

**INFLUENCE OF
JANAMAITHRI SURAKSHA PROJECT ON THE COMMUNITIES
With Special Reference to Paravur Police station Limits,
Kollam District**



Submitted to:
**Home Department,
Govt. of Kerala**

Submitted by:
**The Research Institute,
Rajagiri College of Social Sciences,
Kalamassery, Kochi,
Kerala**

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INTRODUCTION

1.1 Background of the Study

The Kerala State police having 42,149 in number serve a population of over 31.8 million residing in five cities, 53 municipal towns, and 1452 villages spread over an area of 38,863 square kilometers with an average population density of 819 per square kilometer. Of this, about 8.2 million people live in urban areas and 23.6 million live in rural areas. In this context, upgrading of policing is the need of the period as it has been serving a great population.

The improvement of policing is a part of the development process. Further, there can not be any sustained development unless peace and order are guaranteed. The efficacy of policing will be nullified unless the community is taken into confidence. Ensuring community participation in keeping the law and order under the current situations of growing terrorism and globalization of crime definitely should be the prime objective of the Home department of the state. Police-community partnership is needed not only to ensure economic and social development but also to achieve global peace.

Law Enforcement in a democracy is a process by which public security is ensured by securing and enlisting the willing co-operation of people who are simultaneously the beneficiaries of such enforcement. Citizens are subject to the law which they themselves create by means of established legislative processes; therefore they also need to proactively participate in the process of preventing violations of enacted law.

The new venture of the Kerala police, Janamaithri Suraksha Project (JSP) – a community policing scheme - seeks the responsible participation of the citizens in crime prevention at the level of the local community, conserving the resources, both of the community and of the police and in fighting against crimes which threaten the security of the community. The launching of the project followed the acceptance by the government of the recommendations of Justice K.T. Thomas Commission on Kerala Police Performance and Accountability.

The JSP was started in 20 police stations in the first phase. Later, it was extended to yet another 23 police stations in the year 2009. Later, 100 more police stations were added to this list in the year 2010.

The impact of the project on the community in terms of the achievement of its envisioned objectives and the drawbacks has to find out in order to set the project on the right direction and expand its benefits to the entire community in the state of Kerala.

The present study has made an effort to assess the impact of the Janamaithri Suraksha Project which has been implemented in the Paravoor police station limits of Kollam district.

1.2 Objectives

1. To understand the Socio-economic Profile of the Respondents.
2. To study the Knowledge/Awareness about Janamaithri Suraksha Project (JSP).
3. To analyze the Visits undertaken by the Beat Officers.
4. To assess the Activities carried out by the Beat Officers.
5. To find out the Impact/Effectiveness of the Janamaithri Suraksha Project.
6. To identify the Weaknesses/Limitations of the project in its implementation.
7. To suggest appropriate measures for improving the Effectiveness/Impact of JSP.

1.3 Methodology

Geographical Area

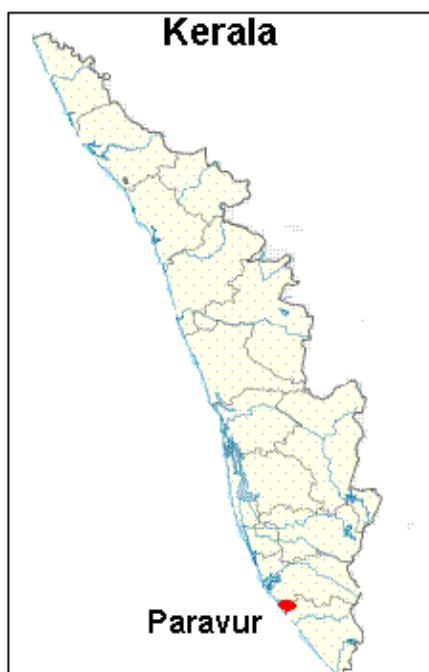
Paravoor municipality of the Kollam revenue district of the state of Kerala formed the Geographical area of the study.

The project in Paravoor municipality constituted 8 Janamaithri beats for the 29 municipal wards and each beat was looked after by a Beat Officer and an assistant Beat Officer (woman)

Profile of the Paravur Municipality

Paravur (Malayalam: പാരവൂർ) is town and a municipality in the Kollam district of the Indian state of Kerala. Paravoor, 24 kilometres from Kollam, is a narrow skirt of land stretching in between the backwaters and the sea.

As of 2001 India census, Paravur had a population of 38,649. Males constitute 47% of the population and females 53%. Paravur has an average literacy rate of



79%, higher than the national average of 59.5%: male literacy is 81%, and female literacy is 77%. In Paravur, 12% of the population is under 6 years of age.

As per the data from the Kollam janamaithri police station, the Paravoor Municipality included more than 8300 houses distributed in 29 wards. The Janamaithri Suraksha Project divided the area of municipality into 8 beats according to the geographical area and each beat consists of nearly 1000 houses.

Profile of the Beats

Beat No	No.of wards	Name of Wards	No.of Houses
1	1,26,27,28,29	Perumpuzha,Punchirakkulam, Kallumkunnu,Mangakunnu,Pukkulam	1537
2	2,3,4,5	Vinayakar,Nedungolam, Parayilkavu,Kochalummoodu	1160
3	6,7,8,9	Pasuman,Peral,Ollal,Krishi bhavan	1315
4	10,14	Market,Kottamoola	729
5	15,16,17,18	Nerukadavu,Thekkumbhagam, Puthiyakavu,Vadakkumbhagam	780
6	11,12,13	Town,Attumpuram,Puthiyidam	850
7	19,20,21,22	Kurandikulam,Anchal office, Chillakkal,Pozhikkara	1216
8	23,24,25	Maniyamkulam, Puttingal,Railway station	715
8	29 wards	Total	8302

(Source: website of Kollam Janamaithri police station)

Universe

Universe of the study comprised the whole population of 8 beats of Paravoor Municipality

Sampling

250 respondents were randomly selected from the 8 beats of Paravoor Municipality and all from the households.

1.4 Methods & Tools of Data Collection

Methods

Interviews, Informal discussions and desk review were the methods used for the collection of data.

Tools of Data Collection

Interview schedule: the pre-tested interview schedule, which was prepared in consultation with experts, was administered among the respondents. The interview schedule consisted of 7 major parts:

Part 1 - Socio- economic Profile of the Respondents.

Part 2- Extent of knowledge on Janamaithri Suraksha Project (JSP).

Part 3 - Beat Officers' visits and Allied Matters.

Part-4 - Activities carried out by the Beat Officers.

Part 5- Effectiveness /impact of the Project.

Part 6 - Weaknesses / limitations of the Project.

Part 7- Suggestions for Improvement.

1.5 Sources of Data

The respondents under study formed the primary data source and study reports and other documents pertaining to the subject of study constituted the secondary datasource.

1.6 Data Processing & Analysis

Processing and Analysis of the data were carried out by making the use of computer application - Statistical Package for Social Sciences (SPSS)

JANAMAITHRI SURAKSHA PROJECT – AN OVERVIEW

“Soft in Temperament, Firm in Action” is the slogan of the Kerala Police. The Janamaithri Suraksha Project - a community policing scheme - is a new effort of Kerala Police which ensures the soft behaviour of the police towards the public and rigid action against the criminals with the co-operation of public. The aim of the project is to bridge the gap between the police and public and to ensure people’s active participation in combating anti-social activities. Here, an attempt is made to sketch in brief an overview of the project since its beginning.

2.1 The Beginning.....

A law enforcement agency that does not enjoy respect from the people of the country will not be able to serve the society well. Today more than ever society expects the police to be providers of security, safety and succor. Presently, more than ever, there is a growing realization of the need for efforts on the part of the police themselves to promote the welfare and interest of the citizens. Recognizing the pressing need for improving relation between the police organization and the people of the state and with the aim of ensuring all round security of citizens, the Govt. of Kerala has taken steps to facilitate the adoption of community policing initiative.

Justice K.T Thomas Commission, appointed by the Government of Kerala to suggest police reforms submitted its report in 2006. The report recommended that the government should implement community policing on an experimental basis. Accordingly the government asked the Police Department to prepare and submit a

draft scheme. The draft scheme submitted by the department in 2007 was discussed elaborately at various levels and based on suggestions/ recommendations by various persons a final project was prepared by the police department. The project in a nut shell is discussed below.

2.2 Objectives of the Janamathri Surakasha Project

Janamaithri Suraksha Project is the community policing project of the Kerala police. The project is structured so as to facilitate closer community involvement in ensuring security and safety within communities.

The objectives of the project were:.

1. To prevent crime in the society.
2. To elicit co-operation of the police and the public in security matters.
3. To ensure mutual co-operation of the public in the domain of security

The project envisages strengthening of the community policing theme by achieving the support of the local community. It is not a project aimed at bettering the image of the Police or a project wherein police duties are performed by the citizens. Rather it is a project to professionally strengthen Police and increase its accessibility to the needy public through close interaction with a better understanding of the public. Through the Beat Officers, every citizen living in the area will be known to the police and every citizen will be acquainted with the Beat Officers.

2.3 The Components

The major component of the project is Janamaithri Beat which centers on Beat Officers who are Police constables/Head Constables/ Asst. Sub Inspectors specially selected and trained. The other components included in the project are; Janamaithri Suraksha Samithi and Janamaithri Kendrams

2.3.1 Janamaithri Beat

A local area which includes around 1000 houses may be considered as a Janamaithri Beat Unit. A Police Station jurisdiction may be divided into as many 'Janamaithri Beats' as required. One Beat area should not exceed 3 Square Kilometers.

Beat Officer and his Duties

A 'Janamaithri Beat' will be in charge of an Assistant Sub-Inspector or a Head Constable who named as Beat officer. The serving of summons, execution of warrant, locating the address, handling the Complaint Box and all other duties to be performed by the police in the area will be coordinated and done by the Beat Officer, subject to the supervision by the Station House Officer. Within 3 months of taking charge, every Beat Officer should personally know at least one member of every household in his beat. Every road, lane and by-lane in the beat should be well known to the Beat Officer. The Beat Officer should know not only the houses but also all other establishments in the beat area. He should constantly interact with service providers in the area like postmen, linemen, milkmen, gas agencies etc because they are the persons who frequent the area practically on a daily basis and should have constant channels of communications open with them at a personal level. The Beat Officer should also keep a rough map marking the major junctions, buildings etc. of the area. He should also keep a diary containing the phone numbers and address of all important establishments and persons. A copy of the map and the diary should be kept in the Police Station also. The name and identity of the Beat Officer may be exhibited at important places in the beat area. This will help the public to know their Beat Officer. At least thrice a week the Beat Officer should reach a pre-announced place so as to contact the public as well as to receive complaints from them. The details of such public contact programmes such as

place, date, nature of complaints and suggestions received etc. may be entered in the beat diary by the Beat Officer, who may get it countersigned by the Station House Officer. Apart from the beat diary, a beat register should also be kept by the Beat Officer. This register, containing the details of daily matters, petitions etc., should be countersigned by the Station House Officer. The Beat Register should be kept in the Police Station. For, at least 20 hours in a week, the Beat Officer should go around the beat area on foot and do his work by contacting the public. The Beat Officer should gain the confidence of the public in his area in such a manner that any common citizen would feel free to approach him in a fearless and comfortable manner. The Beat Officer should be a role model to any citizen as far as his manners, etiquette and character are concerned

2.3.2 Janamaithri Suraksha Samithi

In every Police Station a 'Janamaithri Suraksha Samithi' should be formed. The Samithi should endeavour to undertake and implement the 'Janamaithri Suraksha Project' within the limits of the respective Police Station. With the help of the Station House Officer, the Circle Inspector may suggest the names of persons to be included in the Samithi. The Sub-Divisional Police Officer may examine such names and such list of names will be submitted to the District Police Superintendent. After due consideration and such consultation as he may deem proper, the District Police Superintendent will constitute the Samithi and inform the concerned. The Samithi should have proportionate representation from among women and the Schedules Castes and Tribes. Respectable citizens from the locality like; High School Headmaster /College Principal, Teachers, Retired Officers, Ex-servicemen, Corporation/Ward councilors, Merchants, NGOs, Workers' representatives, Residents' Association office-bearers, postmen, Kudumbasree office bearers etc. may be included in the Committee. Preference may be given to

include office bearers of Residential Associations. Those who are involved in any criminal case should not be included in the Committee. Office bearers of any Political party need not be excluded from the Committee if they fulfill other conditions. Care should be taken to pre-empt allegations that any communal or political interest is treated with any special advantage. The structure of the Samithi should be in such a way that, ordinary citizens with civic sense and sense of social responsibility get an opportunity to utilize their talents for the greater safety of society at the local level. The process of constitution of the samithi should be above board, and the members should be persons who command the respect of the community. The Samithi should have at least ten members, and preferably not exceed 25. From amongst the Samithi members, the District Superintendent of Police may nominate one member as the Convener. The meetings of the Samithi will be chaired by the Circle Inspector of Police and the Station House Officer will officiate as Secretary. An Additional Sub Inspector or an Assistant Sub Inspector from the Police Station may be designated as the Community Relations Officer by the Station House Officer. The Community Relations Officer should dedicate himself to the cause of implementation of the 'Janamaithri Suraksha Project' and should render all help to the Station House Officer for the success of the programme. The Samithi may be reconstituted every two years. The District Superintendent of Police may remove any member, who involves himself in any crime case or acts involving moral turpitude.

Meetings of the Samithi

The Samithi should meet at least once in a month, at a pre-announced date and place. In the meeting, the public residing in the Beat of that area, (or of other areas, if they so desire) can attend and give their suggestions. The participation of maximum number of people from the local Beat may be ensured. In case the

participation of the public is very meagre, the Samithi may examine the reason for the same and give necessary advice to the Beat Officer. The minutes of such meetings should be prepared by the Station House Officer (Secretary) and a copy of the minutes should be sent to the Deputy Superintendent of Police and the Superintendent of Police. The supervisory officers should examine the minutes, assess the quality of the meeting, and in case it is felt necessary, provide advice to the Station House Officer. The Sub-Divisional Police Officers may attend such meetings once in three months; and the Superintendents of Police may attend such meetings at least once in a year. Apart from the monthly meetings, the Samithi may hold such other meetings as and when need arises.

Activities of the Samithi

Different projects, chosen as per need, may be implemented after discussions and decisions in the Samithi meetings. As per local needs, the following types of projects, inter alia, may be implemented.

- Night patrolling with public co-operation
- Coordinating with private security guards
- Knowing new residents and strangers
- Fitting Burglar Alarm and security systems
- Helping senior citizens and physically challenged citizens
- Protection of women and children
- Awareness programmes
- Traffic Warden Systems
- Encouraging blood donation, eye donation, organ donation etc.
- Counseling centres to resolve the problems like; family discords, drinking habits etc. may be started

- Monitoring maintenance of street lights, traffic lights etc.
- Organizing Self Defence Courses
- School -based safety & vigilance programmes
- Cooperating with Kudumbasree Units etc.
- Preventing illicit sale of liquor and drugs
- Monitoring illegal financial institutions
- Complaint Card Systems
- Disaster Management and Mitigation
- Trauma, Rescue and First Aid Projects
- Victim Support Cells

If so required, for the implementation of a particular project, sub-committees may be appointed for a particular area or for a particular project. Formation of such sub-committees can be done during the Samithi meetings and such Sub Committees can include persons appropriate to the task intended. The membership of such sub committees need not be confined to the members of the Station Level Samithi.

District Advisory Samithi

At the District level, an Advisory Committee headed by the District Superintendent of Police should be formed to ensure proper supervision regarding the functioning of 'Janamaithri Suraksha Project'. Members of Parliament, Members of Legislative Assembly, Municipal Chairmen / Mayor as well as other important personalities nominated by the Superintendent of Police may be included in the Committee. The committee may consist of 10 to 20 members. This committee may convene a meeting once in three months and review the working of Janamaithri Suraksha Samithis of the concerned District and give necessary suggestions, instructions etc.

2.3.3 Janamaithri Kendrams

Janamaithri Kendrams were opened in some places keeping in mind to popularize the concept of Janamaithri Suraksha Project. They function in some districts and in some battalions. These centers help people to come and interact with police. Also these centers organizes classes on traffic safety, career guidance etc. in an effort to bring people closer and to solve some of their problems and concerns. It is proposed to start Janamaithri Kendrams in 10 more places.

The main objectives of the Kendarm is to function as an information kiosk, developing Janamaithri Yuvakendram, to provide sports and youth training facilities, counseling space and facilities for women, giving career planning and self employment training, anti drug campaign, palliative care training, traffic education centre/traffic education park and any other activities facilitating police – community interface helping police to serve the community in a better manner.

A notice board may be put up giving various news items, photographs etc on Janamaithri Suraksha Project. Various posters inculcating traffic sense, Civic sense etc among student community may be put up.

Kendrams also take effort in putting posters depicting helpline numbers, awareness posters on drug abuse, crime against women etc which would come as instant help for them.

The centre has the scope to be developed as a community interaction centre. Here help from the public is sought in reducing traffic accidents, natural calamities etc.

Voluntary groups/organizations etc which are working in the field of promoting peace, National Integration and communal harmony may be encouraged to associate with the centre.

ANALYSIS AND INTERPRETATIONS

The Janamaithri Suraksha Project (JSP) - a Community Policing initiative of the Kerala Police launched in March 2008, as per the recommendations of the Justice K.T Thomas commission's report 2006, aims to prevent crime in the society through developing synergistic partnership between the police and the public. The Project was started in 20 police stations at the first phase in the year 2008. Later, it was extended to yet another 23 police stations in 2009 and 100 more police stations in the year 2010. . In Kollam revenue district, the scheme (JSP) was introduced in Kollam and Paravoor municipalities in the year 2008. The project now is in the evaluation stage, needs further improvements and for this, it has to be assessed in terms of its impact on the community and the drawbacks in its implementation. The present study hence, is an attempt to assess the impact of the Janamaithri Suraksha Project in the Paravoor police station limits of Kollam district. A total of 250 respondents randomly selected from the different households in the jurisdiction of Paravoor police station came under the purview of the study.

For an easy understanding, the data were analyzed under 7 heads viz; 1-Socio-economic profile of the respondents, 2-Knowledge/Awareness about the JSP, 3-Beat Officers' visits and allied matters, 4-Activities carried out by the Beat Officers, 5-Impact/Effectiveness of the JSP, 6-Weaknesses / Limitations in the implementation of the project and 7- suggestions to enhance the effectiveness of the project.

3.1 Socio-Economic Profile of the Respondents.

Socio-economic background of the respondents has a vast influence in their responses. Hence, the present survey studied the variables viz; age, sex, education, Religion, Marital status, employment and income.

Age

The age distribution showed that the respondents belonged to 20-86 yrs age group. A good number (36.8%) however, were in the category of 45-60yrs. And the rest 23.2%, 20.4% and 19.6% were from the 35- 45 yrs, 20-35 yrs and above 60 years age groups respectively. (*Refer to table 3.1.1*)

Sex

Sex-wise analysis revealed that females (58%) outnumbered the males (42%) with a margin of 16%. As the views and perceptions of both sexes could vary on different aspects of the project, the representation of comparatively equal number of respondents from both the sexes gives a much accurate and better perception/assessment about the project and its implementation. (*Refer to table 3.1.1*)

Education

The educational profile of the respondents depicted that most (53.2%) were high school educated. Those with college education and primary education followed with 23.6% and 17.2 % respectively. Professionals, post graduates, and illiterates formed only a minor group with 2 %, .8% and 3.2% respectively. (*Refer to table 3.1.1*)

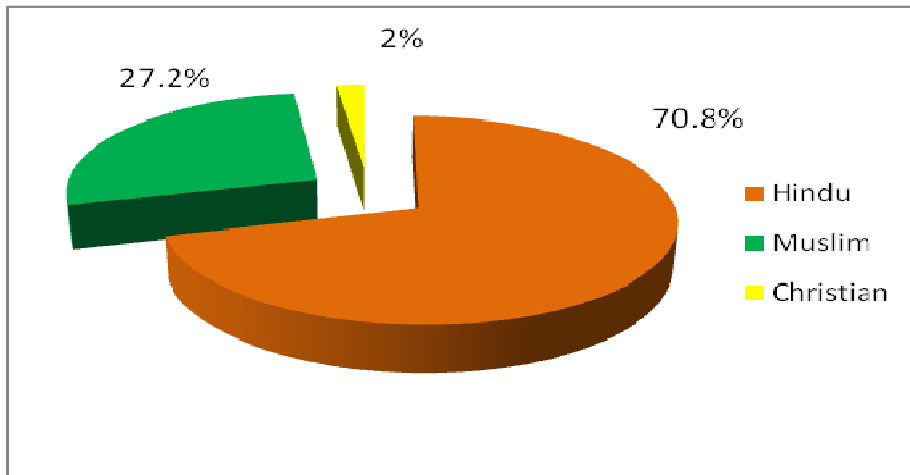
Table No. 3.1.1
Profile of the Respondents

Age (in yrs)	Frequency	Per cent
20 - 35	51	20.4
35 - 45	58	23.2
45 - 60	92	36.8
above 60	49	19.6
Total	250	100
Sex		
Male	105	42.0
Female	145	58.0
Total	250	100
Education		
Illiterate	8	3.2
Primary school	43	17.2
High School	133	53.2
College	59	23.6
Post Graduate	2	0.8
Professional	5	2.0
Total	250	100

Religion

Religion-wise, a good percentage (70.8%) belonged to Hindu religious background. Muslims and Christians constituted 27.2% and 2% respectively. Concentration of Hindu families in the study area might have been a reason for the high representation from the Hindu religion. (*Refer to figure 3.1.1*)

**Figure No.3.1.1
Religion of the Respondents**



Marital Status

Marital status of the respondents showed that majority (98.4%) were married and the remaining 1.6% were unmarried (*Refer to table 3.1.2*)

**Table No. 3.1.2
Marital Status of the Respondents**

Marital Status	Frequency	Per cent
Yes	246	98.4
No	4	1.6
Total	250	100

Employment Status

As the data collected on the working days and at day times, the unemployed constituted the majority with 74%. (*Refer to table 3.1.3*).

**Table 3.1.3
Employment Status of the Respondents**

Employment Status	Frequency	Per cent
Employed	65	26.0
Unemployed	185	74.0
Total	250	100

Annul Income

The data on annul income of the families showed that majority (64.4%) of the households had an income of below Rs 25000/ followed by 22% with Rs 25001- Rs50000/ and 10.4% with Rs 50001 - Rs75000/. Higher income groups i.e. Rs 75001/ and above were found to be negligible with 3.2 %. (*Refer to table 3.1.4*).

The figures thus illustrates that lower income groups (below Rs 50000/-) dominated the middle and higher income groups in the sample selected. Inclusion of a greater number of lower groups could be viewed in the sense that it is they who require more assistance and support from different exploitations. Hence their perceptions/views/opinions have a better face value.

Table No. 3.1.4
Annual Income of the Households

Annual Income (Rs.)	Frequency	Per cent
0-25000	161	64.4
25001-50000	55	22.0
50001-75000	26	10.4
75001-100000	4	1.6
100001-125000	3	1.2
125001-150000	1	0.4
Total	250	100

The socio - economic profile of the respondents from the Paravoor police station limits portrayed that more than one third of them belonged to 45-60yrs age group and the youth (20-35yrs), middle aged (35-45yrs) and elderly people (60yrs and above) were found to be almost equal. Females constituted majority of the sampled population. More than half of the respondents were reported to be high school

educated. A great majority were Hindus followed by Christians. Almost all of them were married. Only a minor percentage was employed. Most of the households were reported to be earning an annual income of below Rs25000/-, followed by Rs.25001-Rs.50000/- for their livelihood.

3.2 Knowledge/Awareness on Janamaithri Suraksha Project (JSP)

The major objective of the Janamaithri Suraksha Project (JSP) is to establish an active partnership between the police and the community that can analyze problems and design and implement solutions and services that are truly community-based. This requires the police to make a conscious effort to create an atmosphere in which community partners actively and willingly co-operate with the police. Participation in this regard could be achieved only if they are educated or are aware about such project.

Status of Knowledge/Awareness about Janamaithri Suraksha Project (JSP)

The probe in this regard showed that cent percent of the respondents reported of their knowledge/awareness about the Janamaithri Suraksha Project. (*Refer to table 3.2.1*).

**Table No.3.2.1
Status of Knowledge/Awareness about JSP**

Status of Knowledge /Awareness	Frequency	Per cent
Yes	250	100.0
No	0	-
Total	250	100

Period of Receipt of Knowledge/Awareness

Responses in this regard highlighted that 42.8% were aware of the JSP for the past two years. 40.8% reported of past one year as their period of receipt of knowledge. 10% and 6% stated about the period as below one year and more than two years respectively.

Sex-wise, more males (52.4%) reported of their knowledge/awareness on the JSP for a longer period (past 2years or more) than the females (46.2%). (*Refer to table 3.2.2*).

Table No. 3.2.2
Period of Receipt of Knowledge/Awareness and Sex of the Respondents

Sex	Period of Receipt of Knowledge/Awareness				Total
	Below 1 Year	1 Year	2 Years	Above 2 Years	
Male	9	41	49	6	105
	8.6%	39.1%	46.7%	5.7%	100%
Female	17	61	58	9	145
	11.7%	42.1%	40.0%	6.2%	100%
Total	26	102	107	15	250
	10.4%	40.8%	42.8%	6.0%	100%

Sources of Knowledge/Awareness

The empirical data revealed that majority (82.8%) had obtained the knowledge / awareness on the JSP from ‘Janamaithri Police’ itself. Further, 30% reported ‘Print media’ as one of their sources of information. The other sources were ‘Relatives and friends’ (6%), ‘Govt. programmes’ (1.2%) and ‘Govt. publications’ (0.8%). (*Refer to table 3.2.3*)

From the literature and reports, it was found that a number of programmes such as visits by the police, seminars, workshops, tableaux, public meetings, creation and distribution of IEC materials had been carried out in the project area for the information dissemination about the Janamithri Suraksha Project.

Table No. 3.2.3
Sources of Knowledge/Awareness on the JSP
N = 250

Sources	Frequency	Per cent
From Janamaithri police	207	82.8
From Relatives	15	6.0
From Print media	75	30.0
From Govt. programs	3	1.2
From Govt. publications	2	0.8

Perception on the Beneficiaries of the Project

The present study sought the perception of respondents about the Beneficiaries of Janamaithri Suraksha Project. Majority (93.6%) reported that the JSP was aimed for the welfare of the people whereas 3.6% stated it to be for the welfare of both the people and the police. The rest, 2.4% and 0.4% pointed out that the project was for the welfare of the police and the political parties respectively. (*Refer to table 3.2.4*).

Table No. 3.2.4
Perception on the Beneficiaries of the Project

Beneficiaries	Frequency	Per cent
Police	6	2.4
People	234	93.6
People and Police	9	3.6
Politicians	1	0.4
Total	250	100

An overview of the knowledge/awareness about the Janamaithri Suraksha Project showed that all the respondents under study had a knowledge/awareness on the JSP, which they received mainly from the Janamaithri police or the Print media. A good number each received the information on JSP since last 1 or 2 years. Further, most had a perception about the project that it was intended for the welfare of the People.

3.3 Beat Officers' Visits and Allied Matters

For each residential area consisting of around 1000 houses within an area of average 2 square kilometer there will be a Beat Officer. Beat officers are considered to be the centre point of the Janamaithri Suraksha Project. They are specially selected and well trained for the purpose and are the Constables/Head constables/Asst. Sub Inspectors. Further, the project has a Woman Police Constable who named as Assistant Beat Officer for each of the beat so that the problems of women in the beat area could be addressed properly.

All the duties of the Police relating to patrolling, process service, petition enquiry, verification, collection of public complaints, servicing of complaint boxes, etc. will be done by the Beat officer subject to the proper supervision of SHO. It is necessary that the behavior of the officer should be very pleasing.

The Beat officer should have a vast knowledge on his beat area and should know personally at least one member of each family in his beat. If anybody wants to communicate anything to him, he should be available for an hour for them in a pre announced place. Further, he should have to keep a Beat Register and have to attend Janamaithri Samithi meeting every month. He is a very responsible officer with a number of other duties also vested with him.

The present study has also probed into the matters related to the Beat officers' visits and allied matters. Accordingly, this section is divided into three sub sections viz; Beat Officers' visits related, Beat Officers' behavior related and Beat Officers' suggestions related.

a. Beat Officer's Visits Related

The first step after the commencement of his duty as Beat Officer is to contact the people in his respective beat area. During his visits, he has to perform various duties like communicate/interact with people, providing instructions / suggestion to the public, carrying out various activities for the improvement of health, safety and security of the people etc.

The present study has analyzed the matters related to the Beat Officers' visits to the community. The variables examined in this regard were; number of visits, prior information about the visits, time, place and nature of visits, participation of spouse in the interaction, number of police personnel present during the visits, presence of vanitha police and topics discussed by the Beat Officers and duration of discussion.

Number of Visits by Beat Officers

Visits to the beat area at regular intervals and contacting maximum number of people are considered as the prime duty of every Beat Officer. He has to personally know or contact at least one member of each family within a stipulated period of time after the commencement of his duty as a Beat Officer.

The data in this regard showed that majority (64.8%) were visited by the Beat Officers either 1 (40.4%) or 2 (24.4%) times. Further, a few each reported of 3-4 (18.4%) and above 4 visits (4.0%). However, 12.8% of the respondents were not contacted till then by the Beat Officers. (*Refer to table 3.3.1*)

Table No. 3.3.1
Number of Visits by Beat Officers

Number of Visits	Frequency	Per cent
Not visited	32	12.8
1	101	40.4
2	61	24.4
3	30	12.0
4	16	6.4
5	5	2.0
6	2	.8
7	3	1.2
Total	250	100

Prior Information about the Visits

Among the 218 respondents who reported of the visits by the Beat Officers, an overwhelming number (95.0%) were not informed in advance about the visits. (Refer to table 3.3.2)

The inadequate number of police personnel and infrastructural facilities may be the reasons for the absence of prior information on the visit.

Table No. 3.3.2
Prior Information about the Visits

Prior information	Frequency	Per cent
Yes	11	5.0
No	207	95.0
Total	218	100

Time of Visits

It can be seen from the data that most (96.8%) were visited by the Beat Officers in day times i.e. 8am - 4pm, especially in between 8am-12noon (63.8%). On the other hand, only a few (3.2%) mentioned about the visits in the evening (4pm - 8pm). (Refer to table 3.3.3)

Place of Visits

An overwhelming majority (95.9%) reported of the house visits conducted by the Beat Officers. Nevertheless, a few stated about the visits at public places (2.8%), and community hall (0.5%). (Refer to table 3.3.3)

The Beat officers had given more importance for the house visits, as it is considered as the most effective method for conveying the information and creating friendly relationship with the people.

Nature of Visits

Most (86.2%) reported about the presence of their family member during the visits conducted by the Beat Officers. Further, 11.9% mentioned about the personal contacts and the rest stated about the visits in the group (1.4%) or in the meetings (0.5%). (Refer to table 3.3.3)

**Table No. 3.3.3
Time, Place and Nature of Visits by Beat Officers**

Particulars	Frequency	Per cent
Time of Visits		
8am - 12noon	139	63.8
12noon - 4pm	56	25.7
4pm - 8pm	7	3.2
8am – 12 noon & 12noon -4pm	16	7.3
Total	218	100

Place of Visits		
House	209	95.9
Public place	6	2.8
Community hall	1	0.5
Others	2	0.9
Total	218	100
Nature of Visits		
Personal	26	11.9
Family	188	86.2
Group	3	1.4
Meeting	1	0.5
Total	218	100

Participation of Spouse during the Visits

A good number (73.9%) had their spouses with them at the time of Beat Officers' visits. (Refer to table 3.3.4)

Table No. 3.3.4
Participation of Spouse during the Visits

Participation of Spouse	Frequency	Per cent
Yes	161	73.9
No	57	26.1
Total	218	100.0

Number of Police Personnel present during the Visits

Majority (85.8%) of the respondents reported that they were visited by a single janamaithri police. However, 12.8% and 1.4% mentioned about the presence of two and three police personnel respectively during the visits. (Refer to table 3.3.5).

Presence of Vanitha Police during the Visits

The Janamaithri Suraksha project aimed to have a woman police constable during the janamaithri visits, for addressing the problems of women in the area effectively. The responses in this regard showed that almost all (99.1%) of the respondents reported of the absence of vanitha police during the visits of Beat officers (Refer to table 3.3.5)

Presence of Vanitha Police is an essential part of the project, for creating among women, a feeling of more safety and security in expressing their problems. So the efforts for making the inclusion of a vanitha police during the visits will make better results.

Table No. 3.3.5
Number of Police and Presence of Vanitha Police during the Visits

Number of Police	Frequency	Per cent
1 person	187	85.8
2 persons	28	12.8
3 persons	3	1.4
Total	218	100
Presence of Vanitha Police		
Yes	2	0.9
No	216	99.1
Total	218	100

Topics/Subjects of Discussion/Conversation

During his visits to the community, the Beat Officer discusses a wide range of topics/subjects to the people according to the objectives of the project. The topics of discussion may vary from personal interactions to discussions on health, hygiene, and security problems in the area. Accordingly, the respondents were asked to report the topics/subjects discussed by the Beat Officers.

The empirical data showed that most (52.8%) stated about the personal interactions conducted by the Beat Officers and a few (28.9%) mentioned about the ward level meetings. Further, more than 10% each reported of seminars conducted, awareness on safety and security, awareness on JSP, providing of contact numbers and inspiring of people for contacting the police. Subsequently, a few each reported about the subjects of disaster management, health and hygiene, blood group confirmation, blood donation and eye donation camps, night patrolling, campaign against illicit liquor, complaints through complaint box, collection of details of strangers, domestic workers etc. (*Refer to table 3.3.6*)

The data thus clearly indicated the wide range of areas covered during the discussions and meetings held by the Beat Officers.

Table No. 3.3.6
Topics / Subjects of Discussion/Conversation

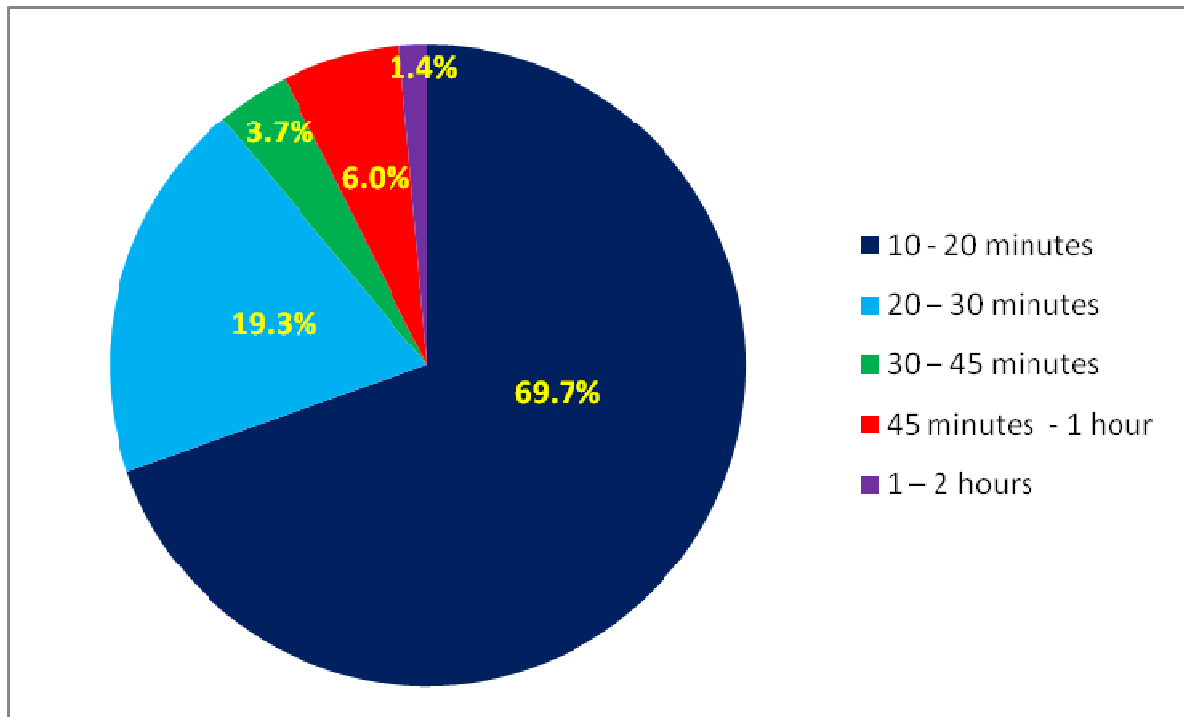
Topic/Subject	Status of Conversation		
	Yes	No	Total
Individual Discussion	115	103	218
	52.8%	47.2%	100%
Ward-wise meeting	63	155	218
	28.9%	71.1%	100%
Seminar	30	188	218
	13.8%	86.2%	100%

Determining Blood Group	3	215	218
	1.4%	98.6%	100%
Blood donation Camp	1	217	218
	0.5%	99.5%	100%
Eye donation Camp	2	216	218
	0.9%	99.1%	100%
Night Patrolling	2	216	218
	0.9%	99.1%	100%
Sanitation Awareness	8	210	218
	3.7%	96.3%	100%
Security Awareness	22	196	218
	10.1%	89.9%	100%
Health Protection	4	214	218
	1.8%	98.2%	100%
Disaster management	12	206	218
	5.5%	94.5%	100%
Campaign against illicit liquor	3	215	218
	1.4%	98.6%	100%
complaints received through complaint box	3	215	218
	1.4%	98.6%	100%
Collection of details of Domestic workers and others	1	217	218
	0.5%	99.5%	100%
Family meeting	6	212	218
	2.8%	97.2%	100%
Others	26	192	218
	11.9%	88.1%	100%

Duration of the Discussions

With regard to the duration of the discussions, it was found that most (69.7%) discussions lasted for 10-20 minutes followed by 20-30 minutes (19.3%). Nearly 10% reported about 30 minutes-1 hour duration while only 1.4% mentioned about the duration of more than 1 hour. (*Refer to Figure 3.3.1*)

Figure No. 3.3.1
Duration of the Discussions



Beat Officers' Behaviour Related

The JSP provides necessary trainings to the Beat Officers for developing their interpersonal skills, communication skills and behavioural skills so that they can easily enter into the community and receive the impression of people. Accordingly, this study sought the perceptions of the respondents in relation to the behaviour of Beat Officers during their visits to the community. The variables dealt in this regard were: behaviour of the Beat Officers, rating of the behavior, satisfaction on the Beat Officers' interaction and the extent of satisfaction.

Behaviour of the Beat Officers and Rating on the Behaviour

To the query on the behaviour of the Beat officers, majority (96.8%) reported it as very cordial where as the rest (3.2%) had not given any opinion on the matter.

Gender-wise, females (97.7%) outnumbered the males (95.5%) with a slight variation in reporting the cordiality of the beat officer. (Refer to table 3.3.7)

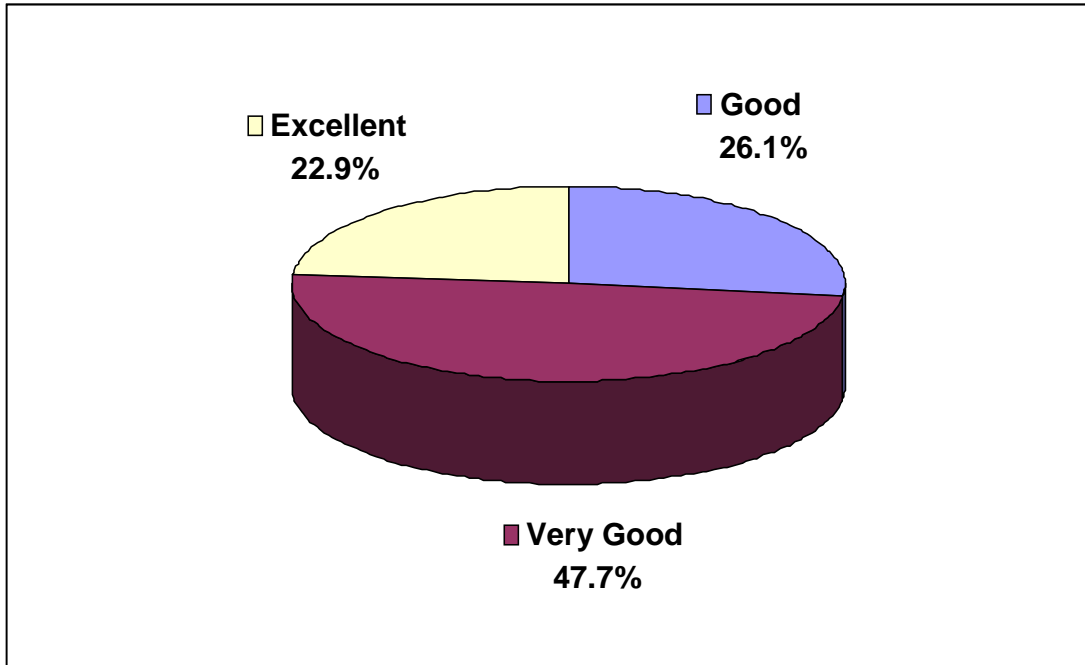
Among those who reported of the cordiality of the Beat Officers, most (47.7%) rated it as very good. This was followed by good and excellent ratings by 26.1% and 22.9% respondents. (Refer to figure no.3.3.2)

The responses in this regard showed that the Beat Officers in the Paravoor police station limits have won the admiration of the community to a great extent by their behavioural and interpersonal skills.

**Table No. 3.3.7
Behaviour of the Beat Officers and Sex of the Respondents**

Sex	Behaviour of the Beat Officers			Total
	Cordial	Not Cordial	No opinion	
Male	84	-	4	88
	95.5%	-	4.5%	100.0%
Female	127	-	3	130
	97.7%	-	2.3%	100.0%
Total	211	-	7	218
	96.8%	-	3.2%	100%

Figure No.3.3.2
Rating on the Behaviour of Beat Officers



Satisfaction at the Beat officers' Interaction

100 percent of the respondents reported of their satisfaction on the interaction made by the Beat Officers. (Refer to table 3.3.8)

Table No. 3.3.8
Satisfaction at the Beat Officers' Interaction

Satisfaction	Frequency	Per cent
Satisfied	218	100.0
Not Satisfied	0	0.0
Total	218	100

Extent of Satisfaction

When asked to rate their satisfaction level on the interaction made by the Beat Officers, majority (85.8%) rated it very positively with a distribution of ‘very good’ by 39.5%, ‘good’ by 24.3% and ‘excellent’ by 22.0%. (Refer to table 3.3.9)

Table No. 3.3.9
Extent of Satisfaction

Extent	Frequency	Per cent
Satisfactory	31	14.2
Good	53	24.3
Very Good	86	39.5
Excellent	48	22.0
Total	218	100.0

Beat Officers’ Suggestions Related

During their visits to the community, the Beat Officers impart various suggestions to the people for the improvement of the health and security conditions of the community. Safety tips to keep away from the incidents of chain snatching, robbery, thefts etc. were also provided by the Beat officers during their visits. This study examined herewith the perceptions of the respondents in relation to the suggestions given by the Beat Officers.

Usefulness of the Suggestions of Beat Officers and Extent of Usefulness

The responses in relation to the usefulness of the suggestions given by the Beat Officers showed that 92.7% were on the positive while the rest (7.3%) on the negative.

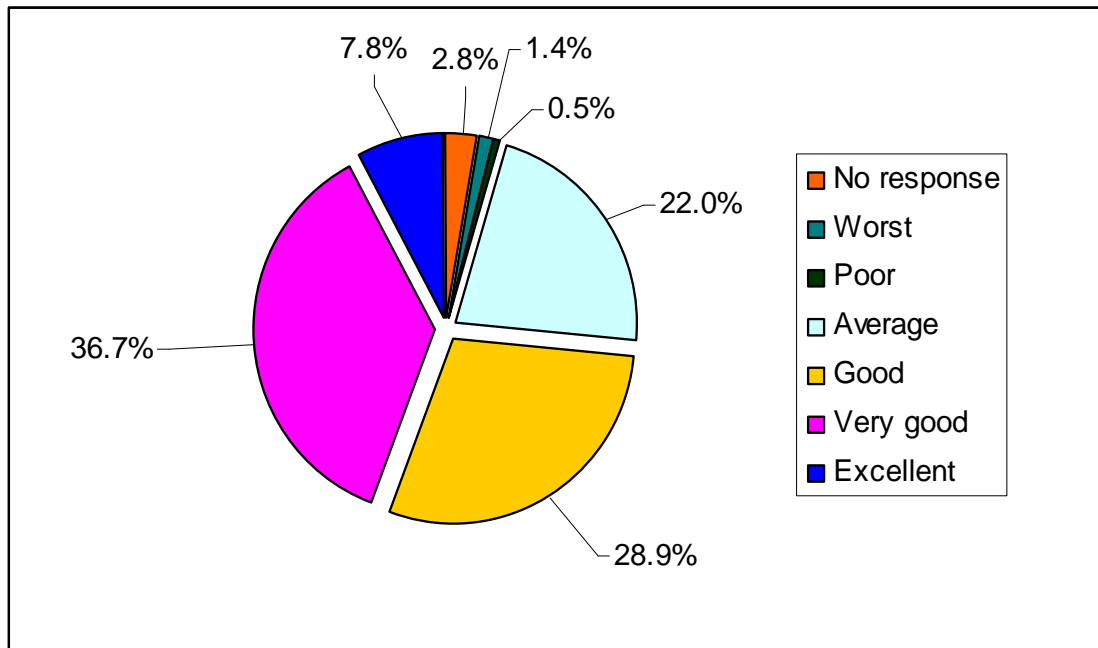
Gender-wise, a higher number of females (95.4%) reported of the usefulness of the suggestions than the males (88.6%). (Refer to table 3.3.10)

With regard to the extent of usefulness, most (36.7%) of them rated it as ‘very good’ followed by ‘good’ (28.9%) and ‘average’ (22.0). However, the ‘excellent’ rating was found to be very less (7.8%) in number. (Refer to figure 3.3.3)

Table No. 3.3.10
Usefulness of the Suggestions by the Beat Officers
and Sex of the Respondents

Sex	Status of Usefulness		Total
	Yes	No	
Male	78	10	88
	88.6%	11.4%	100 %
Female	124	6	130
	95.4%	4.6%	100%
Total	202	16	218
	92.7%	7.3%	100%

Figure No.3.3.3
Extent of Usefulness of the Suggestions



Implementation / Practice of the Suggestions

According to the empirical data, only 10.6% confirmed about the implementation of the suggestions given by the Beat Officers.

Gender-wise, comparatively higher number of males (19.3%) implemented the suggestions than their counterparts (4.6%) (*Refer to table 3.3.11*)

The suggestions of Beat officers which were implemented by the respondents were; frequent contact with the janamaithri police for communicating necessary information, follow the suggestions for solving family problems, keep the traffic rules on the road and assist the police in preventing anti- social activities.

Although, there were a good number of respondents who reported of the usefulness of suggestions, the number of people who made it into practice was found to be very low .Efforts to motivate the community to practice it is worthwhile.

**Table No. 3.3.11
Implementation/Practice of the Suggestions by the People and Sex**

Sex	Status of Implementation		Total
	Yes	No	
Male	17	71	88
	19.3%	80.7%	100%
Female	6	124	130
	4.6%	95.4%	100%
Total	23	195	218
	10.6%	89.4%	100%

An overview of the Beat Officers' Visits and Allied matters portrayed that even though majority of the respondents were visited by the Beat Officers during day

times mainly at their houses or in the presence of family members, there should be an increase in the frequency of visits as a good number reported it as 1 or 2. It was also noticed that most visits were conducted without prior information. However, almost all the respondents reported of their satisfaction on the behaviour and interaction of the Beat Officers. Although, most stated about the suggestions of Beat Officers' as useful, those who implemented these suggestions into practice were found to be very less.

3.4 Activities carried out by the Beat officers

The Janamaithri Suraksha Project (JSP) has designed various projects for attaining its major objective of ensuring safety and security of the people by seeking their active participation in the activities. The project also envisions the overall development of the people and the community. Some of this activities include joint night patrolling, coordination with private security guards, building up of infrastructure for security which includes stranger check programmes, protection of senior citizens, security and welfare of women and children, crime stopper system, traffic warden system, blood donation programme, school/college jagratha samithis , security for taxi/auto drivers , anti drug/liquor programme, disaster management, victim support cell and environment friendly samithi.

Among these envisioned activities, the right ones are selected by the Janamaithri Suraksha Samithi according to the suitability of the locality after necessary discussions. Accordingly, the present study has a probe into the various activities carried out by the Beat Officers in relation to traffic, hygiene, interaction with children, and joint night patrolling.

Traffic Related Activities

It is with this view to minimize the incidents of road accidents which mainly happen due to the negligence of road users, the Janamithri Suraksha Project has planned various activities for improving the traffic system of the project area. A few of them are ; organization of traffic awareness programmes for students, drivers and every type of road users, traffic warden system, printing and dissemination of leaflets with traffic rules, implementation of traffic control over major junctions of the area etc.

The empirical data showed that 31.2% of the respondents affirmed about the traffic related activities carried out by the Beat Officers in their area. The rest, however were on the negative (36.4%) or ignorant (32.4%) about the same.

Age-wise, comparatively a higher number from the 35-45 yrs (41.4%) category reported of the conduct of traffic related activities in the area. (*Refer to table 3.4.1*)

Table No. 3.4.1
Traffic Related Activities and Age of the Respondents

Age (in yrs)	Conduct of Traffic Related Activities			
	Yes	No	Don't know	Total
20 - 35	15	23	13	51
	29.4%	45.1%	25.5%	100%
35 - 45	24	15	19	58
	41.4%	25.9%	32.7%	100%
45 - 60	24	29	39	92
	26.1%	31.5%	42.4%	100%
Above 60	15	24	10	49
	30.6%	48.9%	20.4%	100%
Total	78	91	81	250
	31.2%	36.4%	32.4%	100%

Hygiene Related Activities

An improved hygiene condition is an essential factor for the creation of healthy people and healthy society. Hence, the JSP has also a focus on the improvement of health conditions of the people. In this regard, the present study has examined the activities conducted by the Beat Officers for the improvement of hygiene conditions of the area.

The data regarding the hygiene related activities showed that 36.4% affirmed about the conduct of the same in their beats. However, 34.4% and 29.2% stated it as ‘no’ and “don’t know” respectively.

Sex-wise, there were not many variations across the sex, in reporting the conduct of the same. (*Refer to table 3.4.2*)

The main activities carried out by the Beat Officers in this regard were: community awareness programmes, cleaning of roads and canals with the collaboration of resident associations etc.

Table 3.4.2
Hygiene Related Activities and Sex of the Respondents

Sex	Conduct of Activities			Total
	Yes	No	Don't Know	
Male	38	32	35	105
	36.2%	30.5%	33.3%	100%
Female	53	54	38	145
	36.5%	37.2%	26.2%	100%
Total	91	86	73	250
	36.4%	34.4%	29.2%	100%

Interaction with Children

The Janamaithri Suraksha Project takes special care on children as they are the future of a society or a nation. Accordingly, the Beat Officers have interaction with the students with an aim to make them more responsive and more responsible citizens. The Beat Officers conduct meetings in schools/colleges for talking about the project. Under the leadership of teachers and selected children Jagratha Samithis may be organized. Classes on unarmed combat, yoga etc. also are planned & organized. Complaint Boxes are to be kept in the schools and colleges which should be regularly opened by the Beat Officer. Problems of students during bus journey etc. can be solved in this way. As a part of the JSP, school traffic clubs and school traffic wardens are planned and to be encouraged. The Jagratha Samithis can help the students do social service along with the people of the locality. The Jagratha Samithis can also popularize Crime Stopper and Helpline telephone numbers among students so as to encourage the students to pass on the information to the Police to prevent crime.

The empirical data revealed that 30% confirmed the interaction made by the Beat Officers with the children. The rest i.e., 32% and 38% however stated “no” and “don’t know’ respectively.

Age-wise, those who stated about the interaction were higher in the 60yrs and above category with 36.7%. (*Refer to table 3.4.3*)

The important activities carried out in this regard were: friendly interactions, awareness class on traffic rules, road safety and disadvantage of smoking etc.

Table 3.4.3
Interaction with Children and Age of the Respondents

Age (in yrs)	Interaction with Children			Total
	Yes	No	Don't know	
20 - 35	17	16	18	51
	33.3%	31.4%	35.3%	100%
35 - 45	17	15	26	58
	29.3%	25.9%	44.8%	100%
45 - 60	23	32	37	92
	25.0%	34.8%	40.2%	100%
above 60	18	17	14	49
	36.7%	34.7%	28.6%	100%
Total	75	80	95	250
	30.0%	32.0%	38.0%	100%

Efforts for Involving the People in Night Patrolling

The JSP has the security of the community as its prime objective and the effort of the project would be to achieve this with people's active participation. Accordingly, the janamaithri police lead the night patrolling group in the locality with people's participation and coordination with the private security guards in the area. During the night patrol, in case anybody is found in suspicious circumstances, the same may be informed by the group to the police station. In case any vehicle is found in unusual circumstances, the registration number and other identifying information may be passed on to the Police station. Any establishment or place is found to be occupied by anti-socials or thieves the same also is informed to the Police station. By this way, to a greater extent, thefts and anti-social activities occurring at late night can be prevented. This survey here examined the activities

carried out by the Beat Officers for involving the local people in the Joint night patrolling.

The data portrayed that 31.2% reported of the efforts taken by the Beat Officers for participating the people in joint night patrolling. 34.8% and 34% stated it as ‘no’ and ‘don’t know’ respectively.

Age-wise analysis revealed that more from the 35-45yrs category (36.2%) reported of the efforts of Beat Officers in this regard than the others. *(Refer to table 3.4.4)*

The data indicate the dire need for the enhancement of this activity by the Beat Officers in the concerned area.

**Table No.3.4.4
Efforts for involving the People in Night Patrolling and Age**

Age (in yrs)	Night Patrolling			Total
	Yes	No	Don't know	
20 - 35	15	19	17	51
	29.4%	37.2%	33.3%	100%
35 - 45	21	16	21	58
	36.2%	27.6%	36.2%	100%
45 - 60	27	29	36	92
	29.3%	31.5%	39.1%	100%
above 60	15	23	11	49
	30.6%	46.9%	22.4%	100%
Total	78	87	85	250
	31.2%	34.8%	34%	100%

An overview of the afore mentioned activities portrayed that only less than 40% of the respondents reported on the positive regarding the conduct of each of the activities. The figures clearly pointed out that there is a urgent need for the

enhancement and diversification of the activities to be carried out in the beats. Yet, the efforts undertaken presently should be applauded as the project could achieve to this extent in its infancy stage itself

3.5 Impact/Effectiveness of the Janamaithri Suraksha Project

The Success of every project depends on the extent of positive change or effectiveness made it in the beneficiaries. This study has made an attempt to assess the impact of the Janamaithri Suraksha Project on the various activities it has carried out during the project period in the Paravoor police station limits. Accordingly, the effectiveness was analyzed in terms of; the extent of reach of the project, change in the occurrence of social problems and the improvement in the attitude of public towards the police and their activities.

a. Extent of reach of the Project

The extent of reach of the project definitely will be the outcome of the activities it has been carried out in the area for the awareness dissemination. The data in this regard revealed that cent percent of the respondents had a good knowledge on the Janamaithri Suraksha Project. Accordingly, the data exposed the efforts of beat officer and his team to reach the project in maximum number of people in the area through house visits or other publicity campaigns and which resulted in the primary achievement of the project in its implementation in the area.

b. Effectiveness in relation to the Minimization of Social problems

The impact of the project activities can be assed in terms of the changes in the social problems which occurred during the project period. Here, the changes have been analyzed with respect to family atmosphere, safety/security of women, presence of police, safety/security of people, robbery/snatching, gunda menace, illicit liquor and eve-teasing.

Change in Family Atmosphere

During their house visits, the Beat Officers are expected to conduct personal discussions with the people on their familial and other matters and provide necessary advice for the needy. Further, they have to take efforts for eradicating alcoholism and drug abuse which are causing problems in the peaceful familial life of the community. Hence, the study has made an inquiry into the effectiveness of the JSP in relation to changing the family atmosphere of the people in the project area.

The responses in this regard showed that 34.8% stated about a positive change that has been occurred in their family atmosphere after the implementation of the JSP.

Sex-wise analysis revealed that males (39%) outnumbered the females (31.7%) in reporting the positive change. (*Refer to table 3.5.1*)

Beat Officers' constant interactions and efforts for minimizing the alcoholism and drug abuse might have acted as a mechanism for improving the family atmosphere of the people.

**Table No.3.5.1
Change in Family Atmosphere and Sex of the Respondents**

Sex	Positive change	No difference	Negative change	Total
Male	41	64	0	105
	39.0%	61.0%	0.0%	100%
Female	46	99	0	145
	31.7%	68.3%	0.0%	100%
Total	87	163	0	250
	34.8%	65.2%	0.0%	100%

Improvement in Safety/Security of Women

The Janmaithri Suraksha Project has envisioned various activities for the security and welfare of the women which included; Women's Control Room and Women's Helpline established and popularized through Janamaithri Samithis. In the Janamaithri Samithi meeting, the security issues relating to women and children are discussed and strategies devised to counter the threats and to minimize the risk. Helpline numbers are prescribed and exhibited on the Janamaithri notice boards. Organization of legal literacy programmes for women with the help of Panchayaths / Municipalities, Kudumbasree units, educational institutions etc. The present study sought the views of the respondents in relation to the impact of the JSP in improving the safety/security of the women in the project area.

The empirical data showed that 46% reported of an improvement in the safety/security of women in their area due to the implementation of JSP. Majority (54%) however negated the same.

Sex-wise, 47.6% males reported of the improvement in safety/security of women while the females who reported of the same were 43.8%. (*Refer to table 3.5.2*)

**Table No.3.5.2
Improvement in Safety/Security of Women and Sex**

Sex	Yes	No	Don't know	Total
Male	46	24	35	105
	43.8%	22.9%	33.3%	100%
Female	69	28	48	145
	47.6%	19.3%	33.1%	100%
Total	115	52	83	250
	46.0%	20.8%	33.2%	100%

Presence of Police

The constant presence of police will have an impact on the reduction of crimes in the society to an extent. Hence, the project has made an inquiry in this regard among the 250 respondents of the Paravur police station limits.

The empirical data showed that 35.6% reported of an increased presence of police in their area during the period of last 6 months. However, 48.4% and 13.6% stated it as 'no' and 'don't know' respectively.

Sex-wise, more males (41.9%) reported of the presence of police than the females (31.0%) (*Refer to table 3.5.3*)

Change in Safety/Security of People

One of the important aims of the Janamaithri Suraksha Project is to provide safety and security to the people with their responsible participation. The JSP has envisioned and carried out various activities for fulfilling this objective. The presence of police as part of the JSP itself acts as a factor for making the feeling of safety/security among the people of the project area. Only if one feels secured in a society he could think creatively and live peacefully. Accordingly, this survey has sought the perception of people about the change in their feeling of safety/security during the last 6 months.

The responses revealed that 46% expressed a positive change in their feeling of safety/security during the last 6 months. Nevertheless, 52.8% reported about an unchanged feeling in this regard.

Sex-wise, females (49.7%) outnumbered the males (41%) in their responses regarding an increase in the feeling of safety/security. (*Refer to table 3.5.3*)

The figures thus clearly confirm that there is an encouraging indication of a great feeling of security in the people.

Table No.3.5.3
Change in Presence of Police and Safety/Security of People and Sex

Presence of Police					
Sex	Increased	No change	Decreased	Don't know	Total
Male	44	42	2	17	105
	41.9%	40.0%	1.9%	16.2%	100%
Female	45	79	4	17	145
	31.0%	54.5%	2.8%	11.7%	100%
Total	89	121	6	34	250
	35.6%	48.4%	2.4%	13.6%	100%
Safety/Security of People					
Male	43	60	2	-	105
	41.0%	57.1%	1.9%	-	100%
Female	72	72	1	-	145
	49.7%	49.7%	0.6%	-	100%
Total	115	132	3	-	250
	46.0%	52.8%	1.2%	-	100%

Change in Eve-Teasing

Eve teasing is a form of sexual aggression that ranges in severity from sexually suggestive remarks, brushing in public places, catcalls, to outright groping. Eve-teasing has been a notoriously difficult crime to prove, as perpetrators often devise ingenious ways to attack women, and usually occur in public places, streets, and public transport. The occurrences and change in this problem during the last six months - after the implementation of the JSP in the area - was inquired.

The empirical data showed that 10.8% of the respondents cited about the occurrences of eve-teasing in their area. However, with regard to change in this

problem, 44.4% reported about a reduction in the same during the last 6 months. 52.8% were ignorant about the change and the rest (2.8%) stated about the unchanged situation.

Sex-wise analysis revealed that males (45.7%) outnumbered the females (43.5%) with a slight margin. (*Refer to table 3.5.4*)

Change in Gunda Menace

Gunda menace is a major social problem which can badly affect the peaceful life of a society. Hence, the JSP has designed a number of activities for minimizing this social problem.

It might be the result of the implementation of JSP that only 4% reported about the incidents of gunda menace in the project area during the last 6 months. With regard to change in this problem, 38.4% stated about a decrease in the same. 58.8% and 2.8% stated it as 'don't know' and 'no change' respectively.

Sex-wise, more males (40%) than the females (37.2%) reported of a decrease in the problem (*Refer to table 3.5.4*)

Change in Robbery/Snatching

Beat Officers provide various safety tips and instructions to the people during their interactions with them in relation to the safety and security of their lives and property. Joint night patrolling is also one of the measures for minimizing the robbery/theft incidents.

The figures in this regard showed that 18.8% stated about the occurrences of robbery/snatching incidents in their area during the last 6 months. Regarding the change in theft/robbery/snatching issues, 42% reported of a reduction/decrease in the same. 48.8% on the other mentioned about their ignorance on the matter.

Sex-wise analysis revealed that comparatively a higher number of males (43.8%) reported of a decrease in the same than the females (40.7%). (Refer to table 3.5.4)

Change in Illicit liquor

Another social issue is the consumption of illicit liquor which affects the peaceful familial atmosphere of a society. 18.4% confirmed the prevalence of illicit liquor in their area during the last six months. However, regarding the change in this social issue, 41.2% stated about a decrease and 52.4% mentioned about their ignorance on the same.

Sex-wise, males (43.8%) outnumbered the females (39.3%) in reporting the decrease in the presence of illicit liquor in the area. (Refer to table 3.5.4)

**Table No.3.5.4
Impact/Effectiveness of JSP in Minimizing the Social Problems
and Sex of the Respondents**

Eve-Teasing					
Sex	Increased	No Change	Decreased	Don't Know	Total
Male	-	4	48	53	105
	-	3.8%	45.7%	50.5%	100%
Female	-	3	63	79	145
	-	2.1%	43.5%	54.5%	100%
Total	-	7	111	132	250
	-	2.8%	44.4%	52.8%	100%
Problem of Robbery / Snatching					
Male	1	12	46	46	105
	1.0%	11.4%	43.8%	43.8%	100%
Female	1	9	59	76	145
	0.7%	6.2%	40.7%	52.4%	100%
Total	2	21	105	122	250
	0.8%	8.4%	42.0%	48.8%	100%

Gunda menace Problem					
Male	-	4	42	59	105
	-	3.8%	40.0%	56.2%	100%
Female	-	3	54	88	145
	-	2.1%	37.2%	60.7%	100%
Total	-	7	96	147	250
	-	2.8%	38.4%	58.8%	100%
Prevalence of Illicit liquor					
Male	3	4	46	52	105
	2.9%	3.8%	43.8%	49.5%	100%
Female	1	8	57	79	145
	0.7%	5.5%	39.3%	54.5%	100%
Total	4	12	103	131	250
	1.6%	4.8%	41.2%	52.4%	100%

c. Improvement in the Attitude towards Police and its Activities

The relationship between the police and the public, although a concern since the formalization of the police function, has taken on added significance under Janamaithri Suraksha Project (JSP) with its emphasis on police-citizen reciprocity. The JSP targets the building up of trust between the police and communities. The present study has made an effort to evaluate the effectiveness of the project with respect to the change in attitude of people towards the police. As the sex, age and education of the people definitely have an influence in their responses; the study analyzed the perceptions of the respondents on the behavior and overall performance of the police in terms of sex, age and education. The variables taken into analysis were; reluctance in approaching the police station, helpfulness of police, performance of the police, approachability of the police and behavior of the police.

Reluctance to Approach the Police station

To the query on whether they are reluctant to approach the police station for solving their problems, majority (73.2%) reported of their non reluctance in this regard.

Sex-wise distribution of the data showed that males (88.6%) were found to be more positive than the females (62.1%) in approaching the police station.

Age-wise, the higher age groups showed more non-reluctance to approach the police station for solving their problems.

Education-wise, 100% Post graduates and 80% professionals expressed their readiness to visit the police station (*Refer to table 3.5.5*).

It is a good sign that almost three fourth of the respondents expressed their positive attitude in this regard. However, the note on the reluctance of females in approaching the police station needs attention. Legal literacy campaigns and the active presence of women police officers could be bringing more change in this regard.

Table No.3.5.5
Reluctance in Approaching the Police Station and Sex/Age/Education

Category	Reluctance		Total
	Yes	No	
Sex			
Male	12	93	105
	11.4%	88.6%	100%
Female	55	90	145
	37.9%	62.1%	100%
Total	67	183	250
	26.8%	73.2%	100%

Age			
20 - 35	20	31	51
	39.2%	60.8%	100%
35 - 45	19	39	58
	32.8%	67.2%	100%
45 - 60	20	72	92
	21.7%	78.3%	100%
Above 60	8	41	49
	16.3%	83.7%	100%
Total	67	183	250
	26.8%	73.2%	100%
Education			
Illiterate	2	6	8
	25.0%	75.0%	100%
Primary school	13	30	43
	30.2%	69.8%	100%
High School	30	103	133
	22.6%	77.4%	100%
College	21	38	59
	35.6%	64.4%	100%
Post Graduate		2	2
		100.0%	100%
Professional	1	4	5
	20.0%	80.0%	100%
Total	67	183	250
	26.8%	73.2%	100%

Change in Attitude towards Police

The respondents were asked whether they had any change in their attitude towards police after the constant interactions with the Beat Officers. The empirical data showed that most (62%) reported positively on the matter and the rest were either ignorant (14.8%) or negative (23.5%) in their responses.

Sex-wise distribution revealed that females were more positive in this regard with 67.6% than the males (54.3%). (Refer to table 3.5.6)

**Table No.3.5.6
Change in Attitude towards Police and Sex of the Respondents**

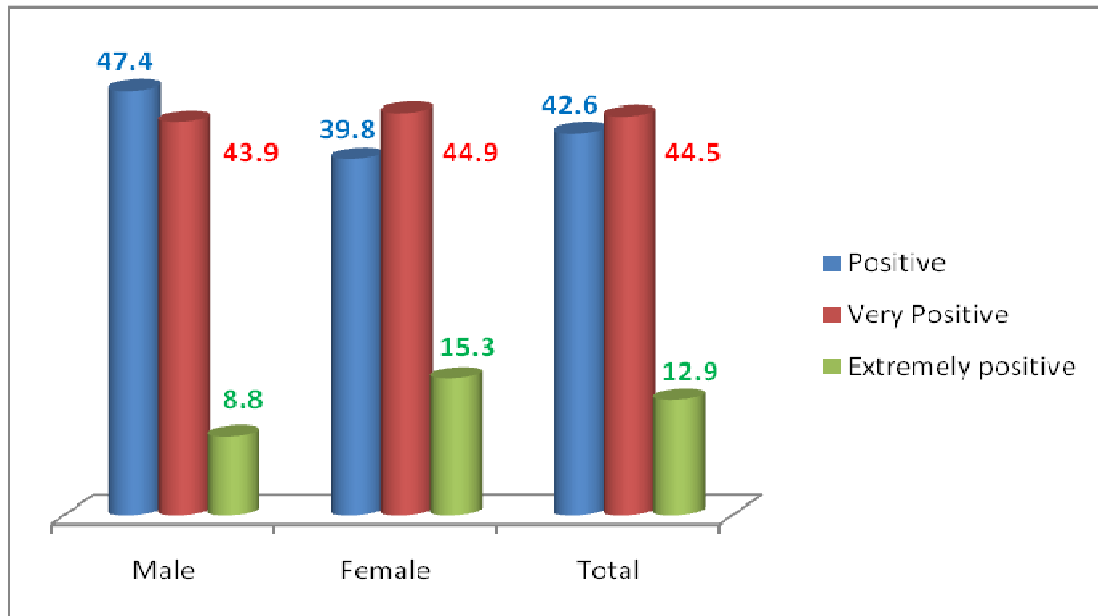
Sex	Change in Attitude			Total
	Yes	No	Don't know	
Male	57	35	13	105
	54.3%	33.3%	12.4%	100%
Female	98	23	24	145
	67.6%	15.9%	16.6%	100%
Total	155	58	37	250
	62.0%	23.2%	14.8%	100%

Extent of Change

Of those who reported of the change in their attitude towards police, most stated the extent of change as 'very positive' (44.5%) followed by 'positive' (42.6%) and 'extremely positive' (12.9%).

Sex-wise, females (60.2%) outnumbered the males (52.7%) in rating the extent of change as either 'very positive' or 'extremely positive'. (Refer to figure 3.5.1)

Figure No.3.5.1
Extent of Change and Sex of the Respondents



Perception on the Helpfulness of Police

Despite the general notion the people had about the police, the present study revealed their faith in the helpfulness of police. An overwhelming number (90.4%) stated about the great support provided by the police in protecting their life and property. However, a few (4.4%) reported negatively and the rest (5.2%) mentioned about their ignorance on the matter.

Sex-wise, females (93.1%) were more satisfied with the helpfulness of the police than their counter parts (86.7%).

Age-wise, the youngsters (20- 35yrs) and the elders (above 60 yrs) showed more confidence in the helpfulness of police with 96.1% and 95.9% respectively.

Education-wise, cent percent professionals and postgraduates reported positively in this regard. (Refer to table 3.5.7).

Table No.3.5.7
Perception on the Helpfulness of Police and Sex/Age/Education

Category	Helpfulness of the Police			Total
	Yes	No	Don't Know	
Sex				
Male	91	5	9	105
	86.7%	4.8%	8.6%	100%
Female	135	6	4	145
	93.1%	4.1%	2.8%	100%
Total	226	11	13	250
	90.4%	4.4%	5.2%	100%
Age (in yrs)				
20 - 35	49	2	-	51
	96.1%	3.9%	-	100%
35 - 45	50	5	3	58
	86.2%	8.6%	5.2%	100%
45 - 60	80	4	8	92
	87.0%	4.3%	8.7%	100%
Above 60	47	-	2	49
	95.9%	-	4.1%	100%
Total	226	11	13	250
	90.4%	4.4%	5.2%	100%

Education				
Illiterate	7	-	1	8
	87.5%	-	12.5%	100%
Primary school	39	1	3	43
	90.7%	2.3%	7.0%	100%
High School	120	6	7	133
	90.2%	4.5%	5.3%	100%
College	53	4	2	59
	89.8%	6.8%	3.4%	100%
Post Graduate	2	-	-	2
	100.0%	-	-	100%
Professional	5	-	-	5
	100.0%	-	-	100%
Total	226	11	13	250
	90.4%	4.4%	5.2%	100%

Perception on the Performance of Police

When asked to rate the performance of police on a seven point scale, most (33.2%) rated it as 'average' followed by 'very good'(29.6%) and good (28.4%) respectively. However, the negative (2.8%) and the positive - best (6.0%) were found to be very less in number.

Sex-wise analysis portrayed that comparatively a higher number (42.8%) of females rated the performance as either very good or best than the males (25.7%).

Age-wise, a good number from the 22-35yrs (50.9%) and above 65yrs (44.9%) categories rated it as ‘very good’ or ‘best’. (Refer to table 3.5.8).

**Table No.3.5.8
Perception on the Performance of Police and Sex/Age/Education**

Category	Performance of Police							Total
	Worst	Very Poor	Poor	Average	Good	Very Good	Best	
Sex								
Male	-	1	2	47	28	23	4	105
	-	1.0%	1.9%	44.8%	26.7%	21.9%	3.8%	100%
Female	3	1	-	36	43	51	11	145
	2.1%	.7%	-	24.8%	29.7%	35.2%	7.6%	100%
Total	3	2	2	83	71	74	15	250
	1.2%	.8%	.8%	33.2%	28.4%	29.6%	6.0%	100%
Age								
20 to 35	-	-	-	12	13	22	4	51
	-	-	-	23.5%	25.5%	43.1%	7.8%	100%
35 to 45	2	1	1	26	14	11	3	58
	3.4%	1.7%	1.7%	44.8%	24.1%	19.0%	5.2%	100%
45 to 60	1	1	-	35	28	24	3	92
	1.1%	1.1%	-	38.0%	30.4%	26.1%	3.3%	100%
above 60	-	-	1	10	16	17	5	49
	-	-	2.0%	20.4%	32.7%	34.7%	10.2%	100%
Total	3	2	2	83	71	74	15	250
	1.2%	.8%	.8%	33.2%	28.4%	29.6%	6.0%	100%

Education								
Illiterate	-	-	-	4	2	1	1	8
	-	-	-	50.0%	25.0%	12.5%	12.5%	100%
Primary school	-	-	-	8	14	16	5	43
	-	-	-	18.6%	32.6%	37.2%	11.6%	100%
High School	3	2	1	46	35	42	4	133
	2.3%	1.5%	.8%	34.6%	26.3%	31.6%	3.0%	100%
College	-	-	1	25	18	10	5	59
	-	-	1.7%	42.4%	30.5%	16.9%	8.5%	100%
Post Graduate	-	-	-	-	-	2	-	2
	-	-	-	-	-	100.0%	-	100%
Professional	-	-	-	-	2	3	-	5
	-	-	-	-	40.0%	60.0%	-	100%
Total	3	2	2	83	71	74	15	250
	1.2%	.8%	.8%	33.2%	28.4%	29.6%	6.0%	100%

Perception on the Extent of Approachability towards Police

The perception was sought from the respondents about the approachability of police by the public. The responses in this regard showed that most (39.2%) rated the approachability as 'average'. The above average ratings; 'some what possible', 'possible' and 'very well' were given by 27.6%, 23.6% and 6.8% respectively. Subsequently, 'difficult' (1.6%) and 'very difficult' (1.2%) to approach the police was reported by a few.

Sex-wise, females (64.2%) outnumbered the males (49.6%) in reporting positively (above average) regarding the approachability of police by the public.

Age-wise, comparatively a higher number (78.5%) of elderly people (above 60yrs) rated it positively (above average).

Education-wise, cent percent post graduates and 80% of the professionals scaled the approachability as above average (*Refer to table 3.5.9*).

It could be understood from the positive responses that the presence of JSP definitely had an impact on the attitude of people with regard to their approachability towards police.

**Table No. 3.5.9
Perception on the Extent of Approachability towards Police and
Sex/Age/Education of Respondents**

Category	Extent of Approachability towards police by the public						Total
	Very Difficult	Difficult	Average	Some what Possible	Possible	Very Well	
Sex							
Male	-	4	49	28	17	7	105
	-	3.8%	46.7%	26.7%	16.2%	6.7%	100%
Female	3	-	49	41	42	10	145
	2.1%	-	33.8%	28.3%	29.0%	6.9%	100%
Total	3	4	98	69	59	17	250
	1.2%	1.6%	39.2%	27.6%	23.6%	6.8%	100%
Age							
20 to 35	-	-	17	12	20	2	51
	-	-	33.3%	23.5%	39.2%	3.9%	100%
35 to 45	2	2	28	16	6	4	58
	3.4%	3.4%	48.3%	27.6%	10.3%	6.9%	100%
45 to 60	1	2	40	26	16	7	92
	1.1%	2.2%	43.5%	28.3%	17.4%	7.6%	100%

Above 60	-	-	13	15	17	4	49
	-	-	26.5%	30.6%	34.7%	8.2%	100%
Total	3	4	98	69	59	17	250
	1.2%	1.6%	39.2%	27.6%	23.6%	6.8%	100%
Education							
Illiterate	-	-	4	1	3	-	8
	-	-	50.0%	12.5%	37.5%	-	100%
Primary School	1	-	10	11	15	6	43
	2.3%	-	23.3%	25.6%	34.9%	14.0%	100%
High School	2	3	54	39	27	8	133
	1.5%	2.3%	40.6%	29.3%	20.3%	6.0%	100%
College	-	1	29	15	11	3	59
	-	1.7%	49.2%	25.4%	18.6%	5.1%	100%
Post Graduate	-	-	-	1	1	-	2
	-	-	-	50.0%	50.0%	-	100%
Professional	-	-	1	2	2	-	5
	-	-	20.0%	40.0%	40.0%	-	100%
Total	3	4	98	69	59	17	250
	1.2%	1.6%	39.2%	27.6%	23.6%	6.8%	100%

Perception on the Behaviour of Police

A good number (39.2%) of respondents rated the behaviour of police as 'average'. This was followed by the 'good' (29.2%) and 'very good' (23.2%) ratings. The highest rating of 'best' was reported by a 12.8 per cent. However, few of them (2.0%) expressed their negative thoughts (rated 'poor' or 'very poor') on the behaviour of police.

Gender-wise, more females (43.5%) considered the behaviour of police as ‘very good’ or ‘best’ than the males (26.7%).

With regard to age, comparatively a higher number of respondents from the age groups of 20-35yrs (52.9%) and above 60yrs (49.0%) rated the behaviour of police as either very good or best.

Education-wise, the illiterate s (50.0%) and primary school educated (53.3%) and post graduates (50.0%) showed their positive attitude in this regard by rating it as ‘very good’ or ‘best’. (Refer to table 3.5.10)

Table No.3.5.10
Perception on the Behaviour of Police and Sex/Age/Education

Category	Behavior of Police						Total
	Very Poor	Poor	Average	Good	Very Good	Best	
Sex							
Male	1	3	42	31	17	11	105
	1.0%	2.9%	40.0%	29.5%	16.2%	10.5%	100%
Female	1	-	39	42	42	21	145
	.7%	-	26.9%	29.0%	29.0%	14.5%	100%
Total	2	3	81	73	59	32	250
	.8%	1.2%	32.4%	29.2%	23.6%	12.8%	100%
Age							
20 to 35	-	-	12	12	20	7	51
	-	-	23.5%	23.5%	39.2%	13.7%	100%
35 to 45	2	1	25	19	8	3	58
	3.4%	1.7%	43.1%	32.8%	13.8%	5.2%	100%
45 to 60	-	2	33	28	17	12	92
	-	2.2%	35.9%	30.4%	18.5%	13.0%	100%

Above 60	-	-	11	14	14	10	49
	-	-	22.4%	28.6%	28.6%	20.4%	100%
Total	2	3	81	73	59	32	250
	.8%	1.2%	32.4%	29.2%	23.6%	12.8%	100%
Education							
Illiterate	-	-	3	1	2	2	8
	-	-	37.5%	12.5%	25.0%	25.0%	100%
Primary school	-	-	9	11	13	10	43
	-	-	20.9%	25.6%	30.2%	23.3%	100%
High School	1	2	46	40	31	13	133
	.8%	1.5%	34.6%	30.1%	23.3%	9.8%	100%
College	1	1	22	18	11	6	59
	1.7%	1.7%	37.3%	30.5%	18.6%	10.2%	100%
Post Graduate	-	-	-	1	1	-	2
	-	-	-	50.0%	50.0%	-	100%
Professional	-	-	1	2	1	1	5
	-	-	20.0%	40.0%	20.0%	20.0%	100%
Total	2	3	81	73	59	32	250
	.8%	1.2%	32.4%	29.2%	23.6%	12.8%	100%

An overview of the Impact/Effectiveness of Janamaithri Suraksha Project portrayed that although, those who reported about the positive change in their family atmosphere, safety/security of women, presence of police and safety/security of the people constituted only below half of the total respondents, the efforts of janamaithri team can not be undermined as each and every positive response shows the impact of the project. With regard to the minimization of social problems like; eve-teasing, robbery/snatching, gunda menace and illicit liquor

around 40% each expressed their happiness in this regard. There was also a great impact on the attitude of the people towards the police and their activities as a result of the interactions by the Beat Officers. Not only an overwhelming number believed in the helpfulness and performance of police but also they are now ready to approach the police for solving their problems. Majority of the respondents irrespective of their age, sex and education had expressed a positive attitude towards the behaviour of police.

To sum up, the overall findings related to the Impact / Effectiveness of Janamaithri Suraksha Project highlight a promising trend as it could be inferred from the responses that the implementation of JSP remains as a constant watch against crimes in the community and it acts as a safety belt to each and every citizen irrespective of their diversities.

3.6 Weaknesses / Limitations of Janamaithri Suraksha Project

Finding the gap between the planned and current situation would be useful for shaping the project and developing new policies so that the project could be more helpful to the public. The present study sought the views of the respondents regarding the drawbacks of the Janamaithri Suraksha Project which has been implemented in the Paravur police station limits since 2008.

Among those who had the experience with the JSP, only 18 (7.2%) pointed out the limitations and the rest (92.8%) were on the positive i.e. no drawbacks for the project. Although, the number of respondents who expressed the drawbacks were less, it has to be taken into consideration seriously for further improvement of the scheme. The drawbacks pointed out by the respondents were discussed in detail below. (Refer to table 3.6.1)

Influence of the anti – socials on the Janamaithri officials

Of those who reported of the drawbacks, one third (6) of them pointed out the illegal influence of the anti – socials on the janamaithri officials.

Loss of fear on police and criminal justice system

Two of them informed that friendly behaviour of the police would lead to the loss of fear on the police and the criminal justice system by the criminals.

Indecent behaviour of Janamaithri Suraksha Samithi (JSS) members

One complained about the indecent behaviour of the members of janamaithri suraksha samithi. As the JSS members are the group of people who design and implement the programmes in the area, care should be taken in this regard.

Other drawbacks include; Lack of publicity, less number of house visits, improper functioning of the activities and on presence of top level officials in the community.

Table No.3.6.1
Weaknesses / Limitations of the Janamaithri Suraksha Project

Weaknesses/Limitations	Frequency	Per cent
None	232	92.8
Influence of anti socials on the Janamaithri officials	6	7.2
Absence of fear about police and law	2	
Indecent behaviour of the Janmaithry Suraksha Samithi members	1	
Others (Lack of publicity, Less number of house visits, Improper functioning of the activities, Non presence of top level officials in the community)	9	
Total	250	100.0

Although, the drawbacks and the number of respondents who reported the problems were very few in numbers, the issues require very serious attention.

3.7 Suggestions for Improvement

Suggestions of the beneficiaries who experienced with the project have a vital role in the evaluation study of every project. This section details the suggestions given by the respondents for the improvement of the project activities. In this regard, nearly 45% of the respondents had put forth their suggestions of which the prominent ones are the following:

More awareness campaigns

A good number suggested the need for more awareness dissemination campaigns on the project and its activities. Seeking the support of media and conducting more seminars could be made use of.

Strengthening of the existing activities

Majority of the respondents cited the need for strengthening of the following activities viz;

Night patrolling: - It is one of the main activities designed by the project for the safety and security of the people in the area. A good number of respondents pointed out the need for strengthening of this activity by conducting it on a regular basis and by ensuring the participation of more people.

House visits: - House visits help to improve the relationship between the police and the people and it will encourage the people to share their problems. Hence, it would be very useful for them if the number of house visits is enhanced.

Cleaning and welfare activities: - Organizing and implementing more cleaning activities as well as welfare activities (like solving drinking water problem, efforts to stop the alcoholism etc.) were also suggested by a few.

Appointment of more Janamaithri officers

As Janamaithri officers are the central point of the project, a few considered that involvement of more number of janamaithri officers could be useful in the organization and implementation of the project activities at regular intervals.

Importance to youth and women

As the youth can do a lot for the development of their specific areas, care should be taken to include the services of more youth clubs. Further, a few requested that there should be more women centred activities. Facility for sharing their problems, Establishment of counseling centers and vanitha cell etc were the other suggestions reported in this regard.

Continuity of the project

It is suggested that the project should be continued and extended to maximum areas.

MAJOR FINDINGS AND RECOMMENDATIONS

Law Enforcement in a democracy is a process by which public security is ensured by securing and enlisting the willing co-operation of people who are simultaneously the beneficiaries of such enforcement. Citizens are subject to the law which they themselves create by means of established legislative processes; therefore they also need to proactively participate in the process of preventing violations of enacted law. The Janamaithri Suraksha Project (JSP) - a new venture of Kerala police was launched with this aim in the state in the year 2008.

In Kollam revenue district, the scheme (JSP) was introduced in Kollam and Paravoor municipalities in the year 2008. The study entitled '*Influence of Janamaithri Suraksha Project on the Communities, with special reference to Paravoor police station limits*' is an attempt to find out the impact of the Janamaithri Suraksha Project in attaining its objectives.

The major objectives of the study were;

8. To understand the Socio-economic Profile of the Respondents.
9. To study the Knowledge/Awareness about Janamaithri Suraksha Project.
10. To analyze the Visits undertaken by the Beat Officers.
11. To assess the Activities carried out by the Beat Officers.
12. To find out the Impact/Effectiveness of the Janamaithri Suraksha Project.
13. To identify the Weaknesses/Limitations of the project in its implementation.
14. To suggest appropriate measures for improving the Effectiveness/Impact of the Janamaithri Suraksha Project.

In this regard, the present survey sought the views / experiences from the 250 respondents in the jurisdiction of Paravur police station where the JSP has been implemented. The respondents were randomly selected and interviewed from the households/establishments of the 29 wards of Paravur municipality. The data related to the various aspects of the study were elicited through the conduct of informal discussions and the administration of interview schedules.

This chapter presents the major findings derived from the data and the subsequent recommendations drawn out of it.

4.1 MAJOR FINDINGS

The major findings were scripted under the following heads viz; Socio – economic profile of the respondents, Knowledge/Awareness on Janamaithri Suraksha Project, Beat Officers’ Visits and allied Matters, Activities carried out by the Beat Officers and Impact / Effectiveness of the Janamaithri Suraksha Project.

3.1 Socio- Economic Profile of the Respondents

Age

- The respondents belonged to the age group of 20-86 yrs.
- A good number (36.8%) were from the middle aged group (45-60yrs).
- The rest 23.2%, 20.4% and 19.6% belonged to the age groups of 35- 45 yrs, 20 -35 yrs and above 60 yrs respectively.

Sex

- Of the total 250 respondents, females (58%) outnumbered the males

Education

- Most (53.2%) were high school educated.

- 23.6% and 17.2% were the college educated and the primary educated respectively.

Religion

- Hindus were found to be the most prominent religious group among the respondents with 70.8%.
- Muslims (27.2%) and Christians (2%) were the other religious groups.

Marital status

- 98.4% of the respondents were married

Employment

- Majority (74%) were unemployed.

Annul Income

- Most (64.4%) of the households had an annual income of below Rs. 25000/-
- 22% had an annul income of Rs 25001- Rs.50000/-.
- 10.4% reported about their annul income as 'Rs 50001 - Rs75000'.

The socio - economic profile of the respondents from the Paravoor police station limits portrayed that more than one third of them belonged to 45-60yrs age group and the youth (20-35yrs), middle aged (35-45yrs) and elderly people (60yrs and above) were found to be almost equal. Females constituted majority of the sampled population. More than half of the respondents were reported to be high school educated. A great majority were Hindus followed by Christians. Almost all of them were married. Only a minor percentage was employed. Most of the households were reported to be earning an annual income of below Rs25000/-, followed by Rs.25001-Rs.50000/- for their livelihood.

Knowledge/Awareness on Jnamaithri Suraksha Project (JSP)

Status of Knowledge / Awareness on the Janamaithri Suraksha Project (JSP)

- All of them had Knowledge/Awareness on the JSP

Period of Receipt of Knowledge/Awareness

- 42.8% had knowledge/awareness on the JSP for the past 2 years.
- For 40.8%, period of their Receipt of Knowledge on JSP was 1 year.

Sources of Information

- 80% reported 'Janamaithri Police' as their main source of information.
- For 30%, Print media was a source of their knowledge about JSP.

Perception on the Beneficiaries of the Project

- 93.6% considered 'People' as the beneficiaries of JSP.
- 3.6% stated it as both 'People and the Police'.

An overview of the knowledge/awareness about the Janamaithri Suraksha Project showed that all the respondents under study had knowledge/awareness on the JSP, which they received mainly from the Janamaithri police or the Print media. A good number each received the information on JSP since last 1 or 2 years. Further, most had a perception about the project that it was intended for the welfare of the People.

Beat Officers' Visits and Allied Matters

No: of Visits by Beat Officers

- Majority (64.8%) were visited by the Beat Officers either 1 (40.4%) or 2 (24.4%) times.
- A few (22.4%) mentioned about 3-4 visits (18.4%) and above 4 visits (4.0%).
- 12.8% were not contacted till then by the Beat Officers.

Prior Information about the Visits

- Majority (95.0%) had no prior information about the Visits.

Time of Visit

- 96.8% of the respondents had the visits in day times i.e. 8am-4pm.
- Most (63.8%) were visited by Beat Officers in between 8am-12 noon.

Place of Visits

- An overwhelming majority (95.9%) reported about the house visits conducted by the Beat Officers.

Nature of Visits

- Most (86.2%) visits were conducted in the presence of family members.

Participation of Spouse during the Visits

- A good number (73.9%) of respondents had their spouses with them during the janamaithri visits.

Number of Police Personnel during the Visits

- Majority (85.8%) of the visits were conducted by a single janamaithri police.
- However, 12.8% and 1.4% mentioned about the presence of two and three police personnel respectively during the visits.

Presence of Vanitha Police during the Visits

- Of the 250 respondents, only 2 reported about the presence of vanitha police during the visits.

Topics discussed by Janamaithri Police

- Most (52.8%) reported about discussions on 'personal matters' by the Beat Officers
- 28.9% stated 'ward level meeting' as the topic discussed by Beat officers.
- More than 10% each discussed on the matters related to seminars, awareness on safety and security, awareness on JSP, contact numbers of police.

Duration of the Discussions

- 69.7% mentioned about the duration of discussions as 10-20 minutes.
- 19.3% reported about the 20-30 minutes lasting discussions.

Behaviour of the Beat Officers and the Rating of Behaviour

- Majority (96.8%) reported about the cordial behaviour of Beat Officers.
- Sex-wise, females (97.7%) outnumbered the males (95.5%) in reporting the cordiality of Beat Officers.
- Most (47.7%) rated the behaviour of Beat Officers as very good.
- 26.1% and 22.9% scaled it as good and excellent respectively.

Satisfaction on the Beat Officers' Interaction

- All the respondents were satisfied with their Beat Officers' interaction.

Extent of Satisfaction on the Interaction

- 85.8% rated the extent of satisfaction as very good (39.4%), good (24.3%) or excellent (22.0%).

Usefulness of the Suggestions by the Beat Officers

- 92.7% reported about the usefulness of suggestions by the Beat Officers.
- Sex-wise, more females (95.4%) reported of the same than their counter parts (88.6%).

Extent of Usefulness

- Most (36.7%) rated the extent of usefulness as very good
- 28.9% and 22% scaled it as good and average respectively.

Status of Implementation / Practice of the Suggestions

- Only 10.6% respondents made the suggestions given by the Beat Officers in to practice.

- Gender-wise, comparatively a higher number of males (19.3%) than the females (4.6%) implemented the suggestions.

An overview of the Beat Officers' Visits and Allied matters portrayed that even though majority of the respondents were visited by the Beat Officers during day times mainly at their houses or in the presence of family members, there should be an increase in the frequency of visits as a good number reported it as 1 or 2. It was also noticed that most visits were conducted without prior information. However, almost all the respondents reported of their satisfaction on the behaviour and interaction of the Beat Officers. Although, most stated about the suggestions of Beat Officers' as useful, those who implemented these suggestions into practice were found to be very less.

Activities carried out by the Beat officer

Traffic related

- 31.2% respondents confirmed the conduct of traffic related activities in their area by the Beat officers.
- Age-wise, comparatively a higher number of respondents (41.4%) from the age group of 35-45 years reported of the conduct of the same.

Hygiene related

- 36.4% mentioned about the steps taken by the Beat Officers for the improvement of hygiene conditions of the area.
- Sex-wise, there was not much variation in reporting the same.

Interaction with children

- 30.0% respondents affirmed about the interaction made by the Beat Officers with the children.

- Age-wise, most (36.7%) respondents from the above 60 years category reported of the same.

Night Patrolling

- 31.2% reported about the efforts taken by the Beat Officers for participating the local people in the joint night patrolling.
- Age-wise, most (36.2%) from the 35-45yrs category reported of the efforts of Beat Officers in this regard.

An overview of the afore-mentioned activities portrayed that only less than 40% of the respondents reported on the positive regarding the conduct of each of the activities. The figures clearly pointed out that there is an urgent need for the enhancement and diversification of the activities to be carried out in the beats. Yet, the efforts undertaken presently should be applauded as the project could achieve to this extent in its infancy stage itself.

Effectiveness / Impact of the Janamaithri Suraksha Project (JSP)

a. Extent of reach of the Project

- All of the respondents reported about their awareness/knowledge on the JSP.

b. Effectiveness in relation to the minimization of social problems

Change in Family Atmosphere

- 34.8% stated about a positive change that has been effected after the implementation of the JSP.
- Sex-wise, males (39%) outnumbered the females (31.7%) in this regard.

Improvement in the Safety/Security of Women

- 46% mentioned about an improvement in the safety/security of women after the implementation of JSP in their area.

- Sex-wise, females (47.6%) were more positive in reporting the same than the males (43.8%).

Presence of police

- 35.6% reported of an increased presence of police during the last 6 months.
- Sex-wise, a higher number of males (41.9%) than females (31%) reported of the presence of police in their beats.

Change in Safety/security of People

- A good number (46.0%) mentioned about their feeling of increased safety/security during the last 6 months.
- Sex-wise, comparatively more number of females (49.7%) than the males (41%) reported of an improvement in their feeling of safety/security.

Eve-Teasing

- 44.4% reported about a decrease in the problem of eve-teasing in their area.
- Sex-wise, males (45.7%) outnumbered the females (43.5%) in this regard.

Gunda Menace

- 38.4% stated about a decrease in the gunda menace during the last 6 months.
- Sex-wise, more males (40%) reported of the same than the females (37.2%).

Change in robbery / snatching

- 42% reported about a reduction in the problem of robbery / snatching in their area during the last 6 months.
- Sex-wise, comparatively a higher number of males (43.8%) than females (40.7%) reported of a decrease/reduction in the problem.

Illicit liquor

- According to 41.2%, the prevalence of illicit liquor has been decreased to a great extent.

- Sex-wise, males (43.8%) outnumbered the females (39.3%) in reporting the decrease in prevalence of illicit liquor.

c. Improvement in the attitude towards Police and Its Activities

Reluctance to approach the police station

- Majority (73.2%) of the respondents were ready to approaching the police station for solving their problems.
- Males (88.6%) found to be more positive than females (62.1%) in related to approaching the police station.
- Further, the higher age groups showed the higher willingness in the matter.
- Educated (cent percent post graduates and 80% processionals) expressed more readiness to visiting the police station for giving their complaint.

Change in Attitude towards Police

- 62% of the respondents reported that the Beat Officers' constant interactions helped them to change their attitude towards the police.
- Sex-wise, females were more positive in this regard with 67.6% than the males (54.3%).

Extent of Change

- Most (44.5%) stated the extent of change as 'very positive' followed by 'positive' (42.6%) and 'extremely positive' (12.9%).
- Sex-wise, females (60.2%) outnumbered the males (52.7%) in rating the extent of change as either 'very positive' or 'extremely positive'.

Helpfulness of the Police

- An overwhelming number of (90.4%) respondents informed about the great support which has been provided by the police in protecting the life and property of the public.

- However, a few (4.4%) reported of their negative attitude and the rest (5.2%) mentioned about their ignorance on the matter.
- Females (93.1%) were more satisfied with the helpfulness of the police than their counter parts (86.7%).
- Further, the youngsters (20 – 35yrs) and the elderly people (above 60 yrs) showed more confidence in the helpfulness of police with 96.1% and 95.9% respondents.
- Education wise, cent percent of the professionals and postgraduates reported of the same positively.

Performance of Police

- Rating of the performance of the police on a seven point scale, most (33.2%) of them given the 4th (average) ranking.
- This was followed by 6th (very good) and 5th (good) ratings by 29.6% and 28.4% respectively.
- However, the negative (2.8%) and the highest rankings ie; 7th (6.0%) were found to be very less in number.
- Comparatively a higher number (42.8%) of females rated the performance of police in a high point scale (very good or best) than males (25.7%).
- Age wise, a good number of younger (50.9%) and elder (44.9%) respondents (who belonging the age groups of 22 – 35 and above 65) given a ‘very good’ or ‘best’ rating for the performance of the police.
- Nevertheless, cent percent post graduates and 60% professionals rated the same as ‘very good’.

Approachability of the Police

- The responses in this regard showed that most (39.2%) rated the approachability of the police by the public as 'average'.
- The above average ratings; 'some what possible', 'possible' and 'very well' were given by 27.6%, 23.6% and 6.8% respondents respectively.
- Subsequently, 'difficult' (1.6%) and 'very difficult' (1.2%) to approach the police was reported by a few.
- Females (64.2%) outnumbered the males (49.6%) in reporting positively (above average) for the approachability of police by the public.
- Further, comparatively a higher number (43.0% each) of elderly people (above 60yrs) and younger people (20 – 35yrs) rated it in maximum; ie, possible or very well.
- However, cent percent of post graduates and 80% of the professionals marked the approachability of police as above average.

Behaviour of the Police

- A good number (39.2%) of respondents rated the behaviour of police as 'average'.
- This was followed by the 'good' (29.2%) and 'very good' (23.2%) ratings.
- The maximum ranking of 'best' was marked by a 12.8 per cent.
- However, few of them (2.0%) expressed their negative thoughts (rated 'poor' or 'very poor') on the behaviour of police.
- Gender wise, more females (43.5%) considered the behaviour of police as 'very good' or 'best' than males (26.7%).
- Comparatively a higher number of respondents from the age groups of 20 – 35 (52.9%) and above 60 (49.0%) rated the behaviour of police in a high point scale; ie, very good (6) or best (7).

- A good number of low educates (illiterate - 50.0% and primary school educated - 53.3%) and post graduates (50.0%) showed their more positive attitude towards the behaviour of police by giving the ratings of 'very good' or 'best'.

An overview of the Impact/Effectiveness of Janamaithri Suraksha Project portrayed that although, those who reported about the positive change in their family atmosphere, safety/security of women, presence of police and safety/security of the people constituted only below half of the total respondents, the efforts of janamaithri team can not be undermined as each and every positive responses shows the impact of the project. With regard to the minimization of social problems like; eve-teasing, robbery/snatching, gunda menace and illicit liquor around 40% each expressed their happiness in this regard. There was also a great impact on the attitude of the people towards the police and their activities as a result of the interactions by the Beat Officers. Not only an overwhelming number believed in the helpfulness and performance of police but also they are now ready to approach the police for solving their problems. Majority of the respondents irrespective of their age, sex and education had expressed a positive attitude towards the behaviour of police.

To sum up, the overall findings related to the Impact / Effectiveness of Janamaithri Suraksha Project highlight a promising trend as it could be inferred from the responses that the implementation of JSP remains as a constant watch against crimes in the community and it acts as a safety belt to each and every citizen irrespective of their diversities.

4.2 RECOMMENDATIONS

The recommendations are aimed to fill the gap in its implementation against the planned objectives of the Janamaithri Suraksha Project. The following recommendations are drawn from the analysis of the data gathered from the 250 respondents residing within the Paravoor police station limits of Kollam district, through interviews and informal discussions. For an easy understanding, the recommendations are presented under the following heads: Awareness Building, Implementation related, Capacity Building, Monitoring and Evaluation, Networking and Enhancement of the Project to Newer Areas/Police Station Limits.

Awareness Building

- Conduct more awareness programmes on the significant features of Janamaithri Suraksha Project (JSP) through the print and visual media.
- Organize exhibitions, Street plays and competitions such as essay, painting, quiz etc for conscientising the people about JSP.
- Develop Information Education & Communication (IEC) materials on the project and distribute the same across the various institutions (Govt., Non-Govt. & Educational) and communities.

Implementation related

- Enhance the number of Beat Officers in each beats.
- Ensure female Beat Officers / Asst. Beat officers in each Beats.
- Avoid frequent transfer of the Beat officers.
- Reduce the number of houses under each beat.
- Keep the regularity in the implementation of project activities like house visits, night patrolling etc.
- Strengthen the Counseling services through the JSP.

- Ensure the setting up of the complaint boxes in every beats.
- Establish the complaint boxes in the schools and panchayat offices.
- Organise ‘*Annual Janamaithri Samithi Sangamams*’ for experience sharing and learning.
- Set up a Community Police Academy for better co-ordination.

Capacity Building

- Provide trainings to all the police personnel of the state regarding JSP.
- Organise intensive training for the Beat officers on various aspects related to the implementation of the project particularly on communication, rapport building, organizing programmes, counseling etc.
- Conduct refresher training to the various functionaries of the project to make the implementation more effective.

Monitoring and Evaluation

- Ensure concurrent monitoring of the project.
- Organize quarterly district level and half yearly state level evaluation meetings on the project.
- Set up an award for the best beat and the best Janamaithri Samithi.
- Check the intrusion of political and anti-social interventions.

Networking

- Ensure the involvement of Corporates, Community Based Organizations (CBOs), Educational Institutions and Youth Clubs in the various phases of the project viz., training and capacity building, planning and implementing, reporting and monitoring.
- Hold periodical local level meetings of the corporates/ institutions/ organisations (Educational, CBOs, NGOs, etc.) in the area on a periodical

basis to establish and nurture the networking so that their contributions are ensured.

- Involve social service organizations like National Service Scheme (NSS) and National Cadet Corps (NCC) in implementing the various activities of the project.
- Liaison with other Janamaithri Police stations and Janamaithri Suraksha Samithis in the district and state facilitating a mutual learning.

Expansion of the project

- Implement the project in more police station limits enabling the entire people of state to experience the benefits of the Janamaithri Suraksha Project.

A P P E N D I C E S

I Interview Schedule

II References

INTERVIEW SCHEDULE

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