

**INFLUENCE OF
JANAMAITHRI SURAKSHA PROJECT ON THE COMMUNITIES
With special reference to Adoor Police Station Limits,
Pathanamthitta District.**



Submitted to:
**Home Department
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INTRODUCTION

1.1 Background of the Study

Jawaharlal Nehru, the first prime minister of independent India remarked about the police force in his speech on the eve of Indian independence that “*There can not be true social and economic progress unless the quality and standard of law enforcement improves and a people friendly police is build up*”. The improvement of policing is part of the development process itself. Indeed, there cannot be any sustained development unless peace and order are guaranteed. The efficacy of policing will be nullified unless the community is taken into confidence.

At present, against the backdrop of growing threats of terrorism and globalization of crime, ensuring community participation in the maintenance of public order and crime reduction are major challenges before all societies. 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 subjected 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 laws.

The new venture of Kerala police, community policing 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, in fighting against crimes which threaten the security of the community.

A revolution in this partnership has taken place in the state of Kerala in the form of a community policing - Janamaithri Suraksha Project as a result of the recommendations of the Justice K.T. Thomas Commission on Police Performance and Accountability. The pilot project was initiated in 20 police stations across the state in the year 2008. It was further extended to 23 more police stations in 2009. The year 2010 witnessed an expansion of the same yet another 100 police stations.

Now there is a need of an assessment of the impact of the project on the community in terms of the achievement of its envisioned objectives and the drawbacks in order to set the project on the right direction and expand its benefits to the entire police stations of the state of Kerala.

It is in this context that the present study has been undertaken to analyze the implementation of Janamaithri Suraksha Project to make it more appealing, receptive and educative to a greater population of the state.

1.2 Objectives

1. To understand the socio-economic profile of the respondents
2. To study the Knowledge/awareness about Janamaithri Suraksha Project
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 the Janamaithri Suraksha Project

1.3 Methodology

Geographical Area

Adoor Municipality of the Pathanamthitta revenue district of the state of Kerala formed the Geographical area of the study.

The project in Adoor municipality constituted 8 janamaithri beats for the 36 municipal wards and each beat was looked after by 1 beat officer and 1 assistant beat officer (woman)

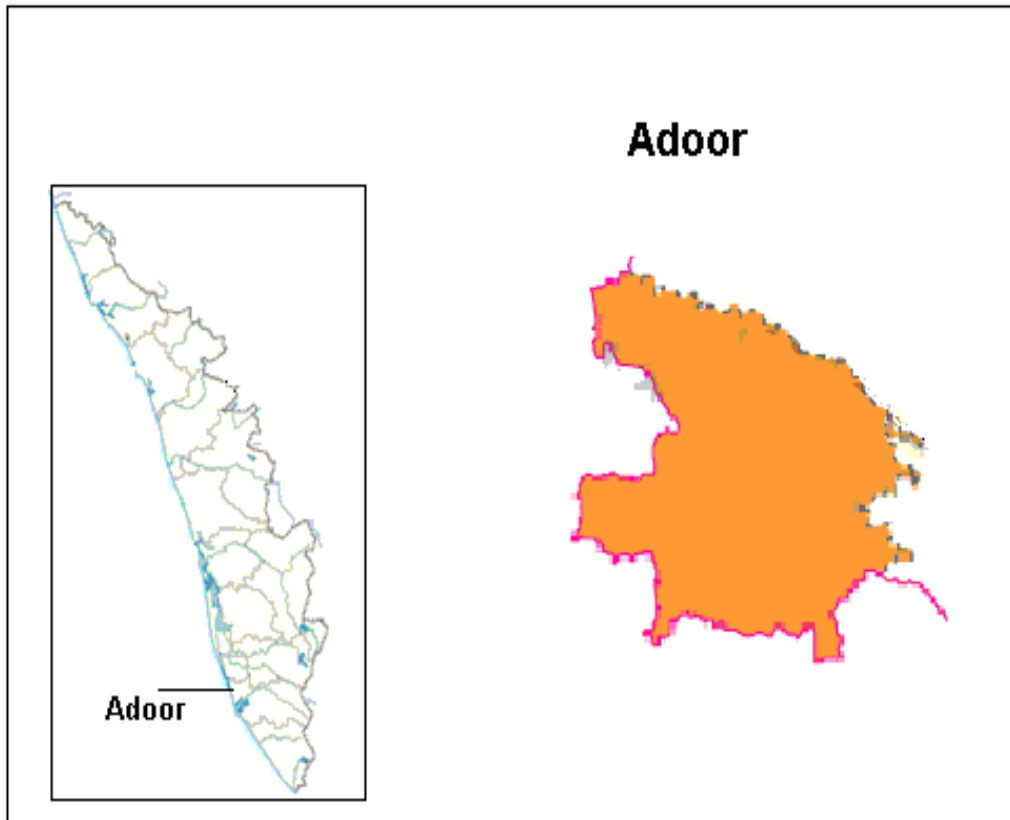
Profile of the area

Pathanamthitta district having an area of 2642 Sq.kms, was formed on 1st November 1982 vide GO (MS) 1026/82/RD. For administrative convenience this district is divided into two revenue Sub divisions – Thiruvalla and Adoor . Adoor is a town and a municipality near Pandalam in Pathanamthitta district, Kerala state, India. The town is located midway between Thiruvananthapuram and Ernakulam. It is among one of the three municipalities in Pathanamthitta district.

Adoor Municipality was formed in the year 1990. The Municipality has a geographic area of 20.42 sq. kms and is divided into 36 electoral wards. Adoor is the headquarters of Adoor Taluk.

As of 2001 India census, Adoor had a population of 28,943. Males constitute 48% of the population and females 52%. Adoor has an average literacy rate of

85%, higher than the national average of 59.5%; with 49% of the males and 51% of females literate. 10% of the population is under 6 years of age.



Universe

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

Sampling

250 respondents were randomly selected from the 8 beats of Adoor Municipality and from different locations viz. households, road, business establishments, educational institutions and Govt. offices

Sample based on interview locations

Sl.No	Location	Sample size
1.	Households	237
2.	Road	6
3.	Business establishments	3
4.	Educational Institution	2
5.	Government office	2
	Total	250

1.4 Methods & Tools of Data Collection

Methods

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

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 source of data and the secondary source constituted the study reports and other documents pertaining to the subject of study.

1.6 Data Processing & Analysis

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

JANAMAITHRI SURAKSHA PROJECT – AN OVERVIEW

In the words of Dr. Manmohan Singh, the prime minister of India '*An adverse image of the police undermines its efficiency and it makes the task of police so much more difficult*'. Further, he reiterates that '*they (police) have to work with the support of people and to win the admiration of civil society*'. It is with this aim, the Kerala Police launched the scheme of community policing named Janamaitri Suraksha Project which ensures people's active participation in combating anti-social activities. Here, an attempt has been 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 even society expects the police to be providers of security, safety and succour. 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. Recognising 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 members of the public in the domain of security

The project envisages strengthening 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. It is also not 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 around Beat officers who are police constables/Head Constables/ Asst. Sub Inspectors specially selected and trained. The other components included in the project for

better and effective results are; Janamaithri Suraksha Samithi and Janamaithri Kendrams

2.3.1 Janamaithri Beat

A local area which includes around 500 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

Each 'Janamaithri Beat' will be in charge of an Assistant Sub-Inspector or a Head Constable. 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 at a pre-announced time 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 who are active in the educational and cultural field should be

included in the committee. High School/College Headmaster/Principal, Teachers, Retired Officers, Ex-servicemen, Corporation/Ward councillors, 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 meager, 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
- ☐ Organizing Counseling centres to resolve family discords, drinking habits etc. may be started
- ☐ Monitoring maintenance of street lights, traffic lights etc.
- ☐ Implementation of projects encouraging blood donation, eye donation, organ donation 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. for improvement of their performance

2.3.3 Janamaithri Kendrams

To Popularize the concept of Janamaithri Suraksha Project , Janamaithri Kendrams were opened in some places . These centers help people to come and interact with police. Classes on traffic safety, career guidance etc. are organized at such centers. Janamaithri Kendrams have been functioning in some of the districts and in Battalions.

The main objectives of the Kendram 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. It is proposed to start Janamaithri Kendrams in 10 more places.

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. Posters depicting helpline numbers, awareness posters on drug abuse, crime against women etc also can be put up. The centre can be developed as a community interaction centre. 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. Youth are also encouraged to work in the project, under 'Janamaithri Yuvakendram'.

ANALYSIS AND INTERPRETATIONS

Janamaithri Suraksha Project, a new venture of the Kerala Police launched in March 2008 with an aim to prevent crime in the society with the dynamic support of the community. Adoor police station in Pathanamthitta revenue district is one of the police stations in the state where the project has been implemented on March 2008 in its first stage.

The project in Adoor, 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. Accordingly, the present study has made an attempt to assess the influence of the Janamaithri Suraksha Project on the communities in the jurisdiction of Adoor police station limits with 8221 households under 8 janamaithri beats. A total of 250 respondents were randomly selected and interviewed at different locations viz; houses, roads, business establishments and educational institutions in the project area.

This chapter presents the analysis of the empirical data under 7 sections viz; Section-1: Socio-economic profile of the respondents, Section-2: Knowledge /Awareness on the project, Section-3: Beat officers' visits and allied matters, Section-4: Activities carried out by the Beat Officers, Section-5: Effectiveness / impact of the project, Section-6: Weaknesses / Limitations of the project, Section-7: Suggestions for improvement.

3.1 Socio-Economic Profile of the Respondents

In this section, analysis of the socio-economic data was undertaken using the variables: age, sex, education, religion, marital status (social variables) occupation and annual income (economic variables) of the respondents.

Age

Age - wise, the respondents belonged to the 22 - 87yrs category. Majority (34.8%) were from the middle age group of 45- 60yrs followed by those in the age group of 35-45yrs with 27.6%. 20.8% and 16.8% constituted the elderly (above 60yrs) and the youth (22-35yrs) respectively. *(Refer to table 3.1.1)*

Sex

The data in relation to sex showed that the females (52.4%) outnumbered the males with 47.6%. *(Refer to table 3.1.1)*

Education

With respect to education, the respondents varied from illiterates to professionals. Most (38.4%) however, were with high school education. Those with college education and primary education followed with 30.8% and 22.8% each. Professionals, Post graduates, and illiterates formed only a minor group with 2.4%, 4% and 1.6% respectively. *(Refer to table 3.1.1)*

Religion

Religious distribution showed that majority (53.6%) belonged to the Hindu religious background. The Muslims and Christians on the other hand formed 34.4% and 12% respectively. *(Refer to table 3.1.1)*

Table No.3.1.1
Profile of the Respondents

Age (in yrs)	Frequency	Per cent
22 - 35	42	16.8
35 - 45	69	27.6
45 - 60	87	34.8
60 and above	52	20.8
Total	250	100
Sex		
Male	119	47.6
Female	131	52.4
Total	250	100
Education		
Illiterate	4	1.6
Primary school	57	22.8
High School	96	38.4
College	77	30.8
Post Graduate	10	4.0
Professional	6	2.4
Total	250	100
Religion		
Hindu	134	53.6
Muslim	30	12.0
Christian	86	34.4
Total	250	100

Marital status

The marital status of the respondents showed that out of the 250 respondents, majority (95.6%) were married. (*Refer to table 3.1.2*)

Table No.3.1.2
Marital Status of the respondents

Marital Status	Frequency	Per cent
Yes	239	95.6
No	11	4.4
Total	250	100.0

Employment status

The data in this regard revealed that majority (72.8%) were unemployed.
(Refer to table 3.1.3)

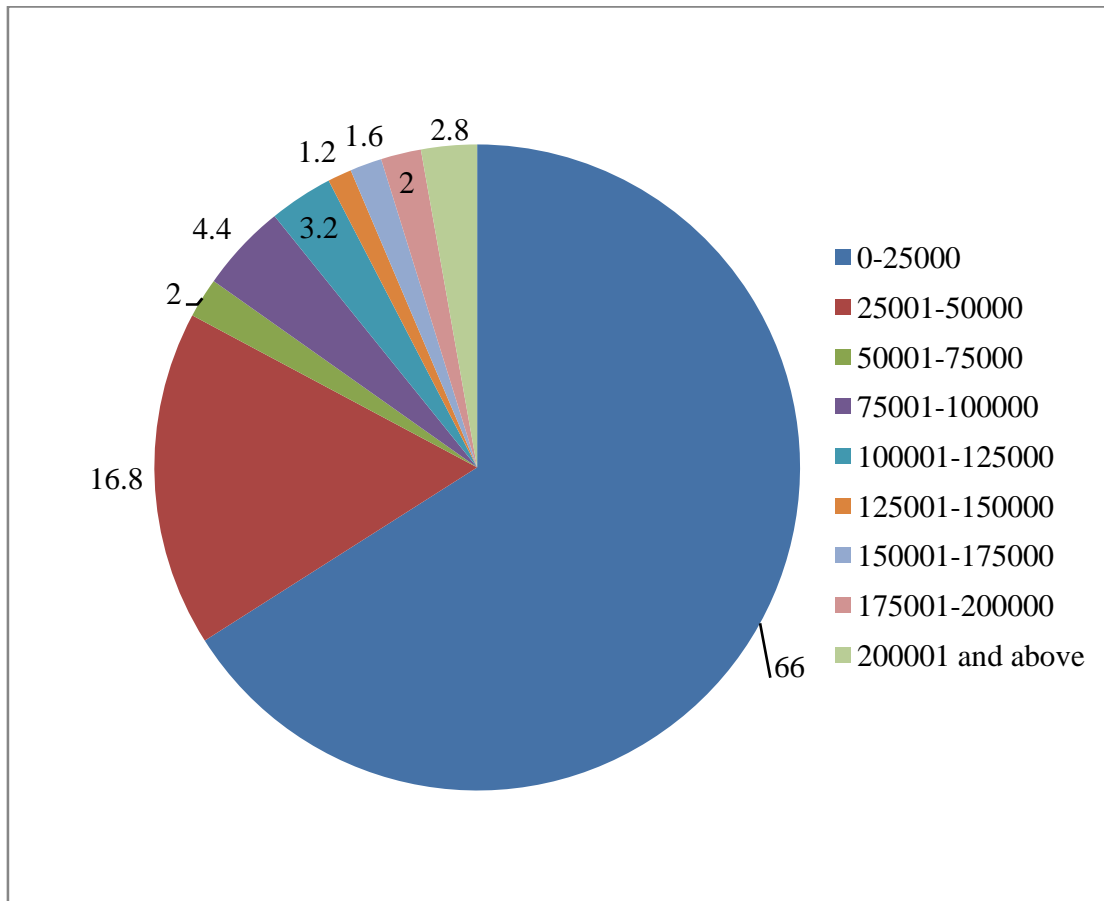
Annul Income

The data on annul income of the households showed that most (66%) were earning an income of below Rs 25000/ followed by 16.8% with Rs 25001/- Rs50000/. 4.4% had an annul income of Rs 75001/ – Rs100000/ . (Refer to Figure 3.1.1)

Table No.3.1.3
Employment Status of the Respondents

Employment Status	Frequency	Per cent
Employed	68	27.2
Unemployed	182	72.8
Total	250	100.0

Figure No. 3.1.1
Annul Income of the Household (in per cent)



An overview of the socio – economic profile of the respondents portrayed that majority belonged to the 35 - 60yrs age category. Females outnumbered the males. Most were high school or college educated. Hindus were found to be prominent among the sample population. Majority were married and unemployed. A good number were earning an annual income of below Rs.25000/-for their livelihood.

3.2 Knowledge/Awareness on Janamaithri Suraksha Project (JSP)

There is a significant correlation between Knowledge/Awareness and success of a project. Same is with the Janamaithri Suraksha Project too. The prime objective of the project (JSP) – community policing i.e., police-public relationship is the direct involvement of the people along with the police in prevention and detection of crime and in the maintenance of order. Participation in this regard could be achieved only if they are educated or are aware about such a project. In this regard a probe was carried out to look into the same using the variables: Status of knowledge/awareness on the JSP, sources of knowledge / awareness, period of receipt of knowledge and beneficiaries of the project. `

Status of Knowledge / Awareness on the JSP

Figures in relation to Knowledge/Awareness showed that majority (98.8%) had a fair knowledge/awareness on the Janamaithri Suraksha Project.

Sex – wise, females (100%) who reported on the affirmative outnumbered the males (97.5%) by a margin of 2.5 %.(Refer to Figure 3.2.1).

Table.No.3.2.1
Status of Knowledge/Awareness on the JSP
and Sex of the Respondents

Sex	Knowledge/Awareness		Total
	Yes	No	
Male	116	3	119
	97.5%	2.5%	100%
Female	131	-	131
	100%	-	100%
Total	247	3	250
	98.8%	1.2%	100%

Sources of Knowledge / Awareness on the JSP

In relation to the sources of knowledge / awareness on the Janamaithri Suraksha Project, the data revealed that majority (85.6 %) had obtained the knowledge about it from the Janamaithri Police themselves during their visits or their publicity meetings. The next prominent source of information was found to be print media reported by 18.8%. The other sources were: relatives and friends (6.8%), Govt. public programmes (7.6%) and Govt. publications (2.8%). (*Refer to table 3.2.2*)

It was learnt that the programmes such as seminars, workshops, tableaux, video documentaries, creation and distribution of Information Education and Communication (IEC) materials were organized by the JSP for information dissemination.

Of all the sources of knowledge / awareness, the visits by the Janamathri police seem to be more influential for majority of the respondents.

Table No.3.2.2
Sources of Knowledge/ Awareness on the JSP
N=247

Sources	Frequency	Per cent
Janamaithri Police	214	85.6
Relatives & Friends	17	6.8
Print Media	47	18.8
Govt. Public Programmes	19	7.6
Govt. Publications	7	2.8

Period of Receipt of Knowledge/ Awareness

The data in this regard showed that the duration of the receipt of knowledge / awareness of the people on the project varied from several months to years.

Majority (64.8%) however, had heard about the project for the past two years. Those who reported above two years or more constituted 27.5% whereas, 7.7% had heard about the project for a year or below. (*Refer to table 3.2.3*).

Sex-wise, there was not much difference between the males and females in the 2 years and above 2 years category.

The figures thus portrayed that most of the people in the Adoor police station limits had received the information about JSP from its initiation stage itself i.e.; a period of 2 years.

Table No.3.2.3
Period of Receipt of Knowledge/Awareness
By Sex of the Respondents

Sex	Duration of Knowledge/Awareness				Total
	Below 1 Year	1 Year	2 years	Above 2 Years	
Male	2	6	74	34	116
	1.7%	5.2%	63.8%	29.3%	100%
Female	6	5	86	34	131
	4.6%	3.8%	65.7%	25.9%	100%
Total	8	11	160	68	247
	3.2%	4.5%	64.8%	27.5%	100%

Perception about the Beneficiaries of the Project

Of those 247, who had knowledge about JSP, majority (98 %) perceived that the project was aimed for the welfare of the people. (*Refer to table 3.2.4*)

The figures in this regard portrayed that most of the people had a basic knowledge about what the project is intended for. However, this does not undermine the need for further publicity for an in-depth understanding of the same.

Table No.3.2.4
Perception about the Beneficiaries of the Project
N=247

Beneficiary Category	Frequency	Per cent
Police	1	0.4
People	245	98.0
People and Police	1	0.4
Politicians	3	1.2

In short, majority of the respondents from the Adoor police station limits had a fair knowledge/awareness on the project which they mainly received from the Janamaithri police since its implementation in the area (i.e.; for the past 2 years or more). Further, almost all of them had a belief that the Janamaithri Suraksha Project is for the welfare of the people. However, there is a dire need for wide publicity through different media so that all in the project area must gain a sound knowledge on the project.

3.3 Beat Officer's Visits and Allied Matters

The Beat officer in charge of a 'Janamaithri Beat' is the centre point of the JSP. 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. The name and identity of the Beat Officer may be exhibited at important places in the beat area so that the public can know their Beat Officer. There are a number of other responsibilities/duties have to be performed by the beat officer and some of them are;

- 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 him.
- The Beat Officer should know not only the houses but also all other establishments in the beat area.
- He should also keep a rough map of major junctions, buildings etc. and a diary containing the details of all important establishments and persons.
- At least thrice a week the Beat Officer should reach at a pre-announced place so as to contact the public as well as to receive complaints from them.
- 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.

In this regard, the present study had made a probe in to the matters related to the Beat officers' visits into the community. This section is divided into three sub sections viz; a. Beat officers' visits related, b. Beat officers' behaviour related and c. Beat officers' suggestions related.

a. Beat Officers' Visits Related

The visits carried out by the beat officers to the community do play a crucial role in the success of the Janamaithri suraksha Project. A probe had been carried out in this regard and the variables considered were; number of visits by beat officers, prior information about the visits, place, time and nature of visits, participation of spouse, number of police and presence of vanitha police during the visits, topics discussed and duration of discussions.

Number of Visits by Beat Officers

As per the duty entrusted with him, the beat officer has to visit each and every house in his beat area within a particular period of time from the commencement of his duty as a beat officer. Further, if the people have any complaint, he would be presented before them at a pre - announced place at least for a day in every week.

Out of the 247 respondents who reported of the knowledge on the project, almost all of them 245 (99.2%) were visited by the beat officers for 1 or more times. Interestingly, majority (36.4%) reported of 7 or more visits. This was followed by 5 - 6 (28.7%) and 3 - 4 (24.7%) visits. (*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	2	0.8
1 – 2	23	9.3
3 – 4	61	24.7
5 – 6	71	28.7
7 and above	90	36.4
Total	247	100.0

Prior Information about the Visits

Of those 245 respondents who had contacted / visited by the Beat officers, a good number of them (91.4%) had not received any information in advance about the visits. (*Refer to table 3.3.2*)

Table No.3.3.2
Prior information about the Visits

Prior Information	Frequency	Per cent
Yes	21	8.6
No	224	91.4
Total	245	100.0

Time of Visits

With regard to the visiting time of beat officers, more than half (50.6%) of the respondents were visited by beat officers in between 8 am - 12 noon. It was also found from the responses of 46.5% that 12 noon - 4 pm was another important visiting time for beat officers. Subsequently, 20.4 % reported about the visits during the evening (4pm - 8 pm). However, the contacts at night (8pm - 12 midnight) reported by a few (4.5%) might be due to the joint night patrolling or some emergency cases. *(Refer to table 3.3.3)*

Place of Visits

Concerning the Place of visits, most (88.6%) were visited by beat officers at their houses. Nevertheless, 24.5% reported of the visits at public places. Community hall (4.5%) and Schools (0.4%) were the other places of visits. *(Refer to table 3.3.3)*

It could be found from the data that as the house visits are instrumental in bridging the gap between the people and the police, there were genuine efforts taken by the beat officers to conduct maximum number of house visits.

Type /Nature of Visits

The data in this regard showed that most (54.3%) were visited by the beat officers in the presence of family members. Further, 40% mentioned about the personal visits followed by visits in the group (12.2%) and visits in the meetings (7.3%). (Refer to table 3.3.3)

Table No.3.3.3
Time, Place and Nature of Visits by Beat Officers
N =245

Particulars	Frequency	Per cent
Time of Visits		
8 am - 12 noon	124	50.6
12 noon - 4 pm	114	46.5
4 pm - 8 pm	50	20.4
8 pm - 12 midnight	11	4.5
4 am - 8 am	1	0.4
Place of Visits		
House	217	88.6
Public place	60	24.5
Community hall	14	5.7
School	2	0.8
Type / Nature of Visits		
Personal	98	40.0
Family	133	54.3
Group	30	12.2
Meeting	18	7.3

Presence of Spouse during the Visits

Majority (63.3%) reported of the presence of their counter parts during the visits by the beat officers. (Refer to table 3.3.4)

Table No.3.3.4
Presence of Spouse during the Visits

Presence of Spouse	Frequency	Per cent
Yes	155	63.3
No	90	36.7
Total	245	100.0

Number of Police present during the Visits

The data in this regard showed that almost all of the respondents mentioned about the presence of one (54.3%) or two (44.5%) police personnel during the janamaithri visits to the community. Subsequently, a few (1.2%) informed about the presence of a team of three members. *(Refer to table 3.3.5)*

Table No.3.3.5
Number of Police present during the Visits

Number	Frequency	Per cent
1	133	54.3
2	109	44.5
3	3	1.2
Total	245	100.0

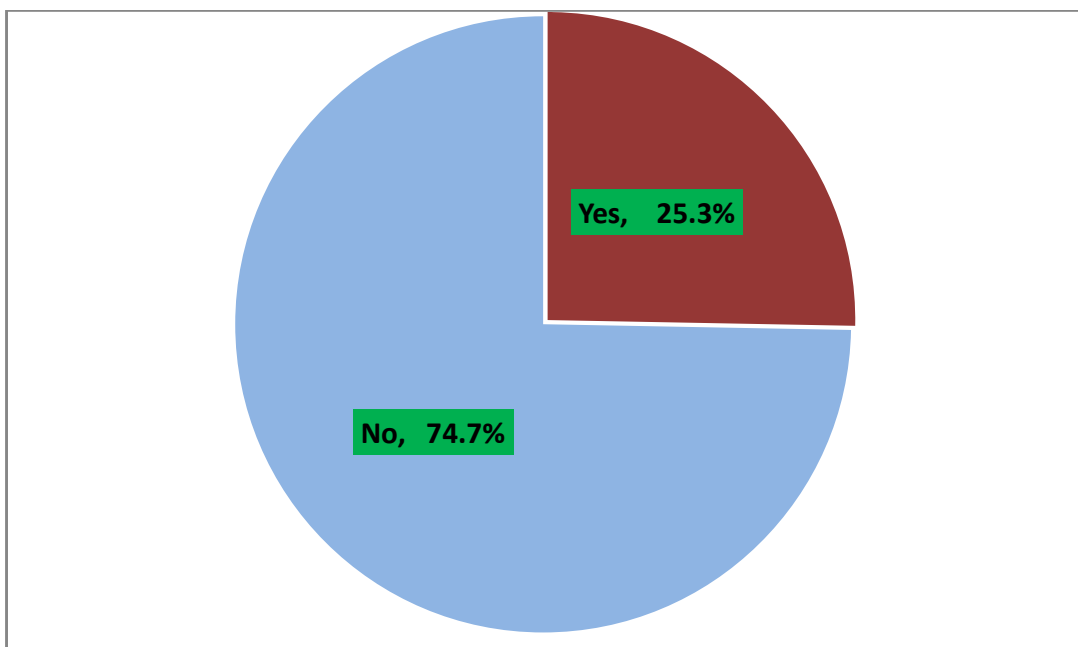
Presence of Vanitha Police during Janamaithri Visits

The project envisages a woman police officer named assistant beat officer for addressing the problems of women in the community effectively. The data in this regard revealed that only one fourth (25.3%) of the respondents reported of the presence of vanitha police during the janamaithri visits. *(Refer to figure 3.3.1)*

Of those (62) who reported of the presence of vanitha police during the visits, most (59) informed that the number of vanitha police as one and the rest as (3) two.

The inadequate number of vanitha police in the police station might be the reason for the absence of sufficient number of vanitha police during the janamaithri visits.

Figure No.3.3.1
Presence of Vanitha Police during Janamaithri Visits



Topics / Subjects of Discussion/Conversation

The Janamaithri Suraksha Project designed a number of activities in the community to be selected according to the needs of the area. During their visits to the concerned beats, the beat officers made aware the people about the activities they are planning to do in the community as part of the project. Accordingly, the respondents were asked to mention the topics discussed by the beat officers during their visits.

The analysis of the empirical data in this regard revealed that in the 8 beats of Adoor police station limits, the beat officers have discussed a wide range of topics varied from personal discussion to family and ward level meetings. However, it can be seen from the table 3.3.6 that majority (71.8%) reported about the topic as personal discussions followed by ward level meetings with 43.7%. Further, more than 25% each stated about the discussions on matters related to joint night patrolling, traffic awareness, health awareness and awareness on sanitation.

Seminars and family meetings, campaigns against use of drug, tobacco and illicit liquor, camps for blood donation, blood group determination and eye donation and safety and security information like; disaster management, awareness on security, collecting information about strangers and domestic workers and providing complaint through complaint box etc. were the other topics discussed by beat officers during their visits. (*Refer to table 3.3.6*)

Table No.3.3.6
Topics / Subjects of Discussion / Conversation

Topics discussed	Frequency	Per cent
On personal matters	176	71.8
Ward level meetings	107	43.7
Seminars	59	24.1
Blood group determination	42	17.1
Blood donation camps	45	18.4
Eye donation camps	29	11.8
Night patrolling	91	37.1
Traffic awareness	63	25.7
Sanitation awareness	66	26.9
Security awareness	28	11.4

Health awareness	71	29.0
Disaster management	22	9.0
Campaign against illicit liquor	35	14.3
Campaign against Drugs	53	21.6
Campaign against tobacco	25	10.2
Complaints through complaint box	36	14.7
Collecting information on strangers and domestic workers	39	15.9
Family meetings	53	21.6
Others	10	4.1

Duration of Discussion

Data concerning the duration of the discussions showed that most (40.0%) mentioned about the discussions which lasted for 30minutes. 29.4% and 19.6% stated about the duration as 10 - 20 minutes and 1 hour respectively. However, nearly 10.0% reported of the long lasting discussions i.e.; for 1- 2 hours or more. (*Refer to table 3.3.7*)

Table No.3.3.7
Duration of discussion

Duration	Frequency	Per cent
10 - 20 minutes	72	29.4
30 minutes	98	40.0
45 minutes	3	1.2
1 hour	48	19.6
1 - 2 hours	23	9.4
Above 2 hours	1	.4
Total	245	100.0

b. Beat officers' Behaviour Related

According to the norms of the project, a Beat Officer should be a role model to any citizen as far as his manners, etiquette and character are concerned and he 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. In this regard, the present study sought the perception of the respondents in relation to the behaviour of beat officers. The variables considered in this regard were behavior of the beat officers, rating on the behavior, satisfaction at the interaction of beat officers and the rating of interaction.

Behaviour of the Beat Officers and Rating on the Behaviour

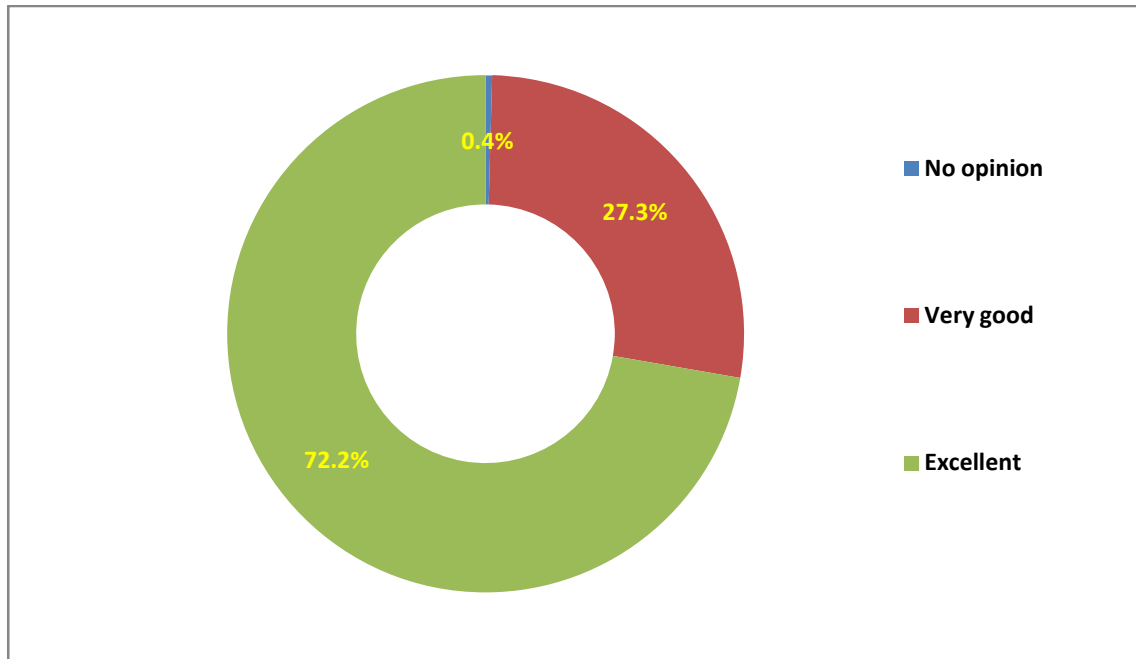
It can be seen from the data that almost all (99.6%) of the respondents reported of the cordial behavior of their beat officers. (*Refer to table 3.3.8*)

When asked to rate the behaviour of the beat officers, majority (72.2%) rated it as 'excellent' followed by 'very good' with 27.3%. (*Refer to figure 3.3.2*)

Table No.3.3.8
Behaviour of the Beat Officers

Cordial behaviour	Frequency	Per cent
Yes	244	99.6
No	1	0.0
Total	245	100.0

Figure No.3.3.2
Rating on the Behaviour



Satisfaction at the Interaction of the Beat Officers

Most (99.6%) of the respondents expressed their satisfaction at the interaction of beat officers. (Refer to table 3.3.9)

Table No.3.3.9
Satisfaction at the interaction of the Beat Officers

Status of Satisfaction	Frequency	Per cent
Yes	244	99.6
No	1	.4
Total	245	100.0

Rating on the Interaction

With regard to the rating on the interaction, 70.6% rated it as 'excellent' followed by 'very good' with 24.9%. However, those who rated it as 'good'

(3.3%) and ‘satisfactory’ (1.2%) were very less in number. (*Refer to table 3.3.10*)

Table No.3.3.10
Rating on the Interaction

Rating	Frequency	Percent
Worst	-	-
Very Poor	-	-
Poor	-	-
Satisfactory	3	1.2
Good	8	3.3
Very good	61	24.9
Excellent	173	70.6
Total	245	100.0

c. Beat officers’ Suggestions Related

The JSP aims not only the improvement in safety and security of the people but also the progress in their health, education and living conditions. Accordingly, the Beat officers during their visits impart various instructions / suggestions to the people on various matters. In this regard, the present study had made a probe into the matters related to the usefulness of these suggestions, extent of usefulness and the implementation of these suggestions by the people

Usefulness of the suggestions by the Beat Officers

The data in this regard depicted that a good number (96.7%) of respondents reported that the suggestions given by the beat officers were very useful.

Sex-wise, more males (99.1%) reported positively on the usefulness of the suggestions than the females (94.6%). (*Refer to table 3.3.11*)

Table No.3.3.11
Usefulness of the Suggestions by the Beat Officers and Sex

Sex	Status of Usefulness		Total
	Yes	No	
Male	115	1	116
	99.1%	.9%	100.0%
Female	122	7	129
	94.6%	5.4%	100.0%
Total	237	8	245
	96.7%	3.3%	100.0%

Extent of usefulness of the Suggestions

The respondents were asked to rate the usefulness of the suggestions given by the beat officers on a seven point scale. It was revealed from the data that most (64.1%) rated it as ‘excellent’. This was followed by the ‘very good’ (26.5%) and good (5.3%) ratings.

Sex-wise, comparatively a higher number of males (69.0%) rated the usefulness of suggestions as ‘excellent’ than the females (59.7%). (*Refer to table 3.3.12*)

Table No.3.3.12
Extent of Usefulness of the Suggestions and Sex of the Respondents

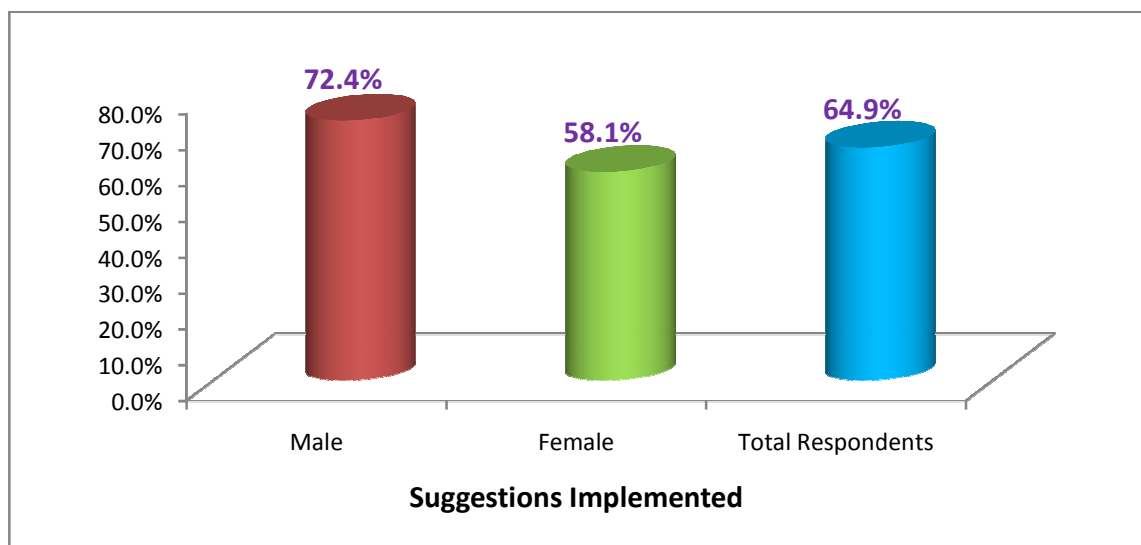
Sex	Ratings							Total
	worst	very poor	poor	average	good	very good	excellent	
Male	-	1		1	7	27	80	116
	-	.9%		.9%	6.0%	23.3%	69.0%	100.0%
Female	-	2	5	1	6	38	77	129
	-	1.6%	3.9%	.8%	4.7%	29.5%	59.7%	100.0%
Total	-	3	5	2	13	65	157	245
	-	1.2%	2.0%	.8%	5.3%	26.5%	64.1%	100.0%

Implementation of the Suggestions by the People

To the query on whether they were implemented any of the suggestions given by the beat officers, majority (64.9%) reported positively on the same.

Sex-wise, males (72.4%) were more enthusiastic in implementing the suggestions of the beat officers than the females (58.1%) (*Refer to Figure 3.3.3*)

Table No.3.3.3
Implementation/Practice of the Suggestions by the People



A summing up of the beat officers' visits to the 8 beats of Adoor police station limits exposed the tremendous efforts taken by the beat officers who were reported to be of having excellent behaviour and interacting capacity, in conducting maximum number of house visits and contacting most of the people in the project area. More over, along with the personal interactions, the beat officers imparted various useful instructions / suggestions to the people for improving their conditions in safety, security, health and other aspects of life.

However, it was noticed from the data that the janamaithri team included only one or two police personnel during their visits and the presence of vanitha police too was found to be very less.

3.4 Activities carried out by the Beat Officers

Under the leadership of Beat officers, different projects/activities, chosen as per need of the area, may be implemented after the discussions and decisions in the Janamaithri Samithi meetings. These activities are mainly related to the improvement in safety and security as well as health and hygiene of the people. The activities for the women and children are also envisioned by the project.

The present study has made an attempt to examine the various activities in relation to traffic, hygiene, communication with children and joint night patrolling which were carried out by the beat officers in the Adoor police station limits.

Traffic Related Activities

As against the threats of growing accidents, the Janamaithri Suraksha Project aims an improvement in the traffic system of the state. Accordingly, the JSP team at Adoor has designed various programmes like; awareness campaigns among the people and the students, traffic warden system, strict enforcement of traffic rules etc.

A probe in this regard showed that majority (41.7%) of the respondents confirmed about the conduct of traffic related activities in their beats by the beat officers. However, 38.9% were ignorant on the matter and the rest (19.1%) negated the same.

Sex - wise analysis revealed that more (50.9%) males reported of the conduct of the same than the females (33.6%). (*Refer to table 3.4.1*)

The main activities carried out by the beat officers in the study area were; awareness campaigns on traffic rules, traffic warden system, enforcement of traffic rules near school premises, busy roads and bus stops etc.

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

Sex	Conduct of Activities			Total
	Yes	No	Don't know	
Male	59	23	34	116
	50.9%	19.8%	29.3%	100.0%
Female	44	25	62	131
	33.6%	19.1%	47.3%	100.0%
Total	103	48	96	247
	41.7%	19.4%	38.9%	100.0%

Hygiene Related

A strong community needs healthy people for its development. Only if you are in good health you can be of help to others and the community. The various practices that help in maintaining good health are called hygiene. Hygiene practices are employed as preventative measures to reduce the incidence and spreading of diseases. Hence, the project has a special focus on the improvement of hygienic conditions of the people and the area.

The empirical data revealed that a good number (48.2%) of respondents mentioned about the hygiene related activities carried out by the beat officers and their team. Subsequently, a 33.2% expressed their unawareness on the matter and the rest (18.6%) reported of the absence of these activities in their locality.

Age - wise, comparatively a higher number (58.0%) of respondents from the 35 -45yrs age category reported of the conduct of hygiene related activities. (*Refer to table 3.4.2*)

Table No.3.4.2
Hygiene Related Activities and Age of the Respondents

Age (in yrs)	Conduct of activities			Total
	Yes	No	Don't Know	
22 – 35	19	8	15	42
	45.2%	19.0%	35.7%	100.0%
35 – 45	40	11	18	69
	58.0%	15.9%	26.1%	100.0%
45 – 60	41	17	27	85
	48.2%	20.0%	31.8%	100.0%
Above 60	19	10	22	51
	37.3%	19.6%	43.1%	100.0%
Total	119	46	82	247
	48.2%	18.6%	33.2%	100.0%

The major activities carried out for the improvement of hygiene conditions of Adoor police station limits were; ‘one week cleanliness drive programme’- cleaning of canals, road sides and other public places - which was carried out with the co-operation of residents associations and other groups / individuals, providing more waste bins and appointing people for collecting waste, mosquito eradication activities and conducting of awareness campaigns.



**JANAMAITHRI POLICE join people
in cleaning roads and canals on Gandhi Jayanthi day, 2009, in Adoor**

Communication / Interaction with Children

The data in this regard depicted that most (64.8%) of the respondents reported about the interaction by the beat officers with the children. However, the rest were ignorant (29.1%) or negative (6.1%) on the matter.

Age-wise, comparatively higher numbers (73.8% and 75.4% respectively) from the age groups of 22-35yrs and 35-45yrs stated about the interaction made by the beat officers with children. (*Refer to table 3.4.3*)

The communications/interactions were mainly on; alerting of traffic rules, road safety and disadvantages of smoking, friendly discussions about JSP and matters related to education.

Table No.3.4.3
Communication/Interaction with Children and Age

Age (in yrs)	Status of Communication			Total
	Yes	No	Don't know	
22 – 35	31	2	9	42
	73.8%	4.8%	21.4%	100.0%
35 – 45	52	3	14	69
	75.4%	4.3%	20.3%	100.0%
45 – 60	51	6	28	85
	60.0%	7.1%	32.9%	100.0%
above 60	26	4	21	51
	51.0%	7.8%	41.2%	100.0%
Total	160	15	72	247
	64.8%	6.1%	29.1%	100.0%

Efforts taken for Participating the people in Night Patrolling

Joint night patrolling is one of the highlights of the Janamaithri Suraksha Project (JSP) which ensuring the safety and security of the people by their active participation in the programme.

The data in this regard portrayed that majority (57.1%) stated about the efforts taken by the beat officers for participating the people in the joint night patrolling. But, another good number (32.8%) were ignorant about the matter and a few (10.1%) negated the conduct of those activities in the area.

Sex - wise, comparatively a higher number of males (65.5%) reported positively on the same than their counter parts (49.6%). (*Refer to table 3.4.4*)

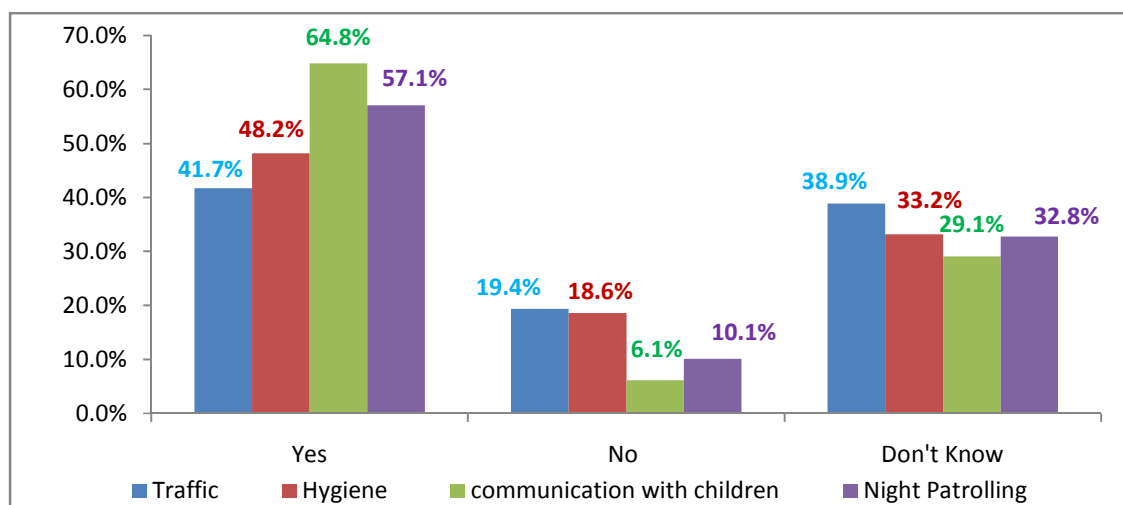
The main activities carried out in this regard were; Participating the residents associations and local people, arranging night squads, formation of jagratha samithis etc.

Table No.3.4.4
Efforts taken for Participating the People in Joint Night Patrolling
and Sex of the Respondents

Sex	Efforts taken			Total
	Yes	No	Don't know	
Male	76	6	34	116
	65.5%	5.2%	29.3%	100.0%
Female	65	19	47	131
	49.6%	14.5%	35.9%	100.0%
Total	141	25	81	247
	57.1%	10.1%	32.8%	100.0%

A brief of the afore-mentioned activities showed that the number of respondents who reported of the conduct of each activities have varied from 41% to 65%. However, most reported about the ‘communication with children’ by the beat officers and this was followed by ‘efforts for joint night patrolling’. Although, below 50% each reported of the conduct of ‘hygiene’ and ‘traffic’ related activities, care should be taken for participating maximum number of people in these activities. (Refer to figure 3.4.1)

Figure No.3.4.1
Overall Activities Carried out by the Beat Officers



3.5 Effectiveness/Impact of the Janamaithri Suraksha Project

Janamaithri Suraksha Project initiated in 2008 had made a slow and gradual growth over the years. Accordingly, it would be improper to judge the project in general and the effectiveness in particular in its fullest measure at this juncture. Yet, an attempt has been made here to analyze the effectiveness/influence of the Janamaithri Suraksha Project to evaluate the current scenario. The effectiveness hence was analyzed in terms of; the extent of overall reach, the effectiveness of the activities in relation to the minimization of social problems and the change in attitude towards the police and their activities.

a. Extent of reach of the Project

The extent of penetration to the different strata of the society is very critical in making any social projects successful. Accordingly, extent of reach is an important variable to be considered while evaluating the project functioning.

The figures in this regard showed that from the beginning, the Janamaithri Suraksha Project has captured the minds of majority of the people as they have reported of a fairly good knowledge/awareness about the project. The wide publicity through a variety of mediums along with the beat officers' efforts especially through house visits has helped in popularizing the project.

b. Effectiveness in relation to the minimization of the social problems

One of the aims of Janamaithri Suraksha Project was to build up people-police partnership for maintaining the law and order situation of the area effectively and making the feeling of safety and security among the people in the community. The present study has decided to evaluate the effectiveness of this partnership at Adoor police station limits in minimizing the social problems and bringing about the feeling of safety and security among the people especially

the woman folk. Accordingly, here a probe was carried out on the matters related to change in family atmosphere, improvement in safety/security of women, change in presence of police, feeling of safety / security, problems of eve teasing, robbery / snatching, gunda menace and illicit liquor.

Change in family atmosphere

Beat Officers' house visits and frequent interactions with the family members seemed to have a positive impact on the family atmosphere of the people. The responses in this regard reiterated this fact as out of the 247 respondents, majority (83.4%) stated about a positive change that has been effected in their family atmosphere after the implementation of Janamaithri Suraksha Project in the area.

Sex-wise, males outnumbered the females with a margin of 8.5% in this regard.

(Refer to table 3.5.1)

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

Sex	Change occurred			Total
	Positive	No change	Negative	
Male	102	13	1	116
	87.9%	11.2%	0.9%	100%
Female	104	24	3	131
	79.4%	18.3%	2.3%	100%
Total	206	37	4	247
	83.4%	15.0%	1.6%	100%

The constant presence of beat officers as well as the existence of Janamaithri Suraksha Samithis might have played a significant role in creating a positive change in the family atmosphere of the people in the project area.

Improvement in Safety / Security of Women

The Janamaithri Suraksha Project envisioned various programmes like; gender awareness classes, counseling facilities, women victim cell etc for the safety / security of women. The present study has made an attempt to evaluate the impact of the JSP in this regard.

The empirical data showed that majority (91.1%) of the respondents reported of an improvement in the safety / security of women.

Sex-wise, males reported more affirmatively on the impact of the project in this regard. (Refer to table 3.5.2)

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

Sex	Improvement in safety of women			Total
	Yes	No	Don't know	
Male	109	4	3	116
	94.0%	3.4%	2.6%	100.0%
Female	116	3	12	131
	88.5%	2.3%	9.2%	100.0%
Total	225	7	15	247
	91.1%	2.8%	6.1%	100.0%

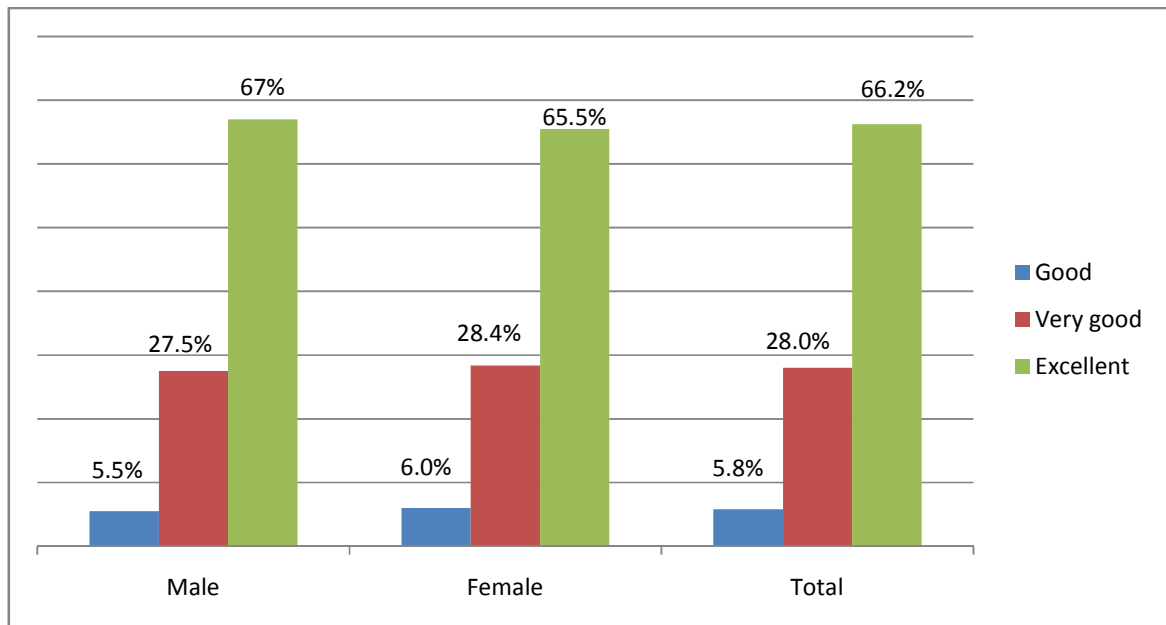
Extent of Safety / Security of Women

Of those who reported of the improvement in safety / security of women, majority (66.2%) rated it as 'excellent'.

Sex-wise, there was not much variation in rating 'excellent' for the extent of safety/security of women. (Refer to figure 3.5.1)

It is noteworthy that considerable improvement in the safety and security of women has been reported as result of the active measures taken by the janamaithri team in the project area.

Figure No.3.5.1
Extent of Improvement in Safety/ Security of Women and Sex



Presence of police

Presence of police is a factor for minimizing the anti social activities in the area to an extent. Hence, a general perception was sought from the 250 respondents under study in this regard.

Accordingly, majority (84.4%) reported about an increased presence of police in their area during the last 6 months. However, the rest 10.4% and 4.8% stated it as no change and don't know respectively.

Sex-wise, more males (85.7%) reported of the presence of police than the females (83.2%) (*Refer to table 3.5.3*)

The implementation of Janamaithri Suraksha Project thus has effected in the increased presence of police in the community area to an extent.

Safety / Security of People

A significant objective of the Janamaithri suraksha project (JSP) is to ensure maximum safety/security of the people in the community as there are many security issues within the society which needs clipping. Hence, one of the key measures to assess the effectiveness of the JSP is to find out the extent to which an individual feels safe and secure in the society. To feel secured provides a wide room for thinking creatively and living peacefully.

The responses in this regard showed that 92.4% expressed an increase in their feeling of safety / security. Further, 6% and 1.6% respectively reported about an unchanged and decreased security feeling.

Sex-wise, an equal percentage of males and females reported of an increase in the safety and security of the people (*Refer to table 3.5.3*)

The continuous presence of police in the area and safety tips provided by the Beat Officers have resulted in the improved feeling of safety / security among the people in the Adoor police station limits.

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

Presence of Police					
Sex	Increased	No change	Decreased	Don't know	Total
Male	102	11	0	6	119
	85.7%	9.2%	0.0%	5.0%	100%
Female	109	16	0	6	131
	83.2%	12.2%	0.0%	4.6%	100%
Total	211	27	0	12	250
	84.4%	10.8%	0.0%	4.8%	100%

Safety / Security of People					
Male	110	6	3	0	119
	92.4%	5.0%	2.5%	0.0%	100%
Female	121	9	1	0	131
	92.4%	6.9%	0.8%	0.0%	100%
Total	231	15	4	0	250
	92.4%	6.0%	1.6%	0.0%	100%

Eve -Teasing

Eve-Teasing is one of the atrocities found commonly against the women. The present study here examined the impact of the JSP in minimizing this problem. Accordingly, the data in this regard revealed that only 10 respondents out of 250 reported about the occurrence of eve teasing in their area during the last 6 months.

Further, with respect to the change in eve teasing, 45.2% reported of a decrease in the same during the period. However, 53.6% were ignorant about it.

Sex-wise, females (48.9%) were more positive than the males (41.2%) in reporting the impact of JSP in minimizing the eve teasing. (*Refer to table 3.5.4*)

Robbery / Snatching

Beat Officers provide various safety tips to the people during their visits to the community for protecting their lives and property. Hence, this study has made a probe in to the impact of the JSP in minimizing the problem of robbery/ theft /snatching during the last 6 months. The data in this regard revealed that 15 respondents reported of the occurrence of robbery / snatching in their area.

The table showed that majority (54.4 %) stated about a reduction/decrease in the robbery/snatching whereas 44.8% mentioned about their ignorance on the matter.

Sex-wise, comparatively a higher number of females (59.5%) reported of a decrease in the problem of robbery/snatching than the males (48.7%). (*Refer to table 3.5.4*)

Gunda Menace

Gunda menace is a problem which affects the peaceful atmosphere of a community. Eradication of this problem was also an aim of the JSP. Hence, there was a probe in this regard among the people of Adoor municipality. Accordingly, the analysis of data in relation to occurrence of gunda problem showed that only 3 respondents reported of the same.

Regarding the change in gunda menace, 48.4% stated about a decrease in this social problem during the last 6 months. On the other hand 51.2% cited that they were ignorant on the matter.

Sex - wise analysis portrayed that females (51.2%) outnumbered the males (45.4%) with a slight margin in reporting the positive impact of JSP in minimizing gunda menace. (*Refer to table 3.5.4*)

Illicit liquor

Illicit liquor badly affects the economic and social condition of a society. Janamaithri Suraksha Project designs various measures for eradicating this social problem from the community. An inquiry in this regard showed that 11 respondents mentioned about the presence of illicit liquor in their area.

The data in relation to the change in the presence of illicit liquor, 48.4% each reported of a reduction in the problem and their ignorance on the same.

Nevertheless, only a few (.8%) stated about the increase of such problem during the last 6 months.

Sex-wise, females exceeded the males with a margin of 2.5% in reporting the reduction of illicit liquor. (*Refer to table 3.5.4*)

Table No.3.5.4
Change in Social Problems during last 6 months and Sex

Eve-Teasing					
Sex	Increased	No change	Decreased	Don't know	Total
Male	1	-	49	69	119
	0.8%	-	41.2%	58.00%	100%
Female	1	1	64	65	131
	0.8%	0.8%	48.9%	49.6%	100%
Total	2	1	113	134	250
	0.8%	0.4%	45.2%	53.6%	100%
Robbery/Snatching					
Male	0	1	58	60	119
	0.0	0.8%	48.7%	50.4%	100%
Female	1	-	78	52	131
	0.8%	-	59.5%	39.7%	100%
Total	1	1	136	112	250
	0.4%	0.4%	54.4%	44.8%	100%
Gunda menace Problem					
Male	-	1	54	64	119
	-	0.8%	45.4%	53.8%	100%
Female	-	0	67	64	131
	-	0	51.2%	48.9%	100%
Total	-	1	121	128	250
	-	0.4%	48.4%	51.2%	100%

Illicit liquor					
Male	1	2	56	60	119
	0.8%	1.7%	47.1%	50.4%	100%
Female	1	4	65	61	131
	0.8%	3.1%	49.6%	46.6%	100%
Total	2	6	121	121	250
	0.8%	2.4%	48.4%	48.4%	100%

c. Change in Attitude towards the Police and their activities

Attitude of the people towards the police and their activities is one of the essential indices to understand the improvement/effectiveness of Janamaithri project. The probe in this direction was carried out by examining the variables: reluctance in approaching the police station, change in attitude towards police and extent of change, perception on the helpfulness of police, performance of police, approachability towards police and behavior of police

Reluctance to Approach the Police station

Janamaithri suraksha project has the security of the community as its prime objective and the effort of the police would be to achieve this with people's participation and closer liaison between the police and the public. Once such relationship is created the public will feel free to approach and inform the police about any illegal incidents happening or might happen in the area. Accordingly, an assessment was carried out to find out the status of reluctance of the people in approaching the police station.

The data showed that majority (88.8%) of the respondents had no reluctance to approach the police station for solving their problems. The remaining 11.2% however, were on the negative in this regard.

Age-wise analysis indicated that most (83% to 99%) from all the age groups expressed their readiness to approach the police station. Further, those from the 45-60yrs category (16.9%) found to be comparatively more reluctant.

Education-wise, more than 80% from all the categories informed about their non-reluctance.

Sex-wise, there was not much variation reported between the two sexes regarding their reluctance in approaching the police station. (*Refer to table 3.5.5*)

The Janamaithri Suraksha Project is still at its infancy and the change in the attitude of people could not be brought out all of a sudden. It could be inferred from the figures that a steady progress has been observed with reference to the approaching the police station by the public without reluctance.

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

Age			
Age (in yrs)	Yes	No	Total
22 - 35	6	36	42
	14.3%	85.7%	100%
35 - 45	7	62	69
	10.1%	89.9%	100%
45 - 60	14	73	87
	16.1%	83.9%	100%
above 60	1	51	52
	1.9%	98.1%	100%
Total	28	222	250
	11.2%	88.8%	100%

Education			
Illiterate	-	4	4
	-	100%	100%
Primary school	8	49	57
	14.0%	86.0%	100%
High School	7	89	96
	7.3%	92.7%	100%
College	11	66	77
	14.3%	85.7%	100%
Post Graduate	2	8	10
	20.0%	80.0%	100%
Professional	0	6	6
	0.0	100%	100%
Total	28	222	250
	11.2%	88.8%	100%
Sex			
Male	14	105	119
	11.8%	88.2%	100%
Female	14	117	131
	10.7%	89.3%	100%
Total	28	222	250
	11.2%	88.8%	100%

Change in Attitude towards Police

There was a negative notion prevailing among the public about the police and their activities. The prime objective of janamaithri suraksha project is to change this attitude of the people and seek their co-operation in fighting against the anti-socials. Accordingly, the project imparts necessary trainings to the Beat Officers for improving their communication and behavioral skills so that they

could easily interact with the people and maintain a cordial relationship. Therefore, the present study examined the impact of the interactions made by the Beat Officers in changing the attitude of the people towards the police.

The data in this regard showed that out of the 247 respondents who reported of their knowledge about the JSP, 97.6% confirmed about the change occurred in their attitude towards police due to the interactions with the Beat Officers.

Sex-wise, comparatively most (98.3%) of the males had reported of a change in their attitude towards police than the females (96.9%) (*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	114	2	-	116
	98.3%	1.7%	-	100.0%
Female	127	4	-	131
	96.9%	3.1%	-	100.0%
Total	241	6	-	247
	97.6%	2.4%	-	100.0%

Extent of change in Attitude towards Police

When asked to rate the extent of change in their attitude on a 7 point scale, most (75.7%) rated it as 'extremely positive' followed by 'very positive' with 19.4%.

Sex - wise, there were not much variation across the sexes in rating the change in attitude as 'extremely positive'. (*Refer to table 3.5.7*)

Table No.3.5.7
Extent of change in Attitude towards Police and Sex

Sex	Extent of change							Total
	worst	very negative	negative	no change	positive	very positive	extremely positive	
Male	-	-	-	2	2	24	88	116
	-	-	-	1.7%	1.7%	20.7%	75.9%	100.0%
Female	-	-	-	4	4	24	99	131
	-	-	-	3.1%	3.1%	18.3%	75.6%	100.0%
Total	-	-	-	6	6	48	187	247
	-	-	-	2.4%	2.4%	19.4%	75.7%	100.0%

Perception on the Helpfulness of Police

To protect the lives and property of the people is a major responsibility entrusted with the police. Hence, they provide assistance to the public through various means and maintain the law and order situation in the community. But, only those who are directly benefited may find their service as helpful. Accordingly, a probe was carried out to understand the perceptions of the people at Adoor police station limits about the helpfulness of police.

The figures depicted that 96.8% of the respondents were very positive on the helpfulness of police.

Age-wise, more than 94% respondents across all categories responded affirmatively on the helpfulness of police.

Education-wise, a marked difference could be noticed among the illiterates (75%) and the educated categories (83%-99%) in reporting the same positively.

Sex-wise, almost an equal number of respondents reported in the affirmative. (Refer to table 3.5.8)

It is obvious from the above data that most of the people irrespective of age education and sex responded positively about the helpfulness of police. However, there were a few who did not positively respond to the query as they were not the direct beneficiaries of the project or were ignorant about the same.

Table No 3.5.8
Perception on the Helpfulness of Police and Age/Education/Sex

Age				
Age (in yrs)	Yes	No	Don't know	Total
22 – 35	40	1	1	42
	95.2%	2.4%	2.4%	100%
35 – 45	68	1	-	69
	98.5%	1.5%	-	100%
45 – 60	85	-	2	87
	97.7%	-	2.3%	100%
above 60	49	1	2	52
	94.2%	1.9%	3.9%	100%
Total	242	3	5	250
	96.8%	1.2%	2%	100%
Education				
Illiterate	3	-	1	4
	75.0%	-	25.0%	100%
Primary school	54	-	3	57
	94.7%	-	5.3%	100%
High School	95	-	1	96
	99.0%	-	1.0%	100%
College	75	2	-	77
	97.4%	2.6%	-	100%
Post Graduate	10	-	-	10
	100%	-	-	100%
Professional	5	1	-	6
	83.3%	16.7%	-	100%
Total	242	3	5	250
	96.8%	1.2%	2.0%	100%

Sex				
Male	115	1	3	119
	96.6%	0.8%	2.5%	100%
Female	127	2	2	131
	96.9%	1.5%	1.5%	100%
Total	242	3	5	250
	96.8%	1.2%	2.0%	100%

Perception on the Performance of the police

Performance of police has an important role in maintaining the law and order situation of the state. In this regard, the perception of people at Adoor police station limits was examined by asking them to rate the performance of the police on a seven point scale of worst, very poor, poor, average, good, very good and best.

Of the 250 respondents, majority (65.6%) rated the performance of police as “Best” followed by “Very Good” with 23.6%. The remaining 10.4% rated it as good, average or worst.

Age-wise, most (90.0% to 99.0%) across all age groups had rated the same as good, very good or best.

Education-wise, majority (75.0% to 99.0%) from all categories, excluding post graduates (60%) had rated the performance as either good, very good or best.

Sex-wise, the data showed that females (96.2%) exceeded the males (93.3%) with a slight variation of 2.9% in rating the performance as either good, very good or best. (*Refer to table 3.5.9*)

The figures thus clearly illustrate a positive face of the police to which the implementation of the Janamaithri Suraksha Project has played a significant role.

Table No.3.5.9
Perception on the Performance of the Police and Age/Education/Sex

Age								
Age (in yrs)	Worst	Very poor	Poor	Average	Good	Very good	Best	Total
22 – 35	-	-	-	3	6	9	24	42
	-	-	-	7.1%	14.3%	21.4%	57.1%	100%
35 – 45	-	-	-	1	3	18	47	69
	-	-	-	1.4%	4.4%	26.1%	68.1%	100%
45 – 60	-	-	-	4	2	22	59	87
	-	-	-	4.6%	2.3%	25.3%	67.8%	100%
above 60	1	-	-	4	3	10	34	52
	1.9%	-	-	7.7%	5.8%	19.2%	65.4%	100%
Total	1	-	-	12	14	59	164	250
	0.40%	-	-	4.8%	5.6%	23.6%	65.6%	100%
Education								
Illiterate	1	-	-	-	-	1	2	4
	25%	-	-	-	-	25%	50%	100%
Primary school	-	-	-	4	4	8	41	57
	-	-	-	7.0%	7.0%	14.0%	71.9%	100%
High School	-	-	-	1	5	21	69	96
	-	--	-	1.0%	5.2%	21.9%	71.8%	100%
College	-	-	-	2	5	24	46	77
	-	-	-	2.6%	6.5%	31.2%	59.7%	100%
Post Graduate	-	-	-	4	-	3	3	10
	-	-	-	40.0%	-	30.0%	30.0%	100%
Professional	-	-	-	1	-	2	3	6
	-	-	-	16.7%	-	33.3%	50%	100%
Total	1	-	-	12	14	59	164	250
	0.4%	-	-	4.8%	5.6%	23.6%	65.6%	100%
Sex								
Male	1	-	-	7	6	31	74	119
	0.8%	-	-	5.9%	5.0%	26.1%	62.2%	100%
Female		-	-	5	8	28	90	131
		-	-	3.8%	6.1%	21.4%	68.7%	100%
Total	1	-	-	12	14	59	164	250
	0.4%	-	-	4.8%	5.6%	23.6%	65.6%	100%

Perception on the Extent of Approachability towards the Police

The people will convey the information to the police, which are needed for the safety and security of the area, only when the police are easily approachable to them. As the JSP aims the people - police co-operation, the present study examined here the attitude of the people related to their approachability towards police. Hence, the respondents were asked to rate their perceptions on a seven point scale viz; worst, very difficult, difficult, average, somewhat possible, possible and very well.

The empirical data in relation to the same showed that most (66%) rated the approachability of police as 'very well' followed by 23.6% as 'possible'. The rest (10.4%) stated it as 'Somewhat possible' or 'Average'.

Age / Education-wise, more than 75% of the respondents from all age and educational groups had rated the approachability as 'possible' or 'very possible'.

Gender-wise, females outnumbered the males with a margin of 4.2% in rating the approachability as 'possible' or 'very possible'. (*Refer to table 3.5.10*)

The figures thus revealed that the positive perceptions reported by majority of the people regarding their approachability towards police is a significant impact of the implementation of the Janamaithri Suraksha Project in the community under study.

Table No.3.5.10
Perception on the Extent of approachability towards Police and Age/Education/Sex

Age								
Age (in yrs)	Worst	Very difficult	Difficult	Average	Some what possible	Possible	Very well	Total
22 – 35	-	-	-	2	4	7	29	42
	-	-	-	4.8%	9.5%	16.7%	69.1%	100%
35 – 45	-	-	-	-	5	20	44	69
	-	-	-	-	7.3%	29.0%	63.8%	100%
45 – 60	-	-	-	4	4	20	59	87
	-	-	-	4.6%	4.6%	23.0%	67.8%	100%
above 60	-	-	-	4	3	12	33	52
	-	-	-	7.7%	5.8%	23.1%	63.5%	100%
Total	-	-	-	10	16	59	165	250
	-	-	-	4.0%	6.4%	23.6%	66.0%	100%
Education								
Illiterate	-	-	-	1	-	1	2	4
	-	-	-	25.0%	-	25%	50.0%	100%
Primary school	-	-	-	4	5	6	42	57
	-	-	-	7.0%	8.8%	10.5%	73.7%	100%
High School	-	-	-	1	5	24	66	96
	-	-	-	1.0%	5.2%	25.0%	68.8%	100%
College	-	-	-	2	6	24	45	77
	-	-	-	2.6%	7.8%	31.2%	58.4%	100%
Post Graduate	-	-	-	2	-	3	5	10
	-	-	-	20.0%	-	30.0%	50.0%	100%
Professional	-	-	-	-	-	1	5	6
	-	-	-	-	-	16.7%	83.3%	100%
Total	-	-	-	10	16	59	165	250
	-	-	-	4.0%	6.4%	23.6%	66.0%	100%
Sex								
Male	-	-	-	6	9	27	77	119
	-	-	-	5.0%	7.6%	22.7%	64.7%	100%
Female	-	-	-	4	7	32	88	131
	-	-	-	3.1%	5.3%	24.4%	67.2%	100%
Total	-	-	-	10	16	59	165	250
	-	-	-	4.0%	6.4%	23.6%	66.0%	100%

Perception on the Behavior of the Police

Behaviour of the police has a vital role in building up the people-police partnership. Hence, the Janamaithri Suraksha Project insists on the improvement of the behavioural and interpersonal skills of the Beat Officers who are considered as the centre point of the project. In this regard, the present survey had an enquiry on the attitude of people towards the behaviour of police. Hence, the respondents were asked to rate their perception on a seven point scale of worst, very poor, poor, average, good, very good and the best.

The empirical data showed that majority (93.6%) mentioned about the behavior of police as either very good or best. On the other hand 3.6% and 2.8% rated it as good and average respectively.

Age - wise, most (90% to 96%) across all age groups stated about the behavior of police as either very good or best with highest (95.4%) from 45 - 60 yrs and lowest (90.4%) from above 60 yrs category.

Education-wise, 100 per cent professionals rated the behavior as good, very good or best whereas 75% of the illiterates scaled it in the same manner.

Sex-wise, females outnumbered the males in rating the behavior of police as good/very good/best with a margin of 2.7%. (Refer to table 3.5.11)

It could be inferred from the above figures that a rapid and marked change/improvement with respect to the behavior of the police. Consequently, the rating of their behavior as good/very good/best was found to be comparatively at a higher rate. The implementation of the Janamaithri Suraksha Project might have also contributed to this positive change.

Table no.3.5.11
Perception on the Behavior of the Police and Age/Education/Sex

Age								
	Worst	Very Poor	Poor	Average	Good	Very good	Best	Total
22-35	-	-	-	1	2	10	29	42
	-	-	-	2.4%	4.8%	23.8%	69.1%	100%
35-45	-	-	-	1	3	19	46	69
	-	-	-	1.5%	4.4%	27.5%	66.7%	100%
45-60	-	-	-	2	2	22	61	87
	-	-	-	2.3%	2.3%	25.3%	70.1%	100%
above 60	-	-	-	3	2	13	34	52
	-	-	-	5.8%	3.9%	25.0%	65.4%	100%
Total	-	-	-	7	9	64	170	250
	-	-	-	2.8%	3.6%	25.6%	68.0%	100%
Education								
Illiterate	-	-	-	1	-	1	2	4
	-	-	-	25.0%	-	25.0%	50.0%	100%
Primary school	-	-	-	2	3	10	42	57
	-	-	-	3.5%	5.3%	17.6%	73.7%	100%
High School	-	-	-	1	1	27	67	96
	-	-	-	1.0%	1.0%	28.1%	69.8%	100%
College	-	-	-	2	5	21	49	77
	-	-	-	2.6%	6.5%	27.3%	63.6%	100%
Post Graduate	-	-	-	1	-	3	6	10
	-	-	-	10.0%	-	30.0%	60.0%	100%
Professional	-	-	-	-	-	2	4	6
	-	-	-	-	-	33.3%	66.7%	100%
Total	-	-	-	7	9	64	170	250
	-	-	-	2.8%	3.6%	25.6%	68.0%	100%
Sex								
Male	-		-	5	5	28	81	119
	-		-	4.2%	4.2%	23.5%	68.1%	100%
Female	-		-	2	4	36	89	131
	-		-	1.5%	3.1%	27.5%	67.9%	100%
Total	-		-	7	9	64	170	250
	-		-	2.8%	3.6%	25.6%	68.0%	100%

The overall findings highlighted an encouraging picture that the implementation of the JSP has resulted in creating a community with an increased presence of police, enhanced feeling of safety/security, improved family atmosphere and a positive attitude towards the police and their activities. Moreover, the Janamaithri Suraksha Project had played a vital role in minimizing the social problems like; eve-teasing, robbery/snatching, gunda problems and illicit liquor in the project area.

3.6 Weaknesses / Limitations of the Janamaithri Suraksha Project

The preceding sections dealt widely on the various aspects of the project and the perceptions and views of the people on each of these aspects. According to the overall data it was found that they (people in the area) are much impressed by the implementation of Janamaithri Suraksha Project at Adoor police station limits. As every programme / project may have some drawbacks especially in the beginning phases, the JSP also has some weaknesses in its implementation. The project would be more appealing, if it can pick out and overcome these stumbling blocks. Hence, the present study sought the perceptions of the respondents on the weaknesses/limitations of JSP at the Adoor police station limits.

The responses in this regard showed that only a few 39 (15.8%) reported of the weaknesses / limitations of the project. 84.2% on the other stated about the absence of the same. Although, they may not have gone very deep into the various aspects of the project, it should be noticed that on the whole, most of the people had experienced a very positive impact due to the implementation of the project. The major draw backs pointed out were;

Loss of fear on Police and Law

Few of the respondents reported that the friendly interactions by the janamaithri police may create a fearless attitude among the criminals which may inspire them to indulge in various sorts of crimes.

Lack of Sufficient number of Beat Officers

A few reported about the insufficient number of beat officers in their beats. This might be due to the multifarious activities entrusted with the beat officers in their beats/police station.

Lack of sufficient House visits

House visits play a vital role in bridging the gap between the people and the police. In addition to creating a healthy relationship with the people, house visits help the police to have a clear understanding about the area. Through house visits the people get the opportunity to share their problems freely to the police.

The empirical data showed that some of the respondents reported about the lack of sufficient number of house visits by the beat officers due to one or the other reasons.

Lack of Involvement of more People

The success of JSP mainly depends on the participation of the maximum number of people in the project activities. According to a few, the involvement of people in the various activities is found to be less in the project area.

Although it was found from the overall data that the project in Adoor is a great success, the drawbacks pointed out by the respondents despite their low number have to be considered seriously.

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

Weaknesses/Limitations	Frequency	Per cent
Loss of fear on police and law	36	15.8
Lack of sufficient number of Beat officers	1	
Lack of sufficient House visits	1	
Lack of involvement of more people	1	
No draw backs found	208	84.2
Total	247	100.0

3.7 Suggestions for Improvement

The present study sought the suggestions of its beneficiaries for the improvement of the activities of the JSP. This section deals with the suggestions put forth by a good number (44.9%) of respondents in the Adoor police station limits for making the project more effective and sustainable.

The major suggestions were the following;

More Awareness Campaigns

Though the JSP has carried out a wide range of activities in the project area, it could not reach extensively to all. Lack publicity of the project might be the reason behind this state of affairs. Hence, a good number pointed out the need for more awareness campaigns on the project activities through different means.

Awareness campaigns for reducing corruption

Some of the respondents mentioned about the need for organizing more awareness campaigns for reducing the corruption.

Legal awareness and counseling

The need for legal awareness classes to women and children was suggested by a few in addition to counseling services.

Strengthen the existing activities

Night patrolling by involving more people and conducting it on regular intervals, conduct of *House visits* by increasing the frequency of visits and number of beat officers, initiation of more programme for *Environmental cleaning* were the measures suggested in this regard.

Appoint more Beat officers and Organise more Training programmes

Appoint more number of janamaithri police personnel so that they could perform the project activities timely and accurately. Organization of more training programmes was also reported by a few of the respondents.

Setting up of Vanitha Cell

A good number of the respondents especially the women stated about the need for a Vanitha Cell in their area so that women could approach the police easily for solving their problems.

More Involvement of youth clubs

Importance should be given to involve more youth clubs in the activities of Janamaithri Suraksha Project.

FINDINGS AND RECOMMENDATIONS

Sustainable development can take place only if peace and order are guaranteed. The improvement of policing hence is a part of the development process in itself. Against the backdrop of growing threats of terrorism and globalization of crime, ensuring community participation in the maintenance of public order and crime reduction are major challenges before all societies. Police-community partnership is needed not only to ensure economic and social development but also to achieve global peace.

Over the past, a silent revolution in this partnership has taken place in several police station limits in Kerala in the form of community policing - Janamaithri Suraksha Project (JSP) based on the recommendations of the Justice K.T. Thomas Commission on Kerala Police Performance and Accountability. The basic objectives of the project are to reduce crime levels, detect crimes and create a partnership between the police and the public in the area of security.

The present study entitled '**Influence of Janamaithri Suraksha Project on the Communities, with special reference to Adoor police station limits**' attempts to evaluate the effectiveness of the project in relation to the prevention/reduction of crime and other anti-social activities as perceived by the community. The study has also probed into the limitations/weaknesses of the project whereby it could be rectified and takes measures to accelerate its effectiveness by improving its functioning.

The major objectives of the study were:

- 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 the Janamaithri Suraksha Project.

To attain the afore-mentioned objectives, the required data were elicited from 250 respondents residing in the Adoor police station limits of Pathanamthitta district who were selected on a random basis and interviewed. The data on various aspects were gathered from the respondents through the administration of pre-tested interview schedules and the conduct of informal discussions.

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

4.1 MAJOR FINDINGS

Major findings of the study were scripted under the heads; Socio-economic profile of the respondents, Extent of knowledge /awareness on Janamaithri Suraksha Project (JSP), Visits of the beat officers and allied matters, Activities carried out by the beat officers and Effectiveness/ Impact of the Janamaithri Suraksha Project on the communities.

Socio-Economic Profile of the Respondents

Age

- The age of the respondents varied from 22 to 87 years
- Majority (34.8%) belonged to the middle aged (45 - 60yrs) category
- 27.6% and 20.8% belonged to the of 35-45yrs and 60yrs and above age groups respectively

Sex

- 52.4% were females and the rest constituted the males

Education

- Most (38.4%) were high school educated
- 30.8% and 22.8% were college educated and primary educated respectively.

Religion

- Hindus (53.6%) were found to be prominent in the sample.
- Muslims and Christians formed 34.4% and 12% respectively

Marital status

- 95.6% of the respondents were married.

Employment Status

- Most (72.8%) were reported to be unemployed.

Annul Income

- For majority (66%), below Rs 25000/- was their annual income.
- 16.8% and 4.4% reported of their annul income as Rs 25001/ - Rs 50000/ and Rs 75001/- Rs100000/- respectively.

An overview of the socio – economic profile of the respondents portrayed that majority belonged to the 35 - 60yrs age category. Females outnumbered the males. Most were high school or college educated. Hindus were found to be prominent among the sample followed by Christians and Muslims. Majority were married and unemployed. A good number were earning an annual income of below Rs.25000/-for their livelihood.

Knowledge/Awareness on Janamaithri Suraksha Project (JSP)

Knowledge/Awareness about the (JSP)

- Majority (98.8%) had knowledge/ awareness about the JSP
- Sex - wise, females outnumbered the males by a margin of 2.5 %.

Period of Receipt of Knowledge

- For majority (64.8%), the period of receipt of knowledge was 2 years.
- 27.5% had the awareness on the project for more than 2 years.

Beneficiaries of the Project

- Most (98%) stated about the beneficiaries of the Project as ‘People’.

Sources of Information

- Majority (85.6%) had received the information about JSP from the Janamaithri Police.
- Print media (18.8%), govt. programmes (7.6%) and relatives and friends (6.8%) were the other important sources of information.

In short, majority of the respondents from the Adoor police station limits had a fair knowledge/awareness on the project which they mainly received from the Janamaithri police since its implementation in the area (i.e.; for the past 2

years or more). Further, almost all of them had a belief that the Janamaithri Suraksha Project is for the welfare of the people. However, there is a dire need for wide publicity through different media so that all in the project area must gain a sound knowledge/awareness on the project.

Beat Officers' Visits and Allied Matters

Number of Visits by Beat officers

- 99.2% reported of one or more visits by the beat officers.
- Majority (36.4%) mentioned about 7 or more visits.
- 28.7% and 24.7% stated about 5 - 6 and 3 - 4 visits respectively.

Prior Information on the Visits

- Most (91.4%) had not received prior information about the visits.

Time of Visits

- More than half (50.6%) of the respondents reported of the visits between 8 am -12 noon.
- 46.5% were visited by the beat officers during 12noon - 4pm.

Place of Visits

- 88.6% were visited by the beat officers at their houses.

Type/Nature of visits

- 54.3% mentioned about the presence of their family members during the visits of beat officers.
- 40.0% were contacted by the beat officers personally.

Presence of Spouse

- Majority (63.3%) reported of the presence of during the visits.

Number of Police during the Visits

- Almost all of the respondents mentioned about the presence of one (54.3%) or two (44.5%) police personnel during the janamaithri visits

Presence of Vanitha Police

- Only 25.3% reported of the presence of vanitha police.

Topics / Subjects of Discussion / Conversation

- 71.8% and 43.7% mentioned about the topic of discussion as personal matters and ward level meetings respectively.
- More than 25% each reported of the discussion on Joint night patrolling, traffic awareness, health awareness and awareness on sanitation.

Duration of Discussion

- Most (40.0%) cited about the duration as half an hour.
- 29.4% and 19.6% mentioned about the conversation which lasted for 10 - 20 minutes and 1 hour respectively.

Behaviour of the Beat officers and the Rating of Behaviour

- 99.6% reported of the cordial behaviour of their beat officers
- 72.2% rated the behavior as excellent followed by very good (27.3%).

Satisfaction on the Interaction and the Rating

- Majority (99.6%) expressed their satisfaction on the interactions of the beat officers.
- Most rated it as excellent (70.6%) or very good (24.9%).

Usefulness of the suggestions given by the Beat officers

- 96.7% reported of the usefulness of the suggestions by the beat officers.

- Sex-wise, males reported more positively on the usefulness of the suggestions.

Extent of usefulness of the Suggestions

- Most (64.1%) rated the extent of usefulness as excellent.
- Sex - wise, males (69.0%) outnumbered the females (59.7%) in rating the usefulness as excellent.

Implementation/Practice of the Suggestions by the People

- Majority (64.9%) implemented the suggestions given by the beat officers.
- Sex-wise, more males (72.4%) implemented the suggestions than the females (58.1%).

A summing up of the beat officers' visits to the 8 beats of Adoor police station limits exposed the tremendous efforts taken by the beat officers who were reported to be of having excellent behaviour and interacting capacity, in conducting maximum number of house visits and contacting most of the people in the project area. More over, along with the personal interactions, the beat officers imparted various useful instructions / suggestions to the people for improving their conditions in safety, security, health and other aspects of life. However, it was noticed from the data that the janamaithri team included only one or two police personnel during their visits and the presence of vanitha police too was found to be very less.

Activities carried out by the Beat Officers

Traffic Related

- Majority (41.7%) reported of the traffic related activities carried out by the beat officers in their areas.

- Sex-wise, males (50.9%) outnumbered the females (33.6%).

Awareness campaigns on traffic rules, traffic warden system, enforcement of traffic rules near school premises, busy roads and bus stops etc. were the main activities carried out by the beat officers for the improvement of traffic conditions of the area.

Hygiene Related

- 48.2% mentioned about the hygiene related activities conducted by the beat officers.
- Age - wise, comparatively a higher number (58%) of respondents from the age group of 35 - 45yrs reported of the same.

The activities conducted in this regard were; 'one week cleanliness drive programme' - cleaning of canals, road sides and other public places, providing more waste bins and appointing people for collecting waste, mosquito eradication activities, conducting awareness campaigns etc.

Communication / Interaction with Children

- 64.8% confirmed about the interaction by the beat officers with children.
- Age-wise, most from the 35 - 45yrs (75.4%) and 22 - 35yrs (73.8%) categories reported of the interaction.

The communications/interactions were mainly on; alerting of traffic rules, road safety and disadvantages of smoking, friendly discussions about JSP and matters related to education.

Joint Night Patrolling

- Majority (57.1%) stated about the efforts taken by the beat officers for participating the people in the joint night patrolling.

- Sex-wise, more males (65.5%) reported positively on the matter than their counter parts (49.6%).

The main activities carried out in this regard were; Participating the residents associations and local people, arranging night squads, formation of jagratha samithis etc.

A brief of the afore-mentioned activities showed that the number of respondents who reported of the conduct of each activities have varied from 41% to 65%. However, most reported about the ‘communication with children’ by the beat officers and this was followed by ‘efforts for joint night patrolling’. Although, below 50% each reported of the conduct of ‘hygiene’ and ‘traffic’ related activities, care should be taken for participating maximum number of people in these activities.

Effectiveness/Impact of the Janamaithri Suraksha Project

Extent of reach of the Project

- Majority had a fairly good knowledge / awareness about the JSP.

Effectiveness in relation to the improvement in minimizing the social problems

Change in family atmosphere

- Majority (83.6%) stated about a positive change that occurred in their family atmosphere after the implementation of JSP.
- Sex-wise, males exceeded females with a margin of 8.5%.

Improvement in Safety / Security of Women

- Most (91.1%) of the respondents reported about an improvement in the safety/security of women.
- Sex-wise, males (94%) outnumbered the females (88.5%) in this regard.

Extent of Safety / Security of Women

- Of those who reported about the improvement in safety / security of women, majority (66.2%) rated its extent as 'excellent'.
- Sex-wise, there was not much variation in rating 'excellent' for the same.

Presence of police

- Most (84.4%) of the respondents mentioned about an increased presence of police in their area during the last 6 months.
- Sex-wise, more males (85.7%) reported about the increased presence of police than the females (83.2%)

Change in safety / security of People

- 92.4% expressed an increase in their feeling of safety/security.

Change in Eve-Teasing

- 45.2% reported about a decrease in the Eve-Teasing

Change in robbery/snatching

- 54.4 % stated about a reduction in the robbery / snatching in the area during the last 6 months.

Gunda Menace

- 48.4% reported about a decrease in gunda problem during the period.

Illicit liquor

- A good number (48.4%) reported about a decrease in illicit liquor.

Change in the attitude towards the police and their activities

Reluctance to approach the police station

- A great majority (88.8%) reported about their non-reluctance in approaching the police station.

- Education-wise, more than 80% from all the categories stated about their non-reluctance in this regard.
- Sex- wise, an equal percentage reported about their non reluctance.

Change in Attitude towards Police

- 97.6% confirmed about a change occurred in their attitude towards police due to the interactions with the Beat Officers.
- Sex-wise, comparatively most (98.3%) of the males had reported of a change in their attitude towards police.

Extent of change in Attitude towards Police

- Majority (75.7%) rated the extent of change as ‘extremely positive’ followed by ‘very positive’ with 19.4%.
- Sex-wise, there was not much variation across the sexes in rating the change in attitude as ‘extremely positive’.

Perception on the Helpfulness of the Police

- 96.8% reported about the helpfulness of the police.
- Age-wise, more than 94% from all the categories responded positively about the helpfulness of police.
- Education-wise, a marked difference could be noticed among the illiterates (75%) and the educated categories (83.0% to 99%) in reporting positively on the same.
- Sex-wise, there was not much variation across the sexes.

Perception on the Performance of police

- Majority (65.6%) rated the performance of police as best and 23.6% rated it as very good.

- Age-wise, most (94.2%) from the 35-45yrs category rated it as either very good or best compared to the other age groups.
- Education-wise, more (93.7%) from the high school educated scaled the performance of police as either very good or best than the other categories.
- Sex-wise, females (90.1%) exceeded the males (88.3%) with a slight variation in this regard.

Perception on the Extent of Approachability of the Police

- Most (66%) rated the approachability of police as very possible and 23.6% rated it as possible.
- Age/Education-wise, more than 75% from all the age and educational categories rated it as either possible or very possible.
- Sex-wise, females outnumbered the males with a margin of 4.2%.

Perception on the behavior of the Police

- 93.6% reported about the behavior of police as either very good or best.
- 45-60yrs age category topped the list with 95.4% in this regard.
- Education-wise, 100 per cent professionals rated it as very good or best.
- Sex-wise, females (95.4%) outnumbered the males (91.6%).

The overall findings related to the Effectiveness/Impact of the Janamaithri Suraksha Project (JSP) highlighted that its implementation in Adoor police station limits has resulted in creating a community with an increased presence of police, enhanced feeling of safety/security, improved family atmosphere and a positive attitude towards the police and their activities. Moreover, the Janamaithri Suraksha Project has played a vital role in minimizing the social problems like; eve-teasing, robbery/snatching, gunda problems and illicit liquor in the project area.

4.2 RECOMMENDATIONS

Significant recommendations have been drawn from the analysis and interpretation of the data gathered from 250 respondents residing in the Adoor police station limits of Pathanamthitta district. These recommendations if implemented properly could make the Janamaithri Suraksha Project more effective and appealing to the general public. The recommendations are scripted under the major heads; Awareness building, Functioning related, Capacity Building, Monitoring and Evaluation, Networking and Enhancement of the Project to Newer Areas/Police Station Limits.

Awareness building

The success of any project depends greatly on the extent to which the project could reach out to maximum number of people. The findings highlighted lack of an in-depth knowledge/awareness of the people about the project. Hence, there is a dire need to disseminate in-depth understanding/awareness on the project. Accordingly, the following steps have been recommended:

- Organize massive campaigns on the JSP through different media - print, visual and audio.
- Design and develop Information Education and Communication (IEC) materials on the project and distribute the same through colleges, schools, residents associations etc. for widening its outreach.
- Organize mobile exhibitions depicting the various aspects and success stories of JSP.
- Conduct awareness classes on JSP in the educational/social institutions across the state.

- Organize Street plays, various competitions such as essay, painting, quiz etc for different sections of the society.

Functioning related

- Increase the number of beat officers in each beats.
- Ensure presence of Vanitha Police during house visits.
- Reduce the number of houses under each beat.
- Ensure target based conduct of house visits.
- Instruct the Janamaithri Samithi members about their duties and responsibilities elaborately.
- Hold regular meetings of the Janamaithri Suraksha Samithis.
- Share information on various activities organized by the different Janamaithri Suraksha Samithis through joint meetings
- Adopt measures to control the intrusion of excessive political and anti social interventions.

Capacity Building

- Enhance the number of trainings to the Beat Officers focusing more on personality development and communication skills.
- Provide refresher trainings to the Beat Officers/Asst. Beat Officers
- Organize periodical training/awareness programmes for the Janamaithri Suraksha Samithi Members.

Monitoring and Evaluation

- Conduct periodical monitoring at the Zonal/district/state level.
- Set up an award for the best beat and the best Janamaithri Samithi.
- Provide incentives either in cash or kind to the best beat officer at the zonal/district/state level.

Networking

- Enhance the involvement of Community Based Organizations (CBOs), educational institutions/youth clubs in the various phases of the project. viz. training and capacity building, planning and implementing, reporting and monitoring
- Involve social service organizations like National Service Scheme (NSS) in implementing the various activities of the project.
- Network with residents associations and also instruct a representative of the Janamaithri Samithi to attend the monthly meetings of the various associations.
- Instruct a Janamaithri Samithi representative to attend the zonal level meetings of the respective District Residents' Association Apex Council.

Expansion of the project

- Expand the project to all the police stations in the state of Kerala for better utilization of the project by the general public.

Every long journey starts from a single step. The journey of Janamaithri Suraksa Project (JSP) with the intent of creating ripples in the ocean of police - people partnership has now reached a commendable distance. Let us strive for arriving at its zenith, by taking measures to throw away the stones and thorns on the road of its successful implementation!

A P P E N D I C E S

I Interview Schedule

II References

Appendix -1

Interview Schedule

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