.50%
Don't Know	Count/Respondent	12	90	51	153
	% within Army	7.80%	58.80%	33.30%	100.00%
	% within country	0.60%	5.00%	3.60%	2.90%
Total	Count/Respondent	2000	1811	1398	5209
	% within Army	38.40%	34.80%	26.80%	100.00%
	% within country	100.00%	100.00%	100.00%	100.00%

Table no 6
Chi-square test of Nepal, Bangladesh and Sri-Lankan Army

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	799.915[a]	8	.000
Likelihood Ratio	827.949	8	.000
N of Valid Cases	5209		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 41.06

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Annex

Theme of interview Questions

I am Surya Bahadur Adhikari. I am MPhil student of TU faculty of management and am conducting research on citizen's trust in army in Nepal, Bangladesh and Sri Lanka in comparative way. I selected this area on the basis of my convenient or judgmental sampling to receive respondent's response to make my study more scientific and reliable. I respect and will never use or provide this information for any other purpose. Thank you

Date:

PartA:Socio-Economicbackground

1. Gender: Male: ☐ Female: ☐

2. Age: ☐

3. Religion:
   1. Muslim ☐
   2.Hindu ☐
   3.Buddhist ☐
   4.Christian5.C ☐
   rs ☐

4. Educationqualification(accordingtolastdegreeobtained):
   1 Illiterate: ☐
   2 Below SLC/SEE ☐
   3 Intermediate ☐
   4 Graduatedegree ☐
   5 Master'sdegreeorhigher ☐

PartB: Satisfaction

5. Are you aware about military roles and responsibilities in Nepal?
   1.Yes……….. ☐
   2.No………. ☐
6. Are you satisfied with military service in Nepal?

   1.Yes……….. ☐
   2.No………. ☐

Part C: Confidence

7 . You like or dislike **<u>PRACTICE</u>** Process of Army

Nepal Army	Like	Dislike
Participatory decision making process		
Rules of military law		
Accountability		
Citizen's trust		
Transparency		
Integrity		
Chain of command		
Ethics and Etiquette		

8. I have confidence with Nepal army because of

Safety and Security or functional Performance	
Natural disaster management	
Other Duty	

9.Nepal Army is a state safety and security institution in normal or disaster period Do you have confidence with Nepal Army

        1.Yes………..   ☐

        2.No……….   ☐

<u>Note</u>: This is my interview guidelines for myself to collect primary data while conducting interview and focused group discussion based on judgmental sampling.

Annex…….

<u>Table no 1</u>

<u>Confidence on Nepal Army in Nepal</u>

		Frequency	Percent (%)	Mean value	Std deviation
Valid	None at all	214	11.7		
	Not very much confidence	507	27.6		
	Quite a lot confidence	763	41.6	2.91	1.633
	A great deal confidence	237	12.9		
	Don't Know	90	4.9		
	Valid N	1811	98.6		
Missing	System	25	1.4		
Total		1836	100.0		

Table no 2
Image of Nepal Army Personnel in Nepal

		Frequency	Percent	Mean	Std deviation
Valid	Very negative	93	5.1		
	Negative	190	10.3		
	Not negative, Not positive	606	33.0		
	Positive	683	37.2	3.60	1.477
	Very Positive	163	8.9		
	Don't Know	75	4.1		
	Valid N	1810	98.6		
Missing	System	26	1.4		
Total		1836	100.0		

Table no 3

Efficient of Nepal Army in disaster management in Nepal

		Nepal Army
Natural disaster management	Very Inefficient	4
	Quite inefficient	2
	Neither efficient nor inefficient	5
	Quite efficient	8
	Very efficient	0
	Don't Know	1
Total		20

Table no 4

Chi-Square test of literate and illiterate citizens

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	85.710[a]	28	.000	.000	
Likelihood Ratio	80.061	28	.000	.[b]	
Fisher's Exact Test	.000			.000	
Linear-by-Linear Association	39.850	1	.000	.[b]	.[b]
N of Valid Cases	1805				

a. 3 cells (7.5%) have expected count less than 5. The minimum expected count is 4.54.

b. Cannot be computed because there is insufficient memory.

Table no 5
Cross tabulation of citizen's trust level in army

	Army	Bangladesh	Nepal	Sri-Lanka	Total
None at all	Count/Respondent	24	214	56	294
	Within Army	8.20%	72.80%	19.00%	100.00%
	Within country	1.20%	11.80%	4.00%	5.60%
Not very much confidence	Count/Respondent	177	507	233	917
	% within Army	19.30%	55.30%	25.40%	100.00%
	% within country	8.90%	28.00%	16.70%	17.60%
Quite a lot confidence	Count/Respondent	924	763	724	2411
	% within Army	38.30%	31.60%	30.00%	100.00%
	% within country	46.20%	42.10%	51.80%	46.30%
A great deal confidence	Count/Respondent	863	237	334	1434
	% within Army	60.20%	16.50%	23.30%	100.00%
	% within country	43.20%	13.10%	23.90%	27.50%
Don't Know	Count/Respondent	12	90	51	153
	% within Army	7.80%	58.80%	33.30%	100.00%
	% within country	0.60%	5.00%	3.60%	2.90%
Total	Count/Respondent	2000	1811	1398	5209
	% within Army	38.40%	34.80%	26.80%	100.00%
	% within country	100.00%	100.00%	100.00%	100.00%

Table no 6
Chi-square test of Nepal, Bangladesh and Sri-Lankan Army

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	799.915[a]	8	.000
Likelihood Ratio	827.949	8	.000
N of Valid Cases	5209		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 41.06