

**INFLUENCE OF
JANAMAITHRI SURAKSHA PROJECT ON THE COMMUNITIES
With Special Reference to Aluva Police Station Limits**



Submitted to:

**Home Department
Govt. of Kerala**

Submitted by:

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June 2011

ACKNOWLEDGEMENTS

With deep sense of gratitude we acknowledge and appreciate the selfless and sincere efforts of many who have contributed in their own way for the successful completion of the study- *Influence of Janamaithri Suraksha Project on the Communities with special reference to Aluva Police Station limits*. It was their dedicated and committed work that made the study, a fruitful one.

At the very outset, we would like to thank the ***Home Department***, Govt. of Kerala for entrusting us with the study.

We are indebted to ***Dr. B.Sandhya IPS***, Inspector General of police, Thrissur range and Nodal officer, Janamaithri Suraksha Project for her expert guidance for the successful completion of the study.

We owe a special note of thanks to ***Shri. T. Vikram IPS***, Superintendent of Police, Ernakulam (Rural) for his constant support and co-operation in the conduct of the study.

At the Research Institute, Rajagiri College of Social Sciences, we are thankful to Shri. Saju.P.P, Shri.V.S Vinayan, Shri.Sino Jacob, Shri.Anto Jose and Shri. K.O.Varghese for their sincere efforts in the processing of data and preparation of the report.

We are also grateful to the staff of RAJAGIRI *outREACH*, Kalamassery, Kochi for their efforts in collecting the relevant data from the various stakeholders.

Finally, we owe our unredeemable debt of gratitude to our respondents – the general public, who had provided the necessary data in relation to the various aspects of the study. It was their staunch support and co-operation that made this venture, a meaningful one.

Dr. Celine Sunny
Chief Co-ordinator

CONTENTS

	Page No.
<i>Acknowledgements</i>	
<i>List of Tables</i>	
<i>List of Figures</i>	
Chapter- I Introduction	1-8
1.1 Objectives of the Study	4
1.2 Methodology	4
1.3 Methods and Tools of Data Collection	7
1.4 Sources of Data	8
1.5 Data Processing and Analysis	8
Chapter- II Janamaithri Suraksha Project – An Overview	9-17
2.1 The Beginning	9
2.2 Objectives of the Janamaithri Suraksha Project	10
2.3 The Components	10
2.3.1 Janamaithri Beat	11
2.3.2. Janamaithri Suraksha Samithi	13
2.3.3. Janamaithri Kendram	16
Chapter-III Analysis And Interpretations	18-84
3.1 Socio-Economic Profile of the Respondents	19
3.2 Knowledge/Awareness about Janamaithri Suraksha Project	25
3.3 Activities Carried out by the Beat Officers	29
3.4 Beat Officers’ Visits and Allied Matters	36
3.5 Effectiveness/Impact of the Janamaithri Suraksha Project	52

3.6	Weaknesses/Limitations of the Project	79
3.7	Suggestions for Improvement	82
Chapter- IV	Findings And Recommendations	83-100
4.1	Major Findings	86
4.2	Recommendations	98
	<i>Appendices</i>	
	<i>Interview Schedule</i>	
	<i>References</i>	

LIST OF TABLES & FIGURES

List of Tables

Table No	Title	<i>Page No.</i>
3.1.1	Profile of the Respondents	20
3.1.2	Marital Status of the Respondents	23
3.2.1	Period of Information about Janamaithri Suraksha Project	27
3.2.2	Sources of Information about Janamaithri Suraksha Project	28
3.2.3	Beneficiaries of the Project	29
3.3.1	Traffic Related Activities and Age of the Respondents	31
3.3.2	Hygiene Related Activities and Age of the Respondents	33
3.3.3	Interaction with Children and Age of the Respondents	34
3.3.4	Effort for Ensuring Participation of people in Night Patrolling	35
3.4.1	Number of Visits by the Janamaithri Beat Officers	38
3.4.2	Time of Visits	39
3.4.3	Prior Information about the Visits	40
3.4.4	Place of Visits and Allied Matters	41
3.4.5	Topics /Subjects of Discussion/Conversation	43
3.4.6	Duration of Discussion	44
3.4.7	Ratings on the Behavior of the Beat Officers and Sex	46
3.4.8	Satisfaction at the Interaction of the Beat Officers and Sex	47
3.4.9	Extent of Satisfaction on the Interaction of the Beat Officers and Sex of the Respondents	47
3.4.10	Usefulness of the suggestions by the Beat Officers and Education	48
3.4.11	Extent of Usefulness of the Suggestions and Education	49

3.4.12	Implementation of the Suggestions by the People	50
3.5.1	Improvement in the Safety & Security of Women by Sex	56
3.5.2	Impact/Effectiveness of Janamaithri Suraksha Project (JSP) and Sex of the Respondents	60
3.5.3	Perception on the Reluctance to Approach the Police Station and Age/Education/Sex of the Respondents	65
3.5.4	Change in Attitude towards Police and Sex of the Respondents	67
3.5.5	Extent of Change in the Attitude towards Police and Sex	68
3.5.6	Perception on the Helpfulness of the police and Age/Education/Sex of the Respondents	69
3.5.7	Perception on the Performance of the Police and Age/Education/Sex of the Respondents	72
3.5.8	Perception on the Extent of Approachability of the Police and Age/Education/Sex of the Respondents	75
3.5.9	Perception on the Behavior of the Police and Age/Education/Sex of the Respondents	77
3.6.1	Weaknesses/Limitations of the Janamaithri Suraksha Project	83

List of Figures

3.1.1	Marital Status	22
3.1.2	Employment Status	23
3.2.1	Extent of Knowledge/Awareness about JSP	26
3.5.1	Change in Family Atmosphere and Sex of the Respondents	55
3.5.2	Extent of Improvement in Safety and Security of Women and Sex	56
3.5.3	Overall Effectiveness of the Implementation of Janamaithri Suraksha Project in Relation to the Occurrences of Problems	62

INTRODUCTION

The police force is empowered to enforce the law, protect property and reduce civil disorder. Policing has included an array of activities in different situations, but the predominant ones are concerned with the preservation of order. They play an increasingly important role in peace keeping. The growing threats of terrorism and globalization of crime on the other has called for community participation in their efforts as the people of a community could act as agents of peace and order in their area of residence through a number of ways.

It is this recognition of community participation that gave birth to the concept of community policing which 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 at the global level.

India which is the largest democracy in the world realizing the fact that there cannot be any sustained development unless peace and order are guaranteed, has embraced the concept of community policing and is gradually and steadily implementing the same in various states across the nation.

In the state of Kerala, the Justice K.T.Thomas Commission on police reforms appointed by the Government of Kerala suggested the implementation of community policing on an experimental basis. Accordingly, the community

policing initiative which is the embodiment of the idea of people's police, had its formal set go in Kerala in the year 2008 under the banner ***Janamaithri Suraksha Project*** (JSP) . It was started in 20 police stations at the first phase. Later it was extended to yet another 23 police stations in the year 2009. Later, 100 more police stations were added to this list in the year 2010. Demands for inclusion of more and more police stations are coming. Nevertheless, lack of finance and the human personnel required restricts its expansion to all the police stations in the state.

The Janamaithri Suraksha Project seeks to develop closer ties between the police and the citizens, and create synergistic partnerships within local communities to deal effectively with anti-social activities and prevent crime. Subsequently, as part of the Janamaithri Suraksha programme, police are encouraged to take initiative in implementing various projects in local communities, with the support of local community members. Some of the activities that are envisioned by the project were:

- Night patrolling within neighborhoods
- Coordination with security guards of private establishments and residential colonies
- Identification of strangers in the locality
- Installation of security alarm systems in residences and other establishments
- Arrangements for increased security for senior citizens, women and children, as well as persons with physical handicaps and other disabilities.
- Establishment of 24-hour Telephone Help-lines for use by citizens, esp. the needy sections of society.
- Awareness classes and crime prevention workshops on Traffic, Drug Use, and other violations of the Law, especially in educational institutions.

- Institution of Traffic Warden System by co-opting members of the public in traffic regulation duties.
- Psychological counseling for victims of crime as well as disaster victims, suicide prevention, etc.
- Providing accurate and timely information on faulty signal systems, street lighting arrangements, poorly maintained roads, etc to the concerned authorities.
- Organizing and encouraging Blood Donation camps, as well as Eye and other Organ Donations by willing donors in the local communities.

It is the 'beat officers' appointed and trained under the Janamaithri Suraksha Project who are responsible to implement several of these programmes in association with the local community. The beat officers are required to visit all residences within their given beat areas. Often these beat officers were accompanied by Women Police Constables as Asst. Beat Officers, during the house visits. Since the programme seeks to maximize contact with the local community members, these beat officers also made it a point to pay regular visits to local educational institutions such as schools and colleges that fall in their respective Beat areas.

Time has now come to have a review of the project and see what effect it has produced over the years in relation to the prevention of crimes, increase in safety and security and the extent of police-public tie up. The review will be also a look into the aspects or factors that has either prevented or reduced the effectiveness of the project during its implementation period. An identification of these elements would assist in rectifying them and thus making the implementation of the project flawless whereby maximum output is derived from the project.

The present study entitled Influence of Janamaithri Suraksha Project (JSP) on communities hence was envisioned in these lines wherein a meticulous scrutiny was carried out to assess and analyze the influence or the effectiveness of JSP in the Aluva Police Station Limits in relation to its set objectives so as to enhance the net output from the Janamaithri Suraksha project.

1.1 Objectives of the Study

1. To understand the socio-economic profile of the respondents
2. To study the knowledge/awareness about Janamaithri Suraksha Project (JSP)
3. To assess the activities carried out by the beat officers
4. To analyze the visits undertaken by the beat officers
5. To find out the influence/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.

1.2 Methodology

Geographical Area

Aluva Municipality of the Ernakulum revenue district of the state of Kerala formed the Geographical area of the study.

Profile of Aluva Municipality

Aluva is an industrial town in the state of Kerala, India. It is a suburban region of the city of Kochi and is identified as part of the Kochi Metropolitan area. In governance, Aluva is a Municipality in the District of Ernakulam.

The Municipality is noted for its Aluva Sivarathri festival at Manal Puram. Nearly a month long celebrations including carnivals take place during the Shivarathri season on the banks of River Periyar.

As of 2001 India census, Aluva had a population of 98,735. Males constitute 49% of the population and females 51%. Aluva has an average literacy rate of 96%, higher than the national average of 59.5%; with 97% of the males and 95% of females literate. 10% of the population is under 6 years of age.

Aluva Municipality at a Glance

Area	7.18 sq.km
Population	98735
Density	3358
Villages	Aluva West
Taluk	Aluva
District	Ernakulam
Assembly constituency	Aluva
Parliament Constituency	Ernakulam
Sex ratio	1000:1050
Literacy rate	96
Male	97
Female	95
Boundaries	East- Keezhmad panchayat West- Kadungallore panchayat South- Choornikara panchayat North- Chengamanad& Karumalloor panchyats
No of municipal wards	26

Aluva Municipality in Ernakulam District



Universe

The entire population in the Aluva police station limits, Ernakulam district of the state of Kerala formed the universe of the study.

Sampling

The present study which aimed to assess the influence of Janamaithri Suraksha Project on the Communities elicited information on various aspects related to the project from a sample of 248 community members across the police station limits of Aluva. In order to have a wider representation from people of different walks of life, the respondents were selected randomly from different locations viz.

households, roads, business establishments, educational institutions and government offices

Sample based on Interview location

Sl.No	Location	Sample size
1.	Households	164
2.	Business establishments	19
3.	Educational Institutions	31
4.	Road	29
5.	Govt. Offices	5
	Total	248

1.3. Methods & Tools of Data Collection

Methods

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

Tools of Data Collection

The tool that was used for the collection of data was a pre-tested interview schedule. 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 - Activities carried out by the Beat officers

Part-4 - Variables related to Beat officers' visits and allied matters;

Part 5- Effectiveness/impact of the project

Part 6- Weaknesses /limitations of the project

Part 7- Suggestions for improvement

1.4 Sources of Data

The primary data source consisted of 248 people who provided the inputs for the study.

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

1.5 Data Processing & Analysis

The collected data were analyzed manually and using the computer package: Statistical Package for Social Sciences (SPSS). *Univariate and bi-variate analysis* of the data was carried out during this phase.

JANAMAITHRI SURAKSHA PROJECT – AN OVERVIEW

Though Community Policing is not a new concept, its implementation in Kerala under the title Janamaithri Suraksha Project is a new effort with an aim to bridge the gap between the police and public on countering crime and anti-social activities. This chapter sketches in brief an overview of the project since its inception.

2.1 The Beginning

It's very critical that a law enforcement agency enjoy respect from the people of the country, otherwise it will not be able to serve the society effectively. Today the 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. Recognizing the pressing need for improving relation between the police organization and the people of the state and with the aim of ensuring all round security of citizens, the Govt. of Kerala has taken steps to facilitate the adoption of community policing initiative.

Government of Kerala appointed Justice K.T Thomas Commission, in order to get suggestions for 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 Janamaithri Suraksha Project

This project of Janamaithri Suraksha Project has been designed and 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 to strengthen 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

Janamaithri Beat is the major component 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 are the other components which are designed in the project for the

2.3.1 Janamaithri Beat

A Janamaithri Beat Unit is a local area that includes 500 houses. A Police Station jurisdiction may be divided into as many 'Janamaithri Beats' as required. One Beat area should not exceed 3 Square Kilometers. The idea is that a Beat Officer should be able to cover a 'Janamaithri Beat' within a few hours' time. An example is a Post Man who is able to cover his beat area on an everyday basis. Similarly a Beat Officer also should be able to cover his beat area completely during a day's duty. 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.

Janamaithri 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 Officers. 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

A ‘Janamaithri Suraksha Samithi’ is an essential mandate to be formed in every police station. It’s the responsibility of the Samithi to undertake and implement the ‘Janamaithri Suraksha Project’ within the limits of the respective Police Station. The Circle Inspector may suggest the names of persons to be included in the Samithi and Station House Officer may help the C.I in this regard. 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 meeting of the Samithi should be held at least once in a month, at a pre-announced date and place. In the meeting, the public residing in the Beat of that area, (or of other areas, if they so desire) can attend and give their suggestions. The participation of maximum number of people from the local Beat may be ensured. In case the participation of the public is very meagre, the Samithi may examine the reason for the same and give necessary advice to the Beat Officer. The minutes of such meetings should be prepared by the Station House Officer (Secretary) and a copy of the minutes should be sent to the Deputy Superintendent of Police and the Superintendent of Police. The supervisory officers should examine the minutes, assess the quality of the meeting, and in case it is felt necessary, provide advice to the Station House Officer. The Sub-Divisional Police Officers may attend such

meetings once in three months; and the Superintendents of Police may attend such meetings at least once in a year. Apart from the monthly meetings, the Samithi may hold such other meetings as and when need arises.

Activities of the Samithi

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

- Night patrolling with public co-operation
- ☐ Coordinating with private security guards
- ☐ Knowing new residents and strangers
- ☐ Fitting Burglar Alarm and security systems
- ☐ Helping senior citizens and physically challenged citizens
- ☐ Protection of women and children
- Awareness programmes
- ☐ Traffic Warden Systems
- ☐ Organizing Counselling 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 Defense 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

It's an Advisory Committee headed by the District Superintendent of Police that ensure proper supervision regarding the functioning of 'Janamaithri Suraksha Project' at District level. 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. Normal size of this committee is with a member strength varying from 10 to 20. This committee is scheduled to 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

Janamaithri Kendrams were opened in some places keeping in mind to popularize the concept of Janamaithri Suraksha Project. They function in some districts and in some battalions. These centers help people to come and interact with police. Also these centers organizes classes on traffic safety, career guidance etc. in an effort to

bring people closer and to solve some of their problems and concerns. It is proposed to start Janamaithri Kendrams in 10 more places.

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

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

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

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

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

Youth are also encouraged to work in the project, under ‘Janamaithri Yuvakendram’.

ANALYSIS AND INTERPRETATIONS

Community Policing initiated in Kerala in 2008 under the name Janamaithri Suraksha Project has widened its spectrum by extending the implementation of the same into more and more police stations. The expansion of the implementation was based on the positive feed back from the areas of its operation. It is presumed that the project was able to construct a lasting and responsible association between the police and public to prevent/ reduce crime in the community and thereby ensure safety and security to all sections of the community. However, lack of ready to produce data on the success of the project has been a draw back for justifying/highlighting the influence of the project before the community. Taking stalk of the situation, the study entitled “Influence of Janamaithri Suraksha Project on the communities with special reference to Aluva Police Station Limits” was conceived and undertaken to measure the strengths and limitations of the project implementation in an elaborate manner as against the specified activities of the project and make its implementation more effective.

This chapter presents a detailed analysis of the empirical data under 7 sections viz., section-1: Socio-economic profile of the respondents, section-2: Knowledge /awareness on Janamaithri Suraksha Project (JSP), section-3: Activities carried out by the Beat officers, section-4 : Beat officers’ visits and allied matters, section-5 :Effectiveness/impact of the project, section-6 : Weaknesses / limitations of the project and section-7: Suggestions for improvement.

3.1 Socio-economic Profile of the Respondents

Reliability or validity of a social research is linked greatly to the socio-economic characteristics of the respondents. Hence, an assessment of the socio-economic profile of the respondents was carried out in this section using the variables: age, sex, education, marital status, religion, occupation and income.

Age

The respondents for the present study were selected on a random basis with a focus on including people from various age categories of the society. Therefore, people from all age groups have come forward with their perceptions on the subject of study. Their age varied between 17-70 yrs with a mean age of 37 yrs. The middle aged people (35 -60 yrs) were found to be comparatively higher with 53.6%. The younger ones formed 41.1%. Thus a major chunk of the respondents belonged to young and middle aged groups. The elderly who were covered by the study were only 5.2%. The figures amply highlights that the different perceptions on the influence of Janamaithri has been brought forth by the inclusion of people from different age categories. (*Refer to figure 3.1.1*)

Sex

Janamaithri Suraksha Project envisages covering all sections of the society irrespective of sex differentiation. Hence, male and female perceptions have an equal bearing with respect to the current study. The figures portrayed that in spite of random selection the study was able to cover members of both sexes to bring forth a holistic output on the subject of study. As per the data, the males and females constituted 54.8% and 45.2% of the sample size. (*Refer to figure 3.1.1*)

Education

Yet, another social characteristic that has a bearing on the perception on the subject of study was the educational status of the respondents. The educational status showed that most of them (49.6%) were with high school education. College educated followed next with 25%. Professional and post graduates though lesser in number was also covered through the study. It is evident from the figures that the study has attempted to highlight a holistic picture on the subject by incorporating the dimensions of people from different educational backgrounds. (*Refer to table 3.1.1*)

Table No. 3.1.1
Demographic Profile of the Respondents

Demographic Variables		Frequency	Per cent
<i>Age</i>			
	Below 25 yrs	68	27.4
	25-35 yrs	34	13.7
	35-45 yrs	56	22.6
	45-60 yrs	77	31.0
	60 yrs & Above	13	5.2
	Total	248	100.0
<i>Sex</i>			
	Male	136	54.8
	Female	112	45.2
	Total	248	100.0

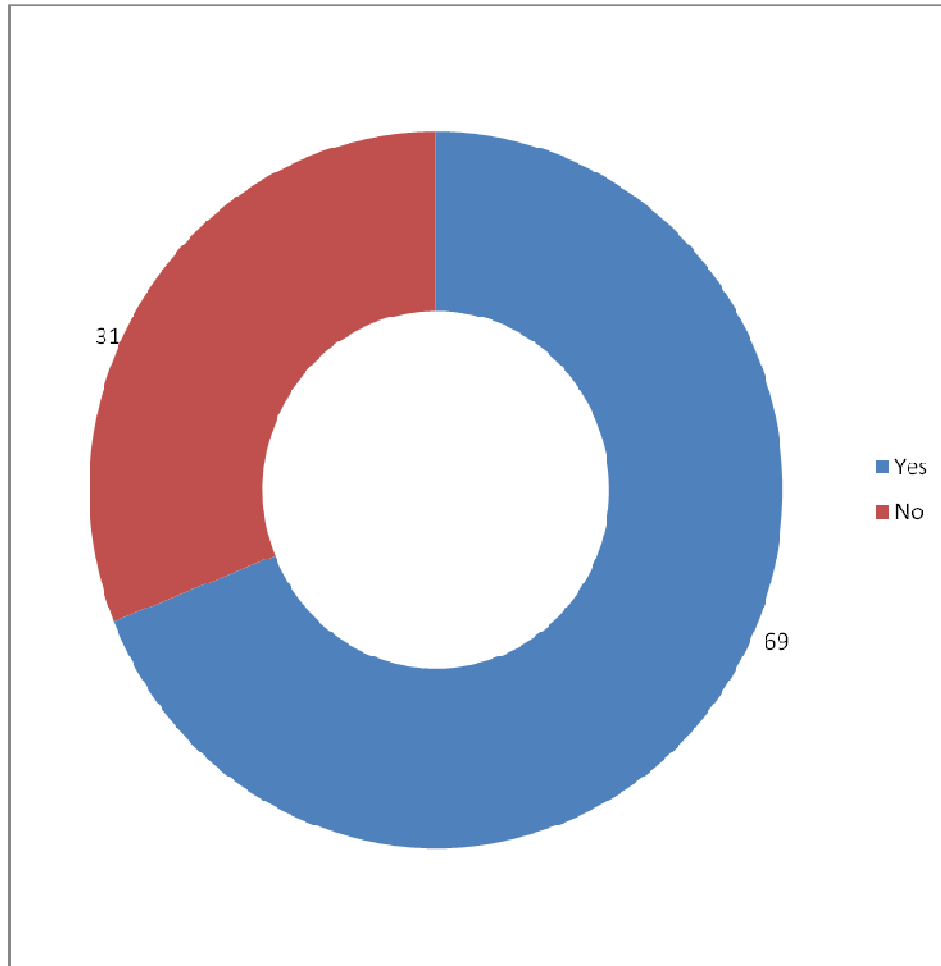
Education			
	Illiterate	2	.8
	Primary school	31	12.5
	High School	123	49.6
	College	62	25.0
	Post Graduate	11	4.4
	Professional	8	3.2
	Higher Secondary	11	4.4
	Total	248	100.0

Marital Status

Data on the marital status of the respondents showed that the married category outnumbered the unmarried category with 69.9%. The unmarried constituted only 30.1%. Marital status is a social divide in many aspects and hence, perception of both the sections has a possibility of divergence. Therefore, by inclusion of respondents from both the groups i.e., married and unmarried, the findings give an overall picture on the influence of the project. (*Refer to figure 3.1.1*)

Figure No. 3.1.1

Marital Status



Religion

Religion-wise, representation from all the three major religious groups viz., Hindus, Christians and Muslims were included in the present study to bring a convergence regarding the opinion of people on the impact of JSP. Thus, 39.1%, 31% and 29.8% of the sample size were constituted by Christians, Hindus and Muslims .(Refer to table 3.1.2)

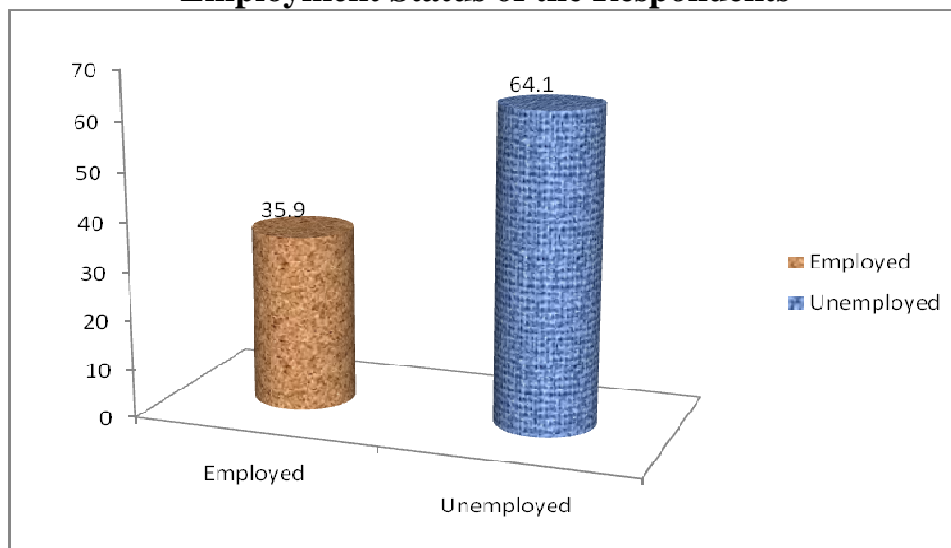
Table No. 3.1.2
Religion of the Respondents

Religion	Frequency	Per cent
Hindu	77	31.0
Muslim	74	29.8
Christian	97	39.1
Total	248	100.0

Employment status

Taking into consideration the significance of the opinion of the unemployed and employed, the study has elicited the perception of both these groups. However, as the data were collected mostly during the day hours a higher number of unemployed have been covered. It is seen from the table below that among the respondents, 64.1% were unemployed which is almost the double of the employed category. Nevertheless, by the inclusion of the views and opinions of both these groups, the study was able to portray or highlight a comprehensive vision on the subject. (Refer to figure 3.1.2)

Figure No. 3.1.2
Employment Status of the Respondents



Annual Income

The requirement and the perceptions vary according to the economic status of people as their focus and dimensions diverge. Subsequently, to draw a holistic picture on the subject of study representatives from different economic groups were included. The division of the economic groups was based on the annual income of the family. Majority (52.4%) however were from the lower economic strata who earned less than Rs.25000/- per year. Those who earned between Rs. 25000/- and Rs.75000/- constituted the second group with 30.6%. Thus it could be seen that the major portion of the respondents hailed from the lower and middle income groups. The rest (17%) had an annual income between Rs.75000/- and Rs. 750000/-. The figures thus highlighted that perception on the JSP was gathered from the members of all income groups with due coverage to the low and middle income groups.

An overview of the socio- economic profile portrayed that most of the respondents were from the middle (35-60 yrs) and younger (25-35yrs) age groups. Sex-wise males outnumbered females. The educational background of most was high school. Majority of the respondents were unmarried and unemployed. Religion-wise representation from all the three major religions was included. Further, the annual income of most of the families were below Rs.25000/-. Nevertheless, it should be noted that the study had covered respondents from all other age, income and educational groups facilitating the presentation of a holistic picture on the impact of the much talked about and highlighted project of Janamaithri Suraksha Project (JSP).

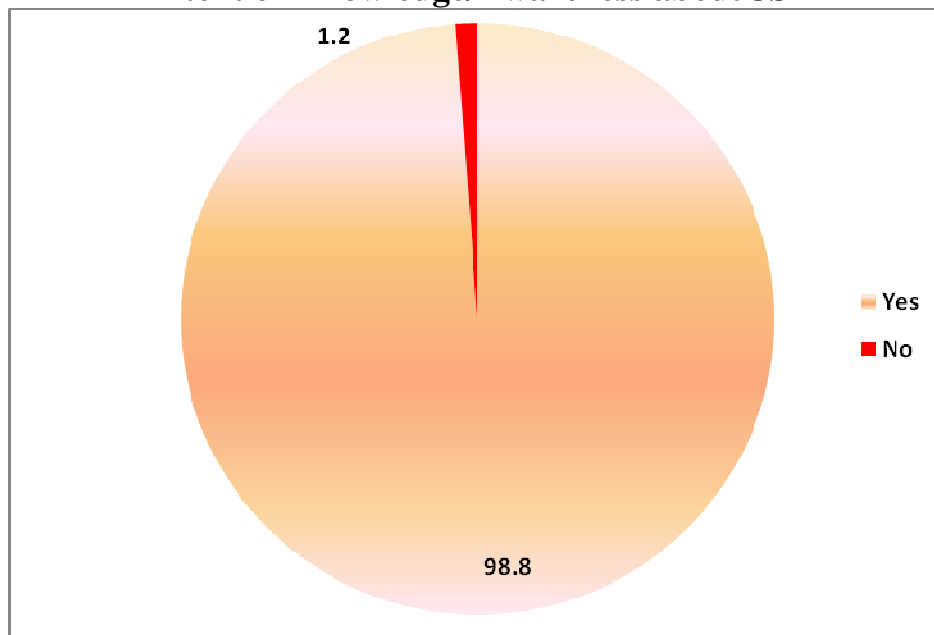
3.2 Knowledge/Awareness on the Project

Marketing of a product or project is the basic requirement for its utilisation. Similarly, the JSP has to reach to maximum people if it requires bearing the fruit from it. By reaching out to the people the good will and co-operation of the people is ensured in the implementation of the project. This section therefore attempts to analyze the extent to which the waves of JSP have traversed within the Aluva police station limits. The variables considered in this regard were: extent of knowledge/awareness about the JSP, period of receipt of such knowledge, beneficiaries of the project and the sources of information about the project.

Extent of Knowledge/Awareness about the JSP

Aluva is one of the busy urban centres adjacent to the hub of industrial belt in Kerala. And the police station in Aluva was included in the first phase of the implementation of the Janamaithri Suraksha Project. Since the introduction, it seems that efforts had been made by the station authorities to reach out to maximum people with the message and objective of JSP. The figures in relation to the extent of knowledge about JSP also reiterated the same as out of the 248 people who were contacted and interviewed, 245 (98.8%) reported to have gained information about the Janamaithri Suraksha project. Nevertheless, the information gained was presumed to be very minimal. Many of them had only just heard about the title of the project and did not know how it related to their day to day living. Hence, the high percentage with positive responses though appears to be good should not limit the efforts to disseminate information on the project. Because, only by imparting in-depth information, the project could capture the support and co-operation of the people in the implementation of the various activities envisaged in the JSP. (Refer to figure 3.2.1)

Figure No. 3.2.1
Extent of Knowledge/Awareness about JSP



Period of receipt of knowledge

The duration of the receipt of knowledge regarding JSP of the people in Aluva police station limits extended from months to years. Most (71.8%) had heard about the project for an year and above which extended up to more than 2 yrs. 28.2% however reported the duration of awareness as below 1 yr. (*Refer to table 3.2.1*)

The figures on the duration extending from months to years clearly showed that the process of dissemination about the JSP is gradual and steady. The reporting about less than 1 yr indicated that the beat officers and the police at the Aluva Police station have imbibed the spirit of the project and had taken every effort to make its implementation genuine expecting a good yield in the long run. It is thus evident that the project keeps itself live and active hoping to reach each and every people in their limits so that in the near future, a strong bond is created by the police and

the public by which the set objective of safety and security of the lives and property of the people are ensured.

Table No. 3.2.1
Period of Information about Janamaithri Suraksha Project

Sex	Period of knowledge				Total
	Below 1 Year	1 Year	2 years	Above 2 Years	
Male	32	56	29	16	133
	24.1%	42.1%	21.8%	12.0%	100%
Female	37	36	38	1	112
	33.0%	32.1%	33.9%	.9%	100%
Total	69	92	67	17	245
	28.2%	37.6%	27.3%	6.9%	100%

Sources of Information

The table below displays that the people in Aluva police station limits have obtained information about JSP from various sources which included media, police personnel, relatives and friends and such other means. Majority (75.1%) however, reported the interaction with the Janamaithri police as the major source of information. This again reiterated the efforts taken by the police officials especially the beat officers in imparting information regarding JSP. Print media was the second major source of information as 29.4% reported about the same. Relatives & friends, Govt. Public Programmes and govt. publications as the sources of information were reported by 7.7%, 5.6% and 1.6% respectively. (*Refer to table 3.2.2*)

In the informal discussion with the people a few mentioned about secondary sources of information such as seminars, workshops, tableaux, public meetings, creation and distribution of IEC materials from where they received information about the Janamaithri Suraksha Project.

Table No. 3.2.2
Sources of Information about Janamaithri Suraksha Project

N=245

Source	Frequency	Per cent
From the Janamaithri Police	187	75.1
Relatives and friends	19	7.7
Print Media	73	29.4
Govt. Public Programmes	14	5.6
Govt. Publications	4	1.6

Beneficiaries of the Project

One of the measures to assess the knowledge level of the people regarding JSP was to go deeper into the project and analyze who benefited from the project or who were considered as the beneficiaries of the project. The probe regarding the same showed that majority (84.5%) had reported the beneficiaries of JSP as public in the community. As the responses go in line with the set objective of the project, it could be assumed from the above that the community people had a basic information regarding the project. Among the rest, 14.3% reported the beneficiaries of the project as the public and the police. 0.8% and 0.4% each reported that project stood for the welfare of the police and the political parties respectively. (*Refer to table 3.2.3*)

Table No. 3.2.3
Beneficiaries of the Project

Beneficiary category	Frequency	Per cent
The Police	2	0.8
The Public	207	84.5
The Police & The Public	35	14.3
The Political Parties	1	0.4
Total	245	100

An overview on the extent of knowledge/ awareness on the JSP thus portrayed that within the police station limits of Aluva, the public in general had basic information/Knowledge about JSP. The period of knowledge for majority was more than one year. The interaction of Janamaithri beat officers with the public had been the major source of knowledge/information on the project. Most were also convinced that the project was for the welfare of the public. However, there is a need for extensive campaign on the project to make it yield maximum benefit for the individuals, families, communities and society at large.

3.3 Activities carried out by the Beat Officers

Janamaithri Suraksha Project (JSP) which aims to improve upon the safety and security of the people from all kinds of vices has envisaged a number of activities befitting to each section of the society i.e., children to the elderly. The activities aim to reduce/prevent crimes, improve social living, create health consciousness, intellectual development etc. Some of the activities envisaged in the project are: night patrolling, co-ordinating private security guards, building up infrastructure for security which includes stranger check programme, protection of senior citizens, security and welfare of women and children, crime stopper system, traffic

warden system, blood donation programme, school/college Jagratha Samithis, Vanitha Jagratha Samithis, Security for Taxi/Auto Drivers & other labour, Anti Drug / Liquor Programme, Complaint Box, Disaster Mitigation Voluntary Committee, Victim Support Cell and Environment Friendly Samithi .

As the effective conduct of the diverse activities has a pivotal role to play in the achievement of the objectives of the project this section highlights the various kinds of activities carried out within the Aluva Police Station limits under JSP.

Traffic Related

Road accidents have become a common and much talked about phenomenon in Kerala. Congested roads and increase in the number of vehicles on the roads have lead to frequent traffic blocks and jams. Further, inadequacy in the number of traffic police men at the junctions too has contributed to the scenario. Several experiments such as deploying people other than police personnel for controlling the traffic had been undertaken in the past. But not all experiments became a success and the problem still persists. Probably, this might have been a reason for the inclusion of traffic related activities in the Janamaithri project. However, as per the empirical data available, out of the 245 respondents only 32.2% reported to have been witnessed any such activities related to traffic. 38% stated about their ignorance in this regard. 29.8% on the other, mentioned about the non-conduct of activities related to traffic.

The responses were further analyzed according to the age of the respondents to understand if their opinion varied with respect to the age. The results showed that compared to the younger people a lesser number of respondents reported on the positive regarding the conduct of the traffic related activities. While 44.1% and 39.4% of those belonging to the 25-35 yrs and below 25 yrs responded positively,

only 26.3% and 7.7% in the 45-60 yrs and 60 & above age categories, were on the affirmative. The variation in this regard might be due to the fact that most of the youngsters of today undertake driving and they might have been involved and actively participated in the programmes related to traffic. However, the elderly as they are not engaged in driving might have kept away from such activities.

The activities carried out by them in the study area were: enforcement of traffic rules near school premises and busy roads, enforcing use of seat belts and helmets, use of zebra lines and speed breakers, traffic warden system, traffic controls at bus stops, distribution of traffic rules, awareness classes on traffic rules and display of traffic rules etc.

Table No.3.3.1
Traffic Related Activities and Age of the Respondents

Age (in Yrs)	Traffic Related Activities			Total
	Yes	No	Don't know	
Below 25 yrs	26	12	28	66
	39.4%	18.2%	42.4%	100.0%
25-35 yrs	15	9	10	34
	44.1%	26.5%	29.4%	100.0%
35-45 yrs	17	15	24	56
	30.4%	26.8%	42.9%	100.0%
45-60 yrs	20	29	27	76
	26.3%	38.2%	35.5%	100.0%
60 yrs & Above	1	8	4	13
	7.7%	61.5%	30.8%	100.0%
Total	79	73	93	245
	32.2%	29.8%	38.0%	100.0%

Hygiene Related

Recently, health hazards have become a burning issue in Kerala especially during the monsoon season. The reason for the same is found to be the unscientific disposal of the solid waste. A massive campaign hence has been sprouted from different corners as the health of the state itself is in danger. To be responsive to the needs of the community is one of the aims of the Janamaithri project. Accordingly, it was probed to find out how far the beat officers or the beats were involved in the conduct of hygiene related activities. The figures showed that only 23.3% of the respondents reported on the affirmative. Among the rest, 39.2% did not know if any such programmes were conducted or not. The remaining 37.6% negated the conduct of the same.

A cross analysis of the same in relation to age showed that comparatively a higher number (51.7%) of middle aged (35-60 yrs) respondents reported about the conduct of the hygiene related activities in Aluva police station limits. The number of positive responses was comparatively low in the 60 & above years and below 25yrs categories. The involvement of the middle aged group in the activities might be a reason for the high number of affirmative responses in the 35-60 yrs category. (*Refer to table 3.3.2*)

Conduct of awareness classes on health and hygiene, one week cleanliness drive and cleaning of drainages were some of the major activities carried out by the members from the community in unison with the beat officers in this regard.

Table No.3.3.2**Hygiene Related Activities and Age of the Respondents**

Age (in Yrs)	Hygiene Related Activities			Total
	Yes	No	Don't Know	
Below 25 yrs	13	17	38	68
	19.1%	25.0%	55.9%	100.0%
25-35 yrs	9	14	11	34
	26.5%	41.2%	32.4%	100.0%
35-45 yrs	17	17	22	56
	30.4%	30.4%	39.3%	100.0%
45-60 yrs	16	37	22	75
	21.3%	49.3%	29.3%	100.0%
60 yrs & Above	2	7	3	12
	16.7%	58.3%	25.0%	100.0%
Total	57	92	96	245
	23.3%	37.6%	39.2%	100.0%

Interaction with Children

One of the best means to reach to the people in the community is through the children. They are the future of the community and educating them at their tender years could contribute to the moulding of a new generation with civic consciousness. Recognizing the importance of interacting with children in educating the society, Janamaithri beat officers were required to take initiative in organizing certain activities with children.

Inquiring on the organization of such interactions/ programmes with children, the empirical data revealed that only 31% reported to have stated on the affirmative. Among the rest, 35.1% were ignorant and the rest, 33.9% reported about the non-conduct of any such activity.

Age-wise, the data depicted that comparatively a higher number (72.6%) from the middle aged group (35-60 yrs) affirmed about the interaction of the police with the children in their areas. Least (15.4%) was reported by the elderly (above 60 yrs). Non-conduct on the other was reported by a good number (46.2%) of people from the elderly group, followed by those below 25 yrs with 38.8%. (*Refer to table 3.3.3*)

The interaction activities carried out by the beat officers with the children included: awareness classes on road safety, on Janamaithri Suraksha Project, talk about education, talk on public speech and general interaction and communication sessions with children in Schools.

Table No.3.3.3
Interaction with Children and Age of the Respondents

Age (in Yrs)	Interaction/Communication with Children			Total
	Yes	No	Don't know	
Below 25 yrs	16	26	25	67
	23.9%	38.8%	37.3%	100.0%
25-35 yrs	11	9	14	34
	32.4%	26.5%	41.2%	100.0%
35-45 yrs	22	19	15	56
	39.3%	33.9%	26.8%	100.0%
45-60 yrs	25	23	27	75
	33.3%	30.7%	36.0%	100.0%
60 yrs & Above	2	6	5	13
	15.4%	46.2%	38.5%	100.0%
Total	76	83	86	245
	31.0%	33.9%	35.1%	100.0%

Efforts taken for Participating the Community people in Night Patrolling

Since ensuring the safety and security of the lives and property of the people is one of the aims of the JSP, night patrolling has a vital significance. Taking efforts to involve people in the night patrolling hence assumes great importance. The probe in relation to the efforts taken in this regard showed that only 31.4% reported on the positive. 23.7% on the other negated about any type of efforts in this line.

Age-wise disaggregation of the data portrayed that comparatively a high number of respondents from the age group of 25-35 yrs mentioned about the efforts taken for the involvement of public in night patrolling. 35-45 yrs and 45-60 yrs age groups followed the above with 35.7% and 34.2% respectively.

These figures portray that only stray efforts here and there have been reported indicating the need for intensifying the efforts in this regard to make their areas crime and anti social activity free zones.

The major activities carried out by the beat officers for the involvement of public were: involving people for the night patrolling, arrangement of night squads, awareness classes on the importance of night patrolling, meeting the residents' association leaders etc. (*Refer to table 3.3.4*)

Table No.3.3.4

Effort for Ensuring Participation of people in Night Patrolling and Age

Age (in yrs)	Efforts for Ensuring Participation			Total
	Yes	No	Don't know	
Below 25 yrs	11	19	36	66
	16.7%	28.8%	54.5%	100.0%
25-35 yrs	16	4	14	34
	47.1%	11.8%	41.2%	100.0%

35-45 yrs	20	13	23	56
	35.7%	23.2%	41.1%	100.0%
45-60 yrs	26	20	30	76
	34.2%	26.3%	39.5%	100.0%
60 yrs & Above	4	2	7	13
	30.8%	15.4%	53.8%	100.0%
Total	77	58	110	245
	31.4%	23.7%	44.9%	100.0%

An overview of the activities carried out by the beat officers under the JSP banner showed that the percentage of people who reported on the affirmative were comparatively low due to one reason or the other. The scope for improvement of the project in this regard is immense. However, a number of constraints restrict them to enhance their effort for the organization of various activities in the communities. Routine works at the police station, insufficient number of staff, busy life style of the people etc. were some of the reasons to cite. Time is ripe now to take steps to accelerate efforts to enhance the conduct of various activities on diversified topics and subjects to make the project more vibrant and effective whereby the set objectives of the project are achieved to the maximum extent.

3.4 Visits by Beat Officers and Allied Matters

One of the key activities envisaged in the implementation of the JSP is the visit and subsequent interaction of the beat officers with the communities. The outcome/result/impact of the project hence relies greatly on the effectiveness of these visits and interactions. Effectiveness on the other depends on the mode and nature of interaction, frequency of visits /interaction and also on the rapport that the beat officers are able to build with the community people. The project has

defined well the activities that are to be performed or carried out by the beat officers in their concerned beats. The duties prescribed to them included: coordinating with the police on serving summons, execution of warrant, locating the address, handling the complaint box and all other duties to be performed by the police in the area are co-ordinated and done by the Beat officer.

Apart from the above they are entrusted with the duties of:

- Constant interaction with service providers in the area like postman, linemen, milkmen, gas agencies because they are the persons who frequent the area practically on a daily basis and should have constant channels of communication open with them at a personal level.
- Maintenance of a rough map marking the major junctions buildings etc.
- Maintenance of a diary containing the phone numbers and addresses of all important establishments and persons.
- Interact with the public at least thrice a week at a pre-announce place and at a pre announced time.
- Maintenance of a beat register containing the details of daily matters, petitions etc.
- Go around the beat area on foot at least 20 hours in a week and do his work contacting the public.

Considering the significance and key role that the beat officers had to perform, this section elaborates on the visits made by the beat officers and allied matters. The aspects dealt in this section are related to two major areas i.e., visit related and beat officers' behavior related.

Beat Officers' Visits related

Visits being one of the principal role of the beat officers, an in-depth understanding of the same had been carried out in the study using the following variables:

number of visits by the beat officers, time of visit, pre-information about the visit, place of interaction, number of police at the time of visit, presence of vanitha police, nature of visit, participation of spouse in the interaction, topics/subjects of discussion and duration of discussion.

Number of visits by the Beat officers

One of the primary duties of the beat officers is to have a good frequency of interaction with the public. According to the project, the beat officer is expected to visit the beat thrice a week and have interaction with the public. As per the empirical data, the number of visits varied from non-visit to 7 visits. More than 32% of the respondents stated about 1 (13.1 %) and 2 (19.2%) visits by the beat officers. 52.2% reported about 3-7 times of visit (with a distribution of 3 visits by 18%, 4 visits by 7.8%, 5 visits by 3.7%, 6 visits by 2.4% and finally 7 visits by 20.8%.) 15.1% reported of the non-visits. (*Refer to table 3.4.1*)

Though the reports on more than just one visit are high, it does not mean that the visits were regular. There are also reports showing just one visit and also non-visit simultaneously. This is not to be spared but to be seriously dealt with as the success of the Janamaithri project largely depends on such interactions. A mechanism not only to monitor but also to assess such interactions should be formed at the earliest.

Table No. 3.4.1
Number of Visits by Beat Officers

Number of visits	Frequency	Per cent
0	37	15.1%
1	32	13.1%
2	47	19.2%

3	44	18.0%
4	19	7.8%
5	9	3.7%
6	6	2.4%
7	51	20.8
Total	245	100%

Time of visit

It was found that the beat officers made their visits to the public between the time of 8am to 8pm. Splitting the various times of visits, of those 208 who reported of the visits, 48.6% reported the visits from 8am to 12pm, 56.2% from 12pm to 4pm while 12.5% between 4pm to 8pm. No visits were reported after 8pm. It appears from the various figures of time that the beat officers had made the visits during the convenient times of the public especially the women who are usually busy during the morning and evening hours. (*Refer to table 3.4.2*)

Table No. 3.4.2
Time of Visits

N=208

Time of visit	Frequency	Per cent
8am to 12pm	101	48.6%
12 pm-4pm	117	56.2%
4pm-8pm	26	12.5%
8pm-12 midnight	-	-
12 midnight-4am	-	-

Prior information about the visit

According to the sources of information, it is reported that only 5.8% of the respondents were informed prior to the visits whereas, the majority of the respondents i.e. 94.2% were not given prior information about the visits. (*Refer to table 3.4.3*)

Table No.3.4.3
Prior information about the visit

Prior information	Frequency	Per cent
Yes	12	5.8%
No	196	94.2%
Total	208	100%

Place of Visits

When asked about the place at which they were met by the beat officers, majority (82.2%) stated that they were visited in their own houses. Since houses are the basic units of a community, visits in the houses assume great importance for better interaction. (*Refer to table 3.4.4*)

Number of police present during the visits & presence of vanitha police

Regarding the number of police personnel present during the visits, it varied from 1 to 6. Most of the respondents (83.7%) stated the presence of two police personnel during the visits. The presence of more than two was reported by 12.1% while 4.3% reported the presence of 1 policeman. It is obvious from the given figures that the visits by the police personnel were either made in groups of two or more than two.

It was also learnt that most of the beat officers' group consisted of vanitha police. 93.3% of the respondents affirmed the presence of vanitha police. And, 6.7% negated about the same. The presence of vanitha police has been very crucial in the project because of its humanitarian approachable attitude with which the public especially the womenfolk are comfortable. (*Refer to table 3.4.4*)

With respect to the number of vanitha police present during the visit, most stated of the presence of 1 vanitha police.

Nature of visits

Coming to the nature of the visits, 26.4% reported of personal interaction. 50.5% in the presence of family members and 19.7% in groups. The remaining 4.3% of the respondents reported of visits or rather, discussions in public meetings. (*Refer to table 3.4.4*)

Presence of Wife/Husband

Concerning the presence of spouse during the visits, 48.6% affirmed about the presence of spouse during the visit by the beat officers. The rest however were on the negative. The busy life of the people or the employment of the spouse might have been the reason for their absence during the visits by the beat officers. (*Refer to table 3.4.4*)

Table No. 3.4.4
Place of Visits and Allied Matters

N=208

	Frequency	Per cent
Place of visit		
House	171	82.2%
Public place	31	14.9%
Others (Resident Associations)	8	3.8%

No. of police personnel		
1	9	4.3%
2	174	83.7%
3	18	8.7%
4	3	1.4%
5	2	1.0%
6	2	1.0%
Total	208	100%
Presence of Vanitha Police		
Yes	194	93.3%
No	14	6.7%
Total	208	100%
Nature of visit		
		<i>N=208</i>
Personal	55	26.4%
In the Family	105	50.5%
In the Group	41	19.7%
In Meetings	9	4.3%
Presence of Wife/Husband		
Yes	101	48.6%
No	107	51.4%
Total	208	100%

Topics/subjects of Discussion/Conversation

It was learnt from the responses of the people that the objective of the visits of the beat officers extended from individual discussion, family visits, awareness campaign, etc. to public meetings.

A seek in this regard showed that personal/individual discussion was the major purpose of visit as 55.8% respondents affirmed about it. Awareness campaigns on hygiene and traffic followed the above with 37% and 34.6% respectively. Night

patrolling was mentioned by 28.4%. Among the others, 11.1% to 20.7% of the respondents each stated about campaign against tobacco, ward meetings, drugs and alcohol, health awareness, awareness on illicit liquor, petitions through petition box, collection of information on strangers and workers and other issues as the purpose of the visits. (*Refer to table 3.4.5*)

Table No.3.4.5.
Topics/Subjects of Discussion/Conversation

Topics/Subjects	Status of Discussion/ Conversation		
	Yes	No	Total
Individual discussion	116 (55.8%)	92 (44.2%)	208 (100%)
Ward wise meeting	37 (17.8%)	171 (82.2%)	208 (100%)
Seminar	42 (20.2%)	166 (72.8%)	208 (100%)
Determining Blood group	5 (2.4%)	203 (97.6%)	208 (100%)
Blood donation camp	13 (6.2%)	195 (93.8%)	208 (100%)
Eye donation camp	10 (4.8%)	198 (95.2%)	208 (100%)
Night Patrolling	59 (28.4%)	149 (71.6%)	208 (100%)
Traffic Awareness	72 (34.6%)	136 (65.4%)	208 (100%)
Awareness campaign on hygiene	77 (37%)	131 (63%)	208 (100%)
Awareness on santhwana	8 (3.8%)	200 (96.2%)	208 (100%)
Health protection	23 (11.1%)	185 (88.9%)	208 (100%)
Disaster management	5 (2.4%)	203 (97.6%)	208 (100%)
Campaign against Liquor	30 (14.4%)	178 (85.6%)	208 (100%)

Anti Drug campaign	38 (18.3%)	170 (81.7%)	208 (100%)
Anti tobacco campaign	36 (17.3%)	172 (82.7%)	208 (100%)
Information about the complaints received through complaint box	43 (20.7%)	165 (79.3%)	208 (100%)
Information about the collection of details about Domestic workers and others	25 (22%)	183 (88%)	208 (100%)
Family meeting	9 (4.3%)	99 (95.7%)	208 (100%)
Others (Awareness class on JSP, class on importance of education, forming of children's groups etc.)	26 (12.5%)	182 (87.5%)	208 (100%)

Duration of discussion

Concerning the duration of the discussion, it varied from 10minutes to 2 hours according to the sources. Majority of the respondents (63.5%) reported of 10-20 minutes of discussion. Half an hour was reported by 17.8%. 1 hour and 1-2 hours were stated by 11.5% and 3.8% respectively. And the duration of 45 minutes was reported to be the least with 3.4%. (Refer to table 3.4.6)

Table No. 3.4.6
Duration of Discussion

Duration	Frequency	Per cent
10-20 minutes	132	63.5%
Half an hour	37	17.8%
45 minutes	7	3.4%
1 hour	24	11.5%
1-2 hours	8	3.8%
Total	208	100%

Behavior of the Beat Officers

The Beat Officers play a crucial role in the implementation as well as for the success of the project. The beat officer is to be a person with efficient communication skills, good etiquette, approachable any time, etc. The beat officers act as the link between the police and the public and bring about a partnership between them in promoting the safety and security of the people.

Cordiality of the Beat Officers

According to the responses collected from the public, cent percent described the beat officers as friendly, well mannered, fulfilling or going according to the communities' needs.

The positive responses by the respondents showed that the police or the beat officers were gentle and friendly in dealing with the public which also revealed their adequacy and efficiency in handling public affairs. This has thus, done away with the old concept of police as irresponsibly hostile.

Opinion on the Behaviour of the Police

To assess the extent of cordiality of the beat officers, the respondents were asked to rate the same on a seven point scale. The scores in this regard showed that majority (51.4%) had rated it as 'excellent'. The rest had rated the behaviour as very good and good with 36.1% and 12.6% respectively.

Sex-wise, comparatively a higher number (58.2%) of females rated the cordiality of the beat officers' behaviour as excellent than the males (45.5%). Nevertheless, among those who rated it as good, the males outnumbered the females by a margin of 14.9%. (Refer to table 3.4.7)

Table No. 3.4.7

Ratings on the Behavior of the Beat Officers and Sex of the Respondents

Sex	Ratings							Total
	Worst	Very Poor	Poor	Average	Good	Very good	Excellent	
Male	-	-	-	-	22	38	50	110
	-	-	-	-	20.0%	34.5%	45.5%	100%
Female	-	-	-	-	4	37	57	98
	-	-	-	-	4.1%	37.8%	58.2%	100%
Total	-	-	-	-	26	75	107	208
	-	-	-	-	12.5%	36.1%	51.4%	100%

From the figures given, one can easily notice that the beat officers had created a good impression of themselves amongst the people. It may be referred to as the transition of the police force from a hostile attitude towards people to that of a humane attitude/ approach.

Satisfaction at the Interaction of Beat Officers

Most (98.6%) of the respondents reported about the satisfaction at the interaction/intervention of the beat officers.

Sex-wise, comparatively a higher number (99%) of females expressed satisfaction at the interaction. The corresponding figure for the males was 92.2%. (*Refer to table 3.4.8*)

Table No. 3.4.8

**Satisfaction at the Interaction/Intervention of the Beat Officers
and Sex of the Respondents**

Sex	Satisfaction		Total
	Yes	No	
Male	108	2	110
	92.2%	1.8%	100%
Female	97	1	98
	99.0%	1%	100%
Total	205	3	208
	98.6%	1.4%	100%

Extent of Satisfaction

Concerning the extent of satisfaction at the interaction, most (47.1%) rated it as excellent. Those who rated it as very good and good were reported by 38% and 12.5% respectively.

Analysis according to sex showed that the females outnumbered the males with respect to rating the extent of satisfaction as excellent by a margin of 15%. Among those who rated it as good or very good, the males were comparatively higher than the females. (Refer to table 3.4.9).

Table No. 3.4.9

**Extent of Satisfaction on the Interaction of the Beat Officers
and Sex of the Respondents**

Sex	Rating						Total
	Very poor	Poor	Satisfactory	Good	Very good	Excellent	
Male	1	1	2	19	43	44	110
	0.90%	0.90%	1.80%	17.30%	39.10%	40%	100%
Female	0	1	0	7	36	54	98
	0	1.00%	0	7.10%	36.80%	55.10%	100%
Total	1	2	2	26	79	98	208
	0.40%	1%	1%	12.50%	38%	47.10%	100%

The figures thus portrayed that irrespective of sexes most expressed a higher degree of satisfaction at the interaction which is considered to be the after effect of the implementation of the Janamaithri Suraksha Project (JSP).

Usefulness of the suggestions given by the Beat Officers

Regarding the usefulness of the suggestions given by the Beat Officers, majority (98.1%) reported positively.

Disaggregation of the data according to education portrayed not much difference in their opinion regarding the usefulness of the suggestions. The positive responses across the different educational groups varied between 96% to 100%. (*Refer to table 3.4.10*)

Table No 3.4.10
Usefulness of the suggestions by the Beat Officers and
Education of the Respondents

Education	Usefulness		Total
	Yes	No	
Illiterate	2	-	2
	100%	-	100%
Primary school	26	1	27
	96.30%	3.70%	100%
High School	91	2	93
	97.80%	2.20%	100%
College	57	1	58
	98.35	1.70%	100%
Post Graduate	11	-	11
	100%	-	100%

Professional	8	-	8
	100%	-	100%
Higher Secondary	9	-	9
	100%	-	100%
Total	204	4	208
	98.10%	1.90%	100%

Extent of Usefulness of the Suggestions

When asked about the extent of usefulness of the suggestions given by the Beat Officers, 99.5% rated the usefulness as average or above average. Of these, 40% and 37.7% rated it as very good and excellent respectively. The above ratings serve as an evidence about the good performance of the beat officers.

Educationally too, most across all educational groups had given good ratings about the extent of usefulness of the suggestions. (*Refer to table 3.4.11*)

Table No.3.4.11
Extent of Usefulness of the Suggestions and Education of the Respondents

Education	Extent of usefulness						Total
	Very poor	Poor	Average	Good	Very good	Excellent	
Illiterate	-	-	-	-	-	2	2
	-	-	-	-	-	100%	100%
Primary school	-	-	2	8	6	10	26
	-	-	7.70%	30.80%	23.10%	38.40%	100%
High School	-	-	3	13	36	39	91
	-	-	3.30%	14.30%	39.60%	42.80%	100%
College	-	-	4	10	28	15	57
	-	-	7%	17.5%	49.1%	26.30%	100%

Post Graduate	-	-	1	-	6	4	11
	-	-	9.10%	-	54.50%	36.40%	100%
Professional	-	-	-	1	4	3	8
	-	-	-	12.50%	50%	37.50%	100%
Higher Secondary	1	-	-	2	2	4	9
	11.10%	-	-	22.20%	22.30%	44.40%	100%
Total	1	-	10	34	82	77	204
	0.50%	-	4.9%	16.70%	40.2%	37.7%	100%

Implementation/practice of the suggestions

An inquiry on the extent of implementation of the suggestions given by the beat officers, only 45.2% had made the suggestions pragmatic. 54.8% on the other responded negatively. (*Refer to table 3.4.12*)

Table No.3.4.12
Implementation/Practice of the Suggestions

Status	Frequency	Percent
Yes	94	45.20%
No	114	54.80%
Total	208	100%

From the above observation, one cannot deny or undermine the importance of the project. Perhaps, in the long run, the non-practitioners could also be influenced by the pragmatism shown by the others.

Some of the important suggestions of the Beat Officers being implemented /practiced by the respondents may be mentioned : night patrolling, traffic rules,

hygiene habits, participating in the prevention of anti-social activities, improving the common amenities, cleaning works of the public places, communication, health related activities, sanitation related activities. The most important activities of the entire above are: cleaning works and obeying traffic rules.

The responses from the respondents regarding the attitude, duties and activities of the Beat Officers, show the diligence of the Beat Officers. In fact, almost cent percent of the respondents rated the works done by the Beat Officers as good, very good or, even to the extent of excellence. The pragmatism of the suggestions also adds to the efficiency of the Beat Officers. All of these show that the people's concept of police has taken a new positive turn.

An overview of the data related to the beat officers' visits and allied matters showed that most of the respondents were visited by the beat officers at least one time mostly in their own homes. However, in several of the cases the number of visits varied between 3-7 times. During the visit of the beat officers, many a times the team consisted of more than one police personnel. More than 90% reported about the presence of the vanitha police person also. Most of the visits were personal/individual in nature and the topic of discussion in most cases was personal/individual discussion. Awareness campaign on road safety, sanitation etc were the other major subjects of discussion. The respondents were also satisfied with the behaviour of the beat officers as cent per cent reported about the cordial behaviour of the beat officers. Further, they also stated positively about the suggestions given by the beat officers and most rated the extent of usefulness as very good or excellent. However, those who practiced them were comparatively lesser.

The visits and the cordial behaviour of the beat officers have indeed given a boost in bringing about a positive change in the attitude of the people towards the police force. The same could be viewed from the opinion and ratings given to the various aspects mentioned above.

3.5 Effectiveness/Impact of the Janamaithri Suraksha Project

The focus of the present study was to have an in-depth understanding on the impact/effectiveness of the implementation of the Janamaithri Suraksha Project on the safety and security of the people in the community. In order to grasp and sketch the effectiveness, an assessment was carried out to understand the extent to which the implementation of various activities have contributed in reducing and preventing crimes along with the enhancement of the security feeling among the people. Measuring the impact assumes importance as the project has not taken a state-wide implementation. The extension of the project hence depends very much on the effect caused on the lives of individuals and communities due to the implementation of the project. Accordingly, an assessment was carried out in this regard by analyzing the effectiveness of the project in terms of; the extent of overall reach, the effectiveness of the activities in relation to the social problems and the change in attitude towards the police and their activities.

a. Extent of Overall Reach of the Project

Knowledge about a project/scheme is an essential pre-requisite for the attainment of the set objectives of the project and also to make it an effective one. Further, one of the parameters to determine the effectiveness of the implementation is to understand the extent to which the project has been sold to the people. The inquiry in this regard showed that out of the 248 respondents under study 245 had at least heard about the project but were skeptical on an in-depth understanding about the

same. The figures thus indicated that the project has made break through in the community but needed to make a strong foot, as the people knew about the project only at a peripheral level. Undoubtedly, the situation demands an enhanced and intensified effort to reach maximum people in the community as only knowledge can lead to participation which is the essential component of the project.

b. Effectiveness in relation to the Improvement in Minimizing the Social Problems

Janamaithri Suraksha Project being at its infancy /experimental stage has to be analyzed meticulously to see if the implementation of the same has brought about a change in the society keeping its objectives at the forefront. Hence, here an assessment has been carried out in this regard by analyzing the extent to which the implementation of the project has ensured safety and security to the people in the community. The variables considered in this regard were the changes that have been effected in family atmosphere, safety measures, presence of the police, change in robbery/snatching, gunda menace, illicit liquor and women atrocities.

Change in Family Atmosphere

Family is a basic unit of society and safety and security ensured to the family is of paramount importance in building the future of the nation .Healthy families provide healthy people who holds values and morals to their heart which in turn contributes for the moulding of the next generation. Any development or change hence needs to be initiated from the family. Janamaithri Suraksha Project too holds its key in the families as it is the members of these families who take the responsibilities for protecting their families and communities. Accordingly, the family bond existing among the members of the family has to be cemented full proof.

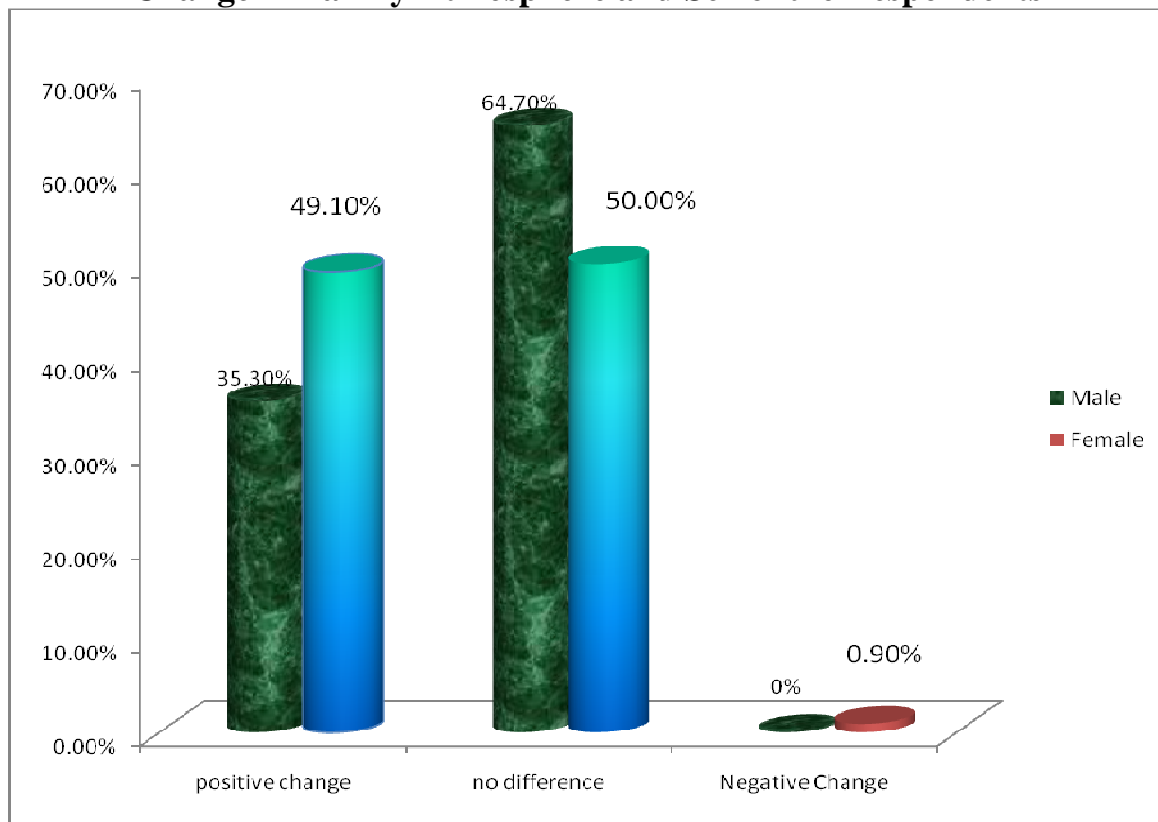
A probe was therefore carried out among the respondents to understand if the presence and interactions of the beat officers or community policing has effected any change in their family atmosphere. 41.5% remarked that JSP has brought about a positive change in their family lives. Only a very minimum number reported about a negative change in the family atmosphere. A vast majority however, were on the neutral. Though it is pre-mature to say affirmatively about the positive change, the trend on the whole is about the positive impact that the project creates in family situations of the people where the project has been implemented.

Often it is the women in the families who are the best people to answer about situations excising in that community. Accordingly, the data in this regard was further analyzed sex-wise and found that the females outnumbered the males with 49.1% regarding the responses about positive change.

It is thus evident that JSP though primarily focuses on the safety and security of the people in the place of intervention; it has penetrated itself to make remedial interventions in the family domains of the community.

(Refer to figure 3.5.1)

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



Improvement in the Safety and Security of Women

Yet another parameter used to measure the effectiveness of the JSP was to understand the improvement with respect to the safety and security of women. The data in this regard highlighted that majority (62.4%) had felt an improvement whereby the women could travel safely. However, there was a minor percentage (12.7%) who reported about the absence of such improvement. (*Refer to table 3.5.1*)

Disaggregation of the data according to sex portrayed that comparatively a higher number of females (67.9%) reported about the improvement in the safety and security of women.

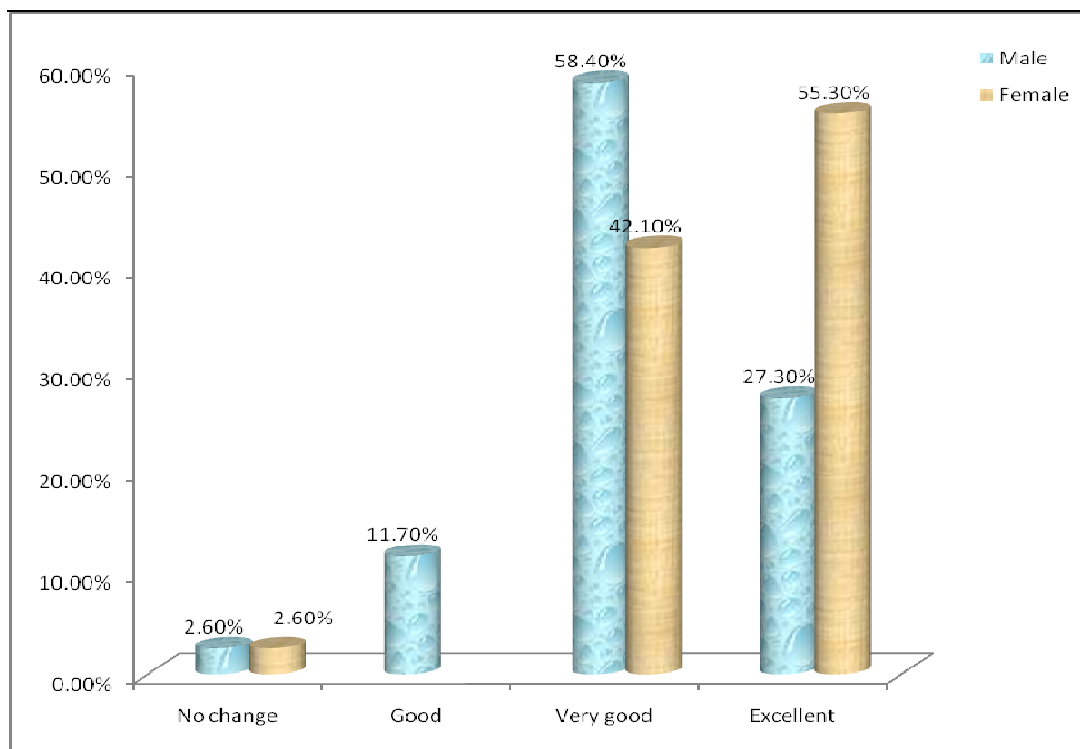
Table No. 3.5.1
Improvement in Safety and Security of Women and Sex

Sex	Improvement in Safety & Security			Total
	Yes	No	Don't know	
Male	77	20	36	133
	57.9%	15.0%	27.1%	100.0%
Female	76	11	25	112
	67.9%	9.8%	22.3%	100.0%
Total	153	31	61	245
	62.4%	12.7%	24.9%	100.0%

When asked about the extent of improvement of those who reported improvement, 97.4% had reported the improvement to be either good or very good or excellent with a distribution of 5.9%, 50.3% and 41.2% respectively. (Refer to figure 3.5.2)

Figure No. 3.5.2

Extent of Improvement in Safety and Security of Women and Sex



The figures did highlight the extensive change that has been brought about through the implementation of JSP in the improvement of safety and security of women.

Improvement in Safety and Security of People

Crimes shed the peace and serenity enjoyed by the people. The modern era has been earmarked with an outgrowth of criminal and law-breaking incidents scattering the peaceful lives of the people in the communities. The birth of community policing also emerges from such a situation. Through this, an effort has been made to involve the community people in the safety and security measures adopted by the state police considering the fact that community people can be the best messengers/informers of any criminal activities going on in their respective areas. The project thus primarily aims to promote a safety and security consciousness among the people. The empirical data with respect to this highlighted that most (72.2%) of the respondents under study stated about an improvement in their security feeling. Comparatively a higher number of females reported about an increase in safety and security feeling by a margin of 21.5%. Since feeling of safety and security forms the base for development, the positive responses act as the foundation for the personal and familial development along with a peaceful life in their own families.

To understand the difference in the opinion of males and females in this regard, the data was analyzed across the two sexes and found that comparatively a higher number (83.9%) of females reported about an increase in the feeling of safety and security. It has a wider perspective as women often complaint about the insecurity while on roads or homes or other public places. The positive responses from them therefore reiterate the effectiveness of the JSP at its maximum. (*Refer to table 3.5.2*)

Presence of Police

The police are considered the safeguards of individuals and properties. Their presence to a large extent contributes to the prevention of crimes and promotion of safety. Recognizing the vitality of police presence, Janamaithri Suraksha Project had envisaged at least three visits by the beat officers to each families and constant visit to the communities. An inquiry on the presence of police portrayed that majority of the respondents (65.7%) had mentioned about an increased presence of police in their area of residence and they contributed its credit to the Janamaithri Suraksha Project of the Home Dept. Govt. of Kerala. However, they did not undermine the scope for its enhancement. The negative/neutral responses (34.3%) which comprised the 'no change', 'decreased' and 'don't know' categories, indicated the need for an improvement with respect to the presence of police in the communities. Sex-wise, females outnumbered the males with respect to the increased presence of the police. (*Refer to table 3.5.2*)

Limiting the works of the beat officers' at the police stations could facilitate them to devote more time at the field with the people.

Change in Robbery/Snatching

Yet another aspect considered to measure the effectiveness of the project was to analyze the change in the occurrences of robbery and snatching. This is very much related to the above variable wherein one feels safe and secure. The constitution of India also states about the safety to be ensured to the lives and materials of the people in the community. A probe hence was carried out to find out the occurrence of theft/snatching in their community and the change that has effected due to the implementation of the project over the last six months. As per the data elicited, 32 respondents had reported about the occurrence of robbery/snatching incidents during the last six months. Inquiring about their perception regarding the status quo

of the burglary incidents 40.7% stated about a reduction indicating that the night patrolling and the constant vigil by the community people through the Janamaithri Samithis have effected a positive change with respect to the law breaking incidents in this regard. (*Refer to table 3.5.2*)

Gunda Menace

Change effected with respect to gunda menace was another parameter that was considered for the assessment of the effectiveness of the project. Occurrences of Gunda acts disrupt the peaceful lives of the people in the community. However, as per the data from the respondents under study, only 5 had mentioned about the occurrence of incidents of Gunda menace during the last 6 months.

When asked about the change in the occurrences of gunda menace in the area, 30.2% stated about a reduction and none had reported about an increase in the same. Here again, it could be seen from the figures that JSP has contributed in safeguarding the community from the Gunda menace though its occurrence is found to be only at minimal. (*Refer to table 3.5.2*)

Illicit liquor

Another problem which happens to shatter the peaceful life of the community is the production and sale of illicit liquor. The probe in relation to this portrayed that the area is not very much affected by this menace as only 4 (1.6%) reported about any incidents of the illicit liquor during the past 6 months. With respect to the change happened in the community in this regard due to the implementation of the JSP, 28.2% stated about a decrease. A vast majority (59.3%) however reported about their ignorance about the problem as well as the change occurred. Non-

production and non-sale of illicit liquor in the area might be a reason for the high number of people in the ignorant/don't know category. (*Refer to table 3.5.2*)

Change in Atrocities against Women- Eve-teasing

A major problem that is engulfing the society and the various communities in the present times is the atrocities against women. Eve-teasing is considered to be the commonest type of atrocities faced by women. However, an inquiry regarding the knowledge about the complaints registered in this regard, out of the 248 respondents only 20 reported on the affirmative.

Regarding the change occurred due to the influence of JSP in this regard, 40.7% stated a decrease in the problem during the last 6 months. Ignorance was reported by 35.5%. Most of the positive responses were from the females. (*Refer to table 3.5.2*)

The responses highlighted that the constant and increased presence of police in the community has had its effect in minimizing the atrocities against women to an extent.

Table No. 3.5.2
Impact/Effectiveness of Janamaithri Suraksha Project (JSP) and
Sex of the Respondents

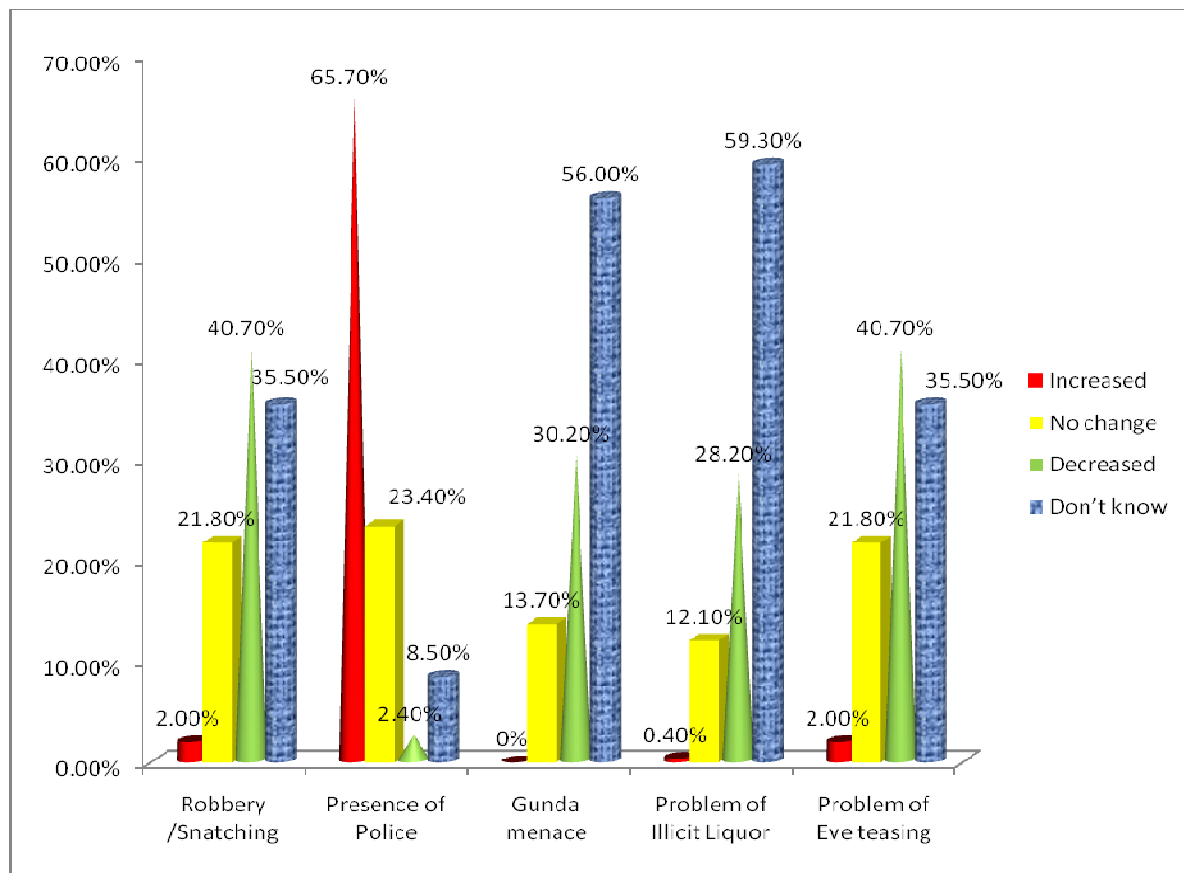
Improvement in Safety and Security of people					
Sex	Impact/Effectiveness				Total
	Increased	No change	Decreased	Don't know	
Male	85	4	4	-	136
	62.5%	2.9%	34.6	-	100%
Female	94	18	-	-	112
	83.9%	16.1%	-	-	100%
Total	179	65	4	-	248
	72.2%	26.2	1.6%	-	100%

Problem of Robbery /Snatching					
Male	2	37	51	4	136
	1.5%	27.2%	37.5%	33.8%	100%
Female	3	17	50	42	112
	2.7%	15.2%	44.6%	37.5%	100%
Total	5	54	101	88	248
	2.0%	21.8%	40.7%	35.5%	100%
Presence of Police					
Male	75	40	6	15	136
	55.1%	29.4%	4.4%	11.0%	100.0%
Female	88	18	-	6	112
	78.6%	16.1%	-	5.4%	100.0%
Total	163	58	6	21	248
	65.7%	23.4%	2.4%	8.5%	100.0%
Gunda Menace					
Male	-	26	29	81	136
	-	19.1%	21.3%	59.6%	100.0%
Female	-	8	46	58	112
	-	7.1%	41.1%	51.8%	100.0%
Total	-	34	75	139	248
	-	13.7%	30.2%	56.0%	100.0%
Problem of Illicit Liquor					
Male	-	23	26	87	136
	-	16.9%	19.1%	64.0%	100.0%
Female	1	7	44	60	112
	.9%	6.3%	39.3%	53.6%	100.0%
Total	1	30	70	147	248
	0.4%	12.1%	28.2%	59.3%	100.0%
Problem of Eve teasing					
Male	2	37	51	46	136
	1.5%	27.2%	37.5%	33.8%	100%
Female	3	17	50	42	112
	2.7%	15.2%	44.6%	37.5%	100%
Total	5	54	101	88	248
	2.0%	21.8%	40.7%	35.5%	100%

In gist, it could be observed from the above figures that effectiveness of the implementation of JSP in relation to the various kinds of problems found in the

community is quite positive. The findings highlighted an increase in the safety feeling, presence of police and a reduction with respect to the problems such as illicit liquor, gunda menace, robbery/snatching and eve-teasing. The positive responses portrayed that although the project has been at the initial stage it had effected a good deal of change in the community. However, it does not undermine the scope for improvement as it could be seen from the figures that a number of people has responded to either no change or don't know. Hence, intensifying the implementation of various activities and enhancing the presence of police could bring about a higher level of effectiveness. (Refer to figure 3.5.3)

Figure No.3.5.3
Overall Effectiveness of the Implementation of Janamaithri Suraksha Project
in Relation to the Occurrences of Problems



c. Change in the Attitude towards Police and their Activities

Police in the past has been a fearful figure and very few dared to approach them even in cases of atrocities or law breaking incidents. This attitude continues to overrule the minds of the people even in the present times. One of the objectives of JSP is to abridge this gap and establish a relationship with the people whereby the services of the people could be utilized for preventing crimes and atrocities. It ultimately looked forward to a change in the attitude of people towards the police and their activities. The present study hence had an in-depth probe to assess the change in the attitude of people toward the police due to the implementation of JSP. The various aspects probed in this regard were: reluctance in approaching the police station, perception on the helpfulness of police, performance of police and approachability towards police and behavior of police.

Reluctance to Approach the Police Station

The public in general considered the police stations as a place to be kept aloof even in cases of violence /crimes. Many even figured it as a place of nightmares. The reports through the print and visual media about the treatment meted out by the people reiterated the afore-mentioned attitude of the people. Janamaithri Suraksha Project (JSP) has aimed at bringing about a change in this attitude by making the police, people- friendly and involving the public in preventing crime and violence. However, the project can achieve this only if the imprinted fear and attitude of the people regarding police stations change and they approach the police stations fearlessly. Hence, a probe was carried out to understand the extent to which the people are reluctant to approach the police station for various purposes.

The empirical data in this regard showed that 89.1% reported to have absolutely no reluctance in approaching the police station indicating a positive sign of change in

the attitude of people towards police and police stations. The cordial and frequent interactions by the beat officers and the involvement of the police in the various welfare activities of the communities might have had an impact in altering the traditional attitude of the people towards police.

Age-wise, the responses regarding non-reluctance across the different age groups varied between 83.1% and 95%. It was elicited from the figures that non-reluctance was reported by a higher number of people from the younger age groups i.e., below 25 yrs and 25-35 yrs categories with 95.6% and 94.1% respectively. Lowest was reported from the 45-60 yrs age group with 83.1%

Education-wise, the responses varied between 72% and 100% among the various educational groups with respect to non-reluctance to approach the police stations. Maximum in this regard was reported by those who had least education i.e., can read and write category followed by those with high school and college education with 91.9% and 90.3% respectively. Least on the other was reported by those in the higher secondary and post-graduation educational groups with 72.7% each.

Sex-wise, comparatively a higher number of females stated about their non-reluctance in approaching the police station. Probably, the efforts taken by the police in interacting with the women through the house visits, public meetings and Janamaithri Samithi Meetings might have had contributed in this regard.

(Refer to table 3.5.3)

It is thus seen from the above figures that there is gradual shift in the attitude of people towards the police and police stations which is quite gratifying as their fearlessness could lead to the attainment of set objectives of the much acclaimed project of Community Policing.

Table No. 3.5.3
Perception on the Reluctance to Approach the Police Station and
Age/Education/Sex of the Respondents

Age	Reluctance		Total
	Yes	No	
Below 25	3	65	68
	4.4%	95.6%	100%
25 – 35	2	32	34
	5.9%	94.1%	100%
35 – 45	7	49	56
	12.5%	87.5%	100%
45 – 60	13	64	77
	16.9%	83.1%	100%
60 and above	2	11	13
	15.4%	84.6%	100%
Total	27	221	248
	10.9%	89.1%	100%
Education			
Illiterate	-	2	2
	-	100.0%	100%
Primary school	4	27	31
	12.9%	87.1%	100%
High School	10	113	123
	8.1%	91.9%	100%
Higher secondary	3	8	11
	27.3%	72.7%	100%

College	6	56	62
	9.7%	90.3%	100%
Post Graduate	3	8	11
	27.3%	72.7%	100%
Professional	1	7	8
	12.5%	87.5%	100%
Total	27	221	248
	10.9%	89.1%	100%
Sex			
Male	19	117	136
	14.0%	86.0%	100%
Female	8	104	112
	7.1%	92.9%	100%
Total	27	221	248
	10.9%	89.1%	100%

Change in the Attitude towards Police

Attitude formed about the police are mostly relative from person to person since it is being moulded either based on their experience or reports by the media or other persons. Often it happens to be a negative one too. However, the community and house visits envisaged in the Janamaithri Suraksha Project could bring about a change in this regard to a great extent if it is being practiced in its real sense. The figures showed a positive scenario, as out of 245 respondents, 205 (83.7%) reported that their views on the police force have changed due to the interaction and communication with the beat officers. Among the rest, 7.8% stated about no change in their perception.

Sex-wise, females (90.2%) outnumbered the males (78.2%) with respect to the positive change in attitude towards police. *(Refer to table 3.5.4)*

Table No. 3.5.4
Change in Attitude towards Police and Sex of the Respondents

Sex	Change in attitude towards police			Total
	Yes	No	Don't know	
Male	104	13	16	133
	78.2%	9.8%	12.0%	100.0%
Female	101	6	5	112
	90.2%	5.4%	4.5%	100.0%
Total	205	19	21	245
	83.7%	7.8%	8.6%	100.0%

In order to measure the extent of change, the respondents were asked to mark their responses on a seven point scale. The rating given by them indicated that 42.4% and 41.5% each had rated the extent of change as extremely positive and very positive respectively. 15.6% rated it as positive. Comparatively, the females' ratings were higher than the males. *(Refer to table 3.5.5)*

The figures did portray that the implementation of JSP has been instrumental in bringing about a positive change in the minds of people regarding their attitude towards police force and the police stations. The interventions of police in the community and family activities and the rapport that are being build up by the beat officers were the contributory factors in this regard.

Table No. 3.5.5**Extent of Change in the Attitude towards Police and Sex of the Respondents**

Sex	Extent of Change							Total
	Worst	Very Negative	Negative	No Change	Positive	Very Positive	Extremely Positive	
Male	-	-	-	-	24	41	39	104
	-	-	-	-	23.1%	39.4%	37.5%	100%
Female	-	-	1	-	8	44	48	101
	-	-	1.0%	-	7.9%	43.6%	47.5%	100%
Total	-	-	1	-	32	85	87	205
	-	-	.5%	-	15.6%	41.5%	42.4%	100%

Helpfulness of the police

Police shoulders the responsibility for preventing criminal instincts, maintaining the unity and security of the society etc. They are the safeguards of the lives and property of the people. The police force hence is supposed to be helpful to the public. The study accordingly had made an attempt to gather the perception of the public in this regard and the data depicted that out of the 248 respondents, an overwhelming majority of 94.8% affirmed about the helpful attitude of the police. The involvement of the police especially beat officers in every activity or problems/difficulties might have had an influence in the framing of this perception by the public.

Analysis of the response in relation to age depicted that more than 92% of the respondents across all age groups reported about helpfulness of police with the highest (100 per cent) reporting by those in the 60& above yrs followed by those

below 25yrs with 97.1%. The least in this regard was stated by those in the 45-60yrs category with 92.2%. The figures thus showed that irrespective of the age differences, most had a positive response with respect to the helpfulness of police.

Education-wise too, it was noticed that more than 80% of all educational groups reported about the helpfulness of police. Maximum in this regard was reported by those with post-graduation, higher secondary education and those who could read and write.

Sex-wise, the positive responses were found to be comparatively higher in the female category with 97.3%. The corresponding figure in the male category was only 92.6%. (*Refer to table 3.5.6*)

The figures depicted that irrespective of age, education and sex variations most of the people had highlighted about the helpful attitude of the police which is quite a deviation from the past. It shows that the implementation of the Janamaithri Suraksha Project is making headway into the communities on a gradual scale.

Table No.3.5.6
Perception on the Helpfulness of the police and
Age/Education/Sex of the Respondents

Age (in years)	Helpfulness of Police		Total
	Yes	No	
Below 25	66	2	68
	97.1%	2.9%	100%
25 – 35	31	3	34
	91.2%	8.8%	100%
35 – 45	54	2	56
	96.4%	3.6%	100%
45 – 60	71	6	77
	92.2%	7.8%	100%
60 and above	13	-	13

	100.0%	-	100%
Total	235	13	248
	94.8%	5.2%	100%
Education			
Illiterate	2	-	2
	100.0%	-	100%
Primary school	28	3	31
	90.3%	10.7%	100%
High School	118	5	123
	95.9%	4.1%	100%
Higher secondary	11	-	11
	100.0%	-	100%
College	59	3	62
	95.2%	4.8%	100%
Post Graduate	9	2	11
	81.8%	18.2%	100%
Professional	8	-	8
	100.0%	-	100%
Total	235	13	248
	94.8%	5.2%	100%
Sex			
Male	126	10	136
	92.6%	7.4%	100%
Female	109	3	112
	97.3%	2.7%	100%
Total	235	13	248
	94.8%	5.2%	100%

Performance of Police

Perception about the performance of police was yet another parameter to assess the effectiveness of the Janamaithri Suraksha Project. Accordingly, the perception of the respondents was elicited on a 7 point scale ranging between worst and best. The figures in this regard showed that excluding a small percentage of 1.6% all the others had rated the performance as either average, good, very good or best. The figures indicated a positive change in the attitude of the people towards police and their activities.

Age-wise, the perception was in accordance with the overall trend. Nevertheless, it could be noticed that those who reported the performance of police as very good and best were comparatively lesser in the 45-60 yrs and 60yrs& above age categories. In these age categories, the performance was rated as average by a good number. Probably, the reports of a few negative incidents through the print and visual media might have had its influence in their opinion.

Education-wise, excluding those with post graduation and higher secondary education, in all the other educational groups, more than 40% had rated the performance of police as either very good or best. On the whole, it was observed that most from all educational groups had a positive outlook about the performance. (*Refer to table 3.5.7*)

Sex-wise, females outnumbered the males with respect to the rating of the performance as very good and best with 28.6% and 50.9% respectively. Nevertheless, the number of those who reported it as poor, very poor and worst was very minimal.

It is thus seen from the figures that people in general had a positive perception about the performance of the police. It is a change from the traditional perception of the people which could be due to the influence of the implementation of the Janamaithri Suraksha Project.

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

Age and Performance of the Police								
Age (in yrs)	Performance of Police							Total
	Worst	Very poor	Poor	Average	Good	Very good	Best	
Below 25	-	-	-	9	10	16	33	68
	-	-	-	13.2%	14.7%	23.5%	48.5%	100%
25 – 35	-	1	-	6	11	9	7	34
	-	2.9%	-	17.6%	32.4%	26.5%	20.6%	100%
35 – 45	-	-	-	10	9	22	15	56
	-	-	-	17.9%	16.1%	39.3%	26.8%	100%
45 – 60	-	3	-	17	19	21	17	77
	-	3.9%	-	22.1%	24.7%	27.3%	22.1%	100%
60 and above	-	-	-	8	3	-	2	13
	-	-	-	61.5%	23.1%	-	15.4%	100%
Total	-	4	-	50	52	68	74	248
	-	1.6%	-	20.2%	21.0%	27.4%	29.8%	100%
Education and Performance of the Police								
Can read & write	-	-	-	-	-	1	1	2
	-	-	-	-	-	50.0%	50.0%	100%
Primary school	-	1	-	11	5	4	10	31
	-	3.2%	-	35.5%	16.1%	12.9%	32.3%	100%
High School	-	1	-	19	21	37	45	123
	-	.8%	-	15.4%	17.1%	30.1%	36.6%	100%
Higher secondary	-	-	-	2	5	4	-	11
	-	-	-	18.2%	45.5%	36.4%	-	100%

College	-	1	-	16	16	16	13	62
	-	1.6%	-	25.8%	25.8%	25.8%	21.0%	100%
Post Graduate	-	1	-	1	1	5	3	11
	-	9.1%	-	9.1%	9.1%	45.5%	27.3%	100%
Professional	-	-	-	1	4	1	2	8
	-	-	-	12.5%	50.0%	12.5%	25.0%	100%
Total	-	4	-	50	52	68	74	248
	-	1.6%	-	20.2%	21.0%	27.4%	29.8%	100%
Sex and Performance of the Police								
Male	-	2	-	44	37	36	17	136
	-	1.5%	-	32.4%	27.2%	26.5%	12.5%	100%
Female	-	2	-	6	15	32	57	112
	-	1.8%	-	5.4%	13.4%	28.6%	50.9%	100%
Total	-	4	-	50	52	68	74	248
	-	1.6%	-	20.2%	21.0%	27.4%	29.8%	100%

Perception on the Extent of Approachability to the Police

Prevention of crime and other law breaking activities through the involvement of people in the community requires congenial ambivalence wherein the people are free to approach the police station easily and provide relevant information relating to any problems or illegal activities in their areas. These information from the public can help the police to take precautions and appropriate measures for averting such incidents and securing the safety and security of the people. Accordingly, the extent of approachability to the police by the people is a matter of great significance in preventing or reducing illegal activities and crime. The probe carried out to understand the accessibility of people showed that only 27.4% stated

about very easy accessibility. Among the others, 21.4% and 20.2% reported the extent of accessibility as some what possible or possible. The rest considered it as either quite difficult, difficult or very difficult. The figures do indicate the need for an improvement in this regard. It should also be remembered here that it is not that easy to make it so as the police stations were considered as a place of fear and terror in the past.

Analysis across the age groups portrayed that easy accessibility (very well) was reported by a lesser number of people at the higher age groups i.e. above 45 yrs. Difficulty (very difficult, difficult and quite difficult) in approaching the police was reported by a higher number of people in the age groups of 25-35 yrs and 60yrs & above with 46.2% each. (*Refer to table 3.5.8*)

Educationally, excluding those with college and higher secondary education, in all the other educational groups, more than 40% had reported the accessibility as either possible or very possible indicating an easy approachability to the police and police station.

Sex-wise, comparatively a higher number of females reported about the easy accessibility (possible & very possible) to the police stations. (*Refer to table 3.5.8*)

The responses of the people in general portray that the attitude and opinion of the people have changed over the years regarding the accessibility or approachability to the police. The active involvement of the police especially through the visits made by the beat officers has made this positive impact possible to a great extent.

Table No.3.5.8
Perception on the Extent of Approachability of the Police and
Age/Education/Sex of the Respondents

Age and Extent of Approachability								
Age(in years)	Impossible	Very difficult	Difficult	Quite Difficult	Somewhat possible	Possible	Very well	Total
Below 25 yrs	-	-	1	10	17	9	31	68
	-	-	1.5%	14.7%	25.0%	13.2%	45.6%	100%
25 – 35	-	1	2	11	6	7	7	34
	-	2.9%	5.9%	32.4%	17.6%	20.6%	20.6%	100%
35 – 45	-	-	2	16	9	14	15	56
	-	-	3.6%	28.6%	16.1%	25.0%	26.8%	100%
45 – 60	-	4	3	21	17	18	14	77
	-	5.2%	3.9%	27.3%	22.1%	23.4%	18.2%	100%
60 and above	-	-	-	6	4	2	1	13
	-	-	-	46.2%	30.8%	15.4%	7.7%	100%
Total	-	5	8	64	53	50	68	248
	-	2.0%	3.2%	25.8%	21.4%	20.2%	27.4%	100%
Education and Extent of Approachability								
Can read & write	-	-	-	-	-	1	1	2
	-	-	-	-	-	50.0%	50.0%	100%
Primary school	-	3	-	6	9	5	8	31
	-	9.7%	-	19.4%	29.0%	16.1%	25.8%	100%
High School	-	1	3	27	24	24	44	123
	-	.8%	2.4%	22.0%	19.5%	19.5%	35.8%	100 %
Higher Secondary	-	-	1	3	5	2	-	11
	-	-	9.1%	27.3%	45.5%	18.2%	-	100%
College	-	1	2	23	14	12	10	62
	-	1.6%	3.2%	37.1%	22.6%	19.4%	16.1%	100%
Post Graduate	-	-	1	2	-	5	3	11
	-	-	9.1%	18.2%	-	45.5%	27.3%	100%

Professional	-	-	1	3	1	1	2	8
	-	-	12.5%	37.5%	12.5%	12.5%	25.0%	100%
Total	-	5	8	64	53	50	68	248
	-	2.0%	3.2%	25.8%	21.4%	20.2%	27.4%	100%
Sex and Extent of Approachability								
Male	-	4	8	51	39	20	14	136
	-	2.9%	5.9%	37.5%	28.7%	14.7%	10.3%	100%
Female	-	1	-	13	14	30	54	112
	-	.9%	-	11.6%	12.5%	26.8%	48.2%	100%
Total	-	5	8	64	53	50	68	248
	-	2.0%	3.2%	25.8%	21.4%	20.2%	27.4%	100%

Perception on the Behavior of the Police

Another aspect considered to assess the effectiveness of JSP was the change happened in the behaviour of the police. Accordingly, the respondents were asked to mark their perception about the behavior of the police on a seven point scale of worst, very poor, poor, average, good, very good and the best.

As per the empirical data, 71.4% with a distribution of 29.8%, 22.2% and 19.4% rated the behaviour as best, very good and good respectively. 22.6% on the other reported the behavior as ‘average.’ The figures thus highlighted that a great majority of the respondents perceived the behaviour of the police as positive throwing light to the change effected through the introduction and implementation of JSP.

Age-wise, positive responses (good, very good & best) were found to be higher in the age groups of below 25 yrs and 35-45 yrs with 80.9% and 75% respectively. Lowest was reported from the 25-35 yrs category with 58.9%. However, on the

whole majority from all age groups were on the positive regarding the behaviour of the police.

Education-wise, the rating of the behaviour of police as good, very good and best were marked by 50% to 78.8% of the respondents across the different educational groups with highest by the primary educated with 78.8% and lowest by the professional groups with 50%. The figures showed a marked difference among the various educational groups regarding the perception of the behaviour of police. The reason could be the experiential and knowledge difference among the groups. Analysis according to sex portrayed that comparatively a higher number of males rated the behavior of police as good/very good/best with 69.9%. The corresponding figure for the males was only 58.1%. (*Refer to table 3.5.9*)

The figures thus showed that the attitude of people police and their behaviour are gradually changing. Accordingly their rating on the behaviour of police was very positive. This change might have been due to the influence of the Janamaithri Suraksha Project.

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

Age and Behavior of the Police							
Age (in Yrs)	Very Poor	Poor	Average	Good	Very good	Best	Total
Below 25 yrs	-	-	13	11	11	33	68
	-	-	19.1%	16.2%	16.2%	48.5%	100%
25 - 35	1	3	10	5	6	9	34
	2.9%	8.8%	29.4%	14.7%	17.6%	26.5%	100%

35 - 45	-	5	9	9	17	16	56
	-	8.9%	16.1%	16.1%	30.4%	28.6%	100%
45 - 60	1	5	19	18	19	15	77
	1.3%	6.5%	24.7%	23.4%	24.7%	19.5%	100%
60 and above	-	-	5	5	2	1	13
	-	-	38.5%	38.5%	15.4%	7.7%	100%
Total	2	13	56	48	55	74	248
	.8%	5.2%	22.6%	19.4%	22.2%	29.8%	100%
Education and Behaviour of the Police							
Can read & write	-	-	-	-	1	1	2
	-	-	-	-	50.0%	50.0%	100%
Primary school	-	2	7	10	4	8	31
	-	6.5%	22.6%	32.3%	12.9%	25.8%	100%
High School	1	4	21	22	31	44	123
	0.8%	3.3%	17.1%	17.9%	25.2%	35.8%	100%
Higher Secondary	-	2	2	2	4	1	11
	-	18.2%	18.2%	18.2%	36.4%	9.1%	100%
College	1	2	22	13	10	14	62
	1.6%	3.2%	35.5%	21.0%	16.1%	22.6%	100%
Post Graduate	-	2	1	-	4	4	11
	-	18.2%	9.1%	-	36.4%	36.4%	100%
Professional	-	1	3	1	1	2	8
	-	12.5%	37.5%	12.5%	12.5%	25.0%	100%
Total	2	13	56	48	55	74	248
	0.8%	5.2%	22.6%	19.4%	22.2%	29.8%	100%

Sex and Behaviour of the Police							
Male	2	12	43	38	29	12	136
	1.5%	8.8%	31.6%	27.9%	21.3%	8.8%	100%
Female	-	1	13	10	26	62	112
	-	.9%	11.6%	8.9%	23.2%	55.4%	100%
Total	2	13	56	48	55	74	248
	0.8%	5.2%	22.6%	19.4%	22.2%	29.8%	100%

An overview of the effectiveness of the JSP showed that the people in general have a positive outlook regarding performance of police, behaviour of police, and approachability to police. Further, the people had affirmed about an increase in the presence of police, feeling of security of people, improvement in family atmosphere, decrease/reduction with regard to certain problems such as gunda menace, illicit liquor & eve-teasing. The responses thus throw light to the fact that the implementation of the Janamaithri Suraksha Project has begun to bear its fruit in preventing and reducing anti-social activities and ensuring safety and security to human lives and properties in the respective communities.

3.6 Weaknesses/ Limitations of Janamaithri Suraksha Project

Janamaithri Suraksha Project that had a recent origin has begun to yield its fruit. Nevertheless, due to the intrusion and influence of a number of factors, the project was not able to elicit the desired output. To sketch out these factors and to make appropriate correction is essential to make it flawless and thereby increase the efficiency and effectiveness of the project. Subsequently, the respondents of the study were asked to throw light on the strengths and weaknesses as understood and

perceived by them during their interaction with the beat officers and Janamaithri officers and members of Janamaithri Suraksha Samithi members.

It is seen from the preceding sections that irrespective of all age, sex and educational groups most of the people had a positive outlook regarding the project on Janamaithri Suraksha. Their perceptions on various aspects particularly related to the reduction in the occurrences of various social problems and improvement with respect to their attitude towards police and their activities; do emphasize the positive impact of the project on the communities.

However, a number of hurdles/obstacles have been mentioned by a number of respondents which limits the efficiency and effectiveness of the project to a great extent. It is therefore warranted that efforts be taken to attend to these problems and limitation in a careful manner in order to enhance the effectiveness and yield from the project and thereby enhance its fruitfulness.

The data from the field showed that out of the 245 respondents only 11.1% had voiced certain weaknesses/ limitations of the project 88.9% on the other reported about the absence of any weakness.

The weaknesses/limitations as perceived by the people were related to the Influence of anti socials on the Janamaithri Officials, Absence of fear towards police and law, rude behaviour of the Beat officers of JSP, and rude behaviour of the members of Janamaithri Suraksha Samithi.

Influence of anti socials on the Janamaithri Officials

One of the major factors that contribute to the failure of any project is intrusion or influence of anti socials on the Janamaithri officials. The empirical data showed that 0.8% of the total respondents had mentioned about such influence which affected the effectiveness of the project negatively. Intrusion of anti social elements paves way to skepticism regarding the project and its effective implementation which naturally curtails the good that is expected from the project. No matter about the number that mentioned about this weakness, this weakness is a matter of serious concern and should be shielded against it from all corners by the constant vigil by the Janamaithri Suraksha Samithi members and the higher police authorities.

Absence of fear towards police and law

It is generally conceived on the one hand that the fear about something prevents or keeps him/her away from the same. On the other, it is feared that the frequent interactions envisaged and carried out by the beat officers would create an absence of fear towards police and law. This fear has been cited by 6.7% of the respondents under study. They suggested that the free interaction of the beat officers with the public could lead to lawlessness and criminalization in the society as the beat officers may find it hard to take harsh measures due to the relationship established. It is therefore encouraged that the police may be trained to remain attached with the people keeping a detachment attitude.

Rude behaviour of the Beat officers of JSP:

Beat officers play a pivotal role in the implementation of the Janamaithri Suraksha Project. The success hence relies greatly on how they behave and deal with the community people of their respective areas. However, 1.2% of the total

respondents mentioned about the rude behaviour of the beat officers which negatively affected the implementation of the project in their area. Though the figures is not that prominent, attention needed to be given in the selection of the beat officers.

Rude behaviour of the members of Janamaithri Suraksha Samithi

Janamaithri Suraksha Samithi is yet another embodiment who also has a significant role in the effective implementation of the project. However, 0.4 % reported about rude behaviour of the Janamaithri Suraksha Samithi members that delimited the effectiveness of the project. Being a liaison between the community and the police, the rude behaviour of the police could hamper good relationship and curtail the support and co-operation expected from the project. (Refer to table 3.6.1)

In addition to the above weaknesses/limitations, the following were cited by 1.6% of the respondents that restricted the effective implementation of JSP in Aluva police station limits.

1. Lack of awareness on the Janamaithri Suraksha Project and its activities.
2. Less number of house visits by the beat offices
3. Inadequate number of vanitha police personnel.
4. Infrequent visits by the beat officers.

Table No.3.6.1

Weaknesses/Limitations of the Janamaithri Suraksha Project

N=245

Weaknesses/Limitations	Frequency	Per cent
Influence of anti socials on the Janamaithri officials	2	0.8%
Absence of fear of Police and Law	17	6.9%
Rude behavior of Janamaithri officials	3	1.2%
Rude behavior of Janamaithri Suraksha Samithi members	1	0.4%
None	218	88.9%
Others (less publicity on project, less number of vanitha police personnel, less number of house visits etc.)	4	1.6%

3.7 Suggestions for Improvement

The weaknesses/limitations cited above do not mar the good that has been effected through the implementation of the Janamaithri Suraksha Project rather it only projects how maximum good could be drawn from the project by the rectification of the afore cited limitations. This section therefore spells out the suggestions that have been put forth by the respondents within the Aluva Police Station limits to make the JSP more productive and effective. Giving heed and paying attention to these suggestions could bring about a better effect from the project.

The major suggestions highlighted by them were:

1. Provide wide publicity about the Janamaithri Suraksha Project in the community through using audio visual and print media along with public and personal meetings.
2. Distribute Information Education Communication (IEC) materials to the people containing the different dimensions and activities of the project.
3. Appoint or delegate more beat officers
4. Free the beat officers from the routine works of the police station to the maximum extent possible.
5. Provide special care in the appointment of the Janamaithri Beat Officers.
6. Increase the number of Beats by reducing the number of houses under each beat.
7. Instruct the beat officers to conduct frequent house visits and interaction with the people in the community
8. Make the functioning of the Janamaithri Suraksha Samithi more vibrant with the organization of meetings and conduct of various types of activities.
9. Organize more training programmes for the beat officers, public and the JS samithi members.

FINDINGS AND RECOMMENDATIONS

Janamaithri Suraksha Project which aims to abridge the gap between public and police on one side and secure and maintain peace and order in the society on the other through the active involvement of the people was initiated in the year 2008 on the basis of the recommendations of the Justice K.T. Thomas Commission on Kerala Police Performance and Accountability. The project has elapsed 3 yrs of its implementation in different police station limits with lots of ups and downs in its implementation. The project centres on a beat officer who is in daily contact with the people in a locality, typically with around 1,000 houses. The officer knows the area and gains the support and trust of the people.

The time has now come to have a look back at the implementation of the project in order to see what the strengths and limitations of the project are, so that the limitations could be transformed into strengths whereby the project could be made more effective and efficient. The present study entitled '*Influence of Janamaithri Suraksha Project on the Communities, with special reference to Aluva police station limits*' therefore aims to identify the effectiveness of the project in relation to the prevention/reduction of criminal and other anti-social activities as perceived by the community people where the project has been implemented.

The 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 assess the activities carried out by the beat officers
- 4) To analyze the visits undertaken 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.

In order to gather relevant data pertaining to the study, 248 respondents residing in the Aluva police station limits were selected on a random basis and interviewed. From the selected respondents, data on various aspects related to the subject of study were gathered by administering a pre-tested interview schedule and the conduct of informal discussions.

This chapter presents the findings derived from the data gathered related to the subject of study and the subsequent recommendations out of it.

4.1 MAJOR FINDINGS

The findings derived from the analysis of the data from the responses of the community members in the jurisdiction of Aluva police station limits are presented under the major heads: Socio-economic profile of the respondents, Extent of knowledge /awareness on Janamaihri Suraksha Project (JSP), Activities carried out by the beat officers, Visits of the beat officers and allied matters and Impact of the Janamaithri Suraksha Project/community policing on the communities.

Socio-Economic profile of the Respondents

Age

- Age of the respondents varied between 17-70 yrs with a mean age of 37yrs.
- 53.6% belonged to the middle aged groups of 35 to 60 yrs.
- Elderly (60 yrs & above) constituted 5.2%.

Sex

- Males and females constituted 54.2% and 45.8% respectively.

Education

- High school and college educated constituted 49.6% and 25% respectively.
- Professionals and post graduates were found to be minimal.

Marital Status

- 69.9% were married and 30.1% unmarried

Religion

- 39.1%, 31.1% and 29.8% hailed from Christian, Hindu and Muslim households respectively.

Employment status

- Majority (64.1%) of the respondents were unemployed.

Annual Income

- Most (52.4%) were from the lower economic strata i.e., earning an income below Rs.25000/- per year
- 30.6% earned between Rs. 25000/- and Rs.75000/- .
- 17% had an annual income between Rs.75000/- and Rs. 750000 /-

The socio- economic profile portrayed that most of the respondents were from the middle (35-60 yrs) and younger (25-35yrs) age groups. Sex-wise males outnumbered females. The educational background of most was high school. Majority of the respondents were unmarried and unemployed. Religion-wise

representation from all the three major religions was included. Further, the annual income of most of the families were below Rs.25000/-. Nevertheless, it should be noted that the study had covered respondents from all other age, income and educational groups facilitating the presentation of a holistic picture on the impact of the much talked about and highlighted project of Janamaithri Suraksha Project.

Knowledge/Awareness on the Project

Extent of Knowledge/Awareness about the JSP

- 98.8% reported to have knowledge/awareness about the J SP.

Duration of Knowledge

- 71.8% had heard about the project for an year and above which extended up to more than 2 yrs.
- 28.2% reported the duration of awareness as below 1 yr.

Sources of Information

- 75.1% reported of Janamaithri police as the source of information.
- 29.4% received information from the print media
- Other sources of information were: Relatives & friends 7.7%, Govt. Public Programmes 5.6% and govt. publications 1.6%

Beneficiaries of the Project

- 84.5% had reported the beneficiaries of JSP as people in the community.
- 14.3% reported the beneficiaries of the project as the public and the police.
- 0.8% 0.4% each reported that project stood for the welfare of the police and the political parties.

The extent of knowledge/ awareness on the JSP showed that within the police station limits of Aluva, the public in general had basic information/Knowledge about JSP. The period of knowledge for majority was more than one year. The

interaction of Janamaithri beat officers with the public had been the major source of knowledge/information on the project. Most were also convinced that the project was for the welfare of the public. However, there is a need for extensive campaign on the project to make it yield maximum benefit for the individuals, families, communities and society at large.

Activities carried out by the Beat Officers

Traffic Related

- 32.2% of the respondents reported about traffic related programmes and 38% were ignorant about the same.
- 29.8% mentioned about the non-conduct of activities related to traffic.
- Age-wise, 44.1% and 39.4% from the 25-35 yrs and below 25 yrs age categories responded positively.
- Enforcement of traffic rules near school premises and busy roads, enforcing use of seat belts and helmets, use of zebra lines and speed breakers, traffic warden system, traffic controls at bus stops, distribution of traffic rules, awareness classes on traffic rules and display of traffic rules etc are the activities carried out by the Janamaithri police.

Hygiene Related

- 23.3% of the respondents reported about the conduct of hygiene related activities in the communities.
- 39.2% did not know if any such programmes were conducted or not and 37.6% negated the conduct of the same.
- Age-wise, 51.7% of middle aged (35-60 yrs) reported about the conduct of the hygiene related activities.

- The number of positive responses was comparatively low in the 60 & above years and below 19 yrs categories.

Interaction with Children

- 31% reported to have interaction with children.
- 35.1% were ignorant and 33.9% reported of the non-conduct of the same.
- Age-wise, 72.6% from the middle aged group (35-60 yrs) affirmed about the organization of interaction with children in their areas. 46.2% from the elderly group reported about the non-conduct of the same.

Efforts taken for Participating People in the Night Patrolling

- 31.4% reported about the efforts taken for participating the people in the night patrolling.
- Age-wise, 47.1% were from the age group of 25-35 yrs followed by 35-45 yrs and 45-60 yrs age groups with 35.7% and 34.2% respectively.

The activities carried out by the beat officers under the JSP banner showed that the percentage of people who reported on the affirmative were comparatively low due to one reason or the other. The scope for improvement of the project in this regard is immense. However, a number of constraints restrict them to enhance their effort for the organization of various activities in the communities. Routine works at the police station, insufficient number of staff, busy life style of the people etc. were some of the reasons to cite. Time is ripe now to take steps to accelerate efforts to enhance the conduct of various activities on diversified topics and subjects to make the project more vibrant and effective whereby the set objectives of the project are achieved to the maximum extent.

Visits by Beat Officers and Allied Matters

Number of Visits by the Beat Officers

- Number of visits varied from non-visit to 7 visits.
- 52.2% and 15.1% each reported about 3-7 times and non- visits respectively.

Time of visit

- 56.2% reported that they were visited between 12pm and 4pm
- For 48.6% the time of visit was from 8am to 12pm.

Prior information about the visit

- Only 5.8% of the respondents received advance information about the visits by the beat officers.

Place of Visit

- 82.2% of the respondents were visited in their own houses by the Beat officers and 14.9% were visited at public places

Number of Police during the Visits

- 83.7% stated the presence of two personnel during the visits.
- 12.1% reported about more than two personnel.

Presence of vanitha police

- 93.3% of the respondents affirmed about the presence of vanitha police.

Nature of visit

- 50.5% were visited in their families.
- For 26.4% the nature of visit was personal.

Presence of spouse/Husband during Visits

- 48.6% reported about the presence of spouse during the visits of the beat Officers.

Topics/Subjects of Discussion/Conversation

- For 55.8%, 34.6% & 37% the topics/subjects of discussions were personal matters, traffic awareness and sanitation awareness respectively.
- Night patrolling as the topic of discussion was mentioned by 28.4%.
- 11.1%-20.7% each reported the topic of discussion as: campaign against tobacco, ward meetings, drugs and alcohol, health awareness, awareness on illicit liquor, petitions through petition box, collection of information on strangers and workers and other issues.

Duration of Discussion

- 63.5% reported of 10-20minutes of discussion
- Duration of discussion as half an hour was reported by 17.8%.
- 1 hour and 1-2 hours was reported by 11.5% and 3.8%

Behavior of the Beat Officers

- 100% of the respondents reported of positive behavior of the beat officers.

Rating of the Behavior of Beat officers

- 51.4% rated the behavior as excellent.
- 48.1% rated the behavior either as good or very good.

Satisfaction at the Interaction of the Beat Officers

- 98.6% expressed satisfaction at the interaction of the beat officers.

Extent of Satisfaction

- 85.1% rated the satisfaction at the interaction of the beat officers as either very good or excellent.

Usefulness of the Suggestions by the Beat Officers

- 98.1% stated on the affirmative about the usefulness of the suggestions.

Extent of Usefulness of the Suggestions

- Among the 204 respondents who reported about the usefulness 77.9% rated it as either excellent or very good.
- 16.7% rated it as good.

Implementation/Practice of the Suggestions

- Only 45.2% had implemented the suggestions given by the Beat officers.

The data related to the beat officers' visits and allied matters showed that most of the respondents were visited by the beat officers at least one time mostly in their own homes. However, in several of the cases the number of visits varied between 3-7 times. During the visit of the beat officers, many a times the team consisted of more than one police personnel. More than 90% reported about the presence of the vanitha police person also. Most of the visits were personal/individual in nature and the topic of discussion in most cases was personal/individual discussion. Awareness campaign on road safety, sanitation etc were the other major subjects of discussion. The respondents were also satisfied with the behaviour of the beat officers as cent per cent reported about the cordial behaviour of the beat officers. Further, they also stated positively about the suggestions given by the beat officers and most rated the extent of usefulness as very good or excellent. However, those who practiced them were comparatively lesser.

The visits and the cordial behaviour of the beat officers have indeed given a boost in bringing about a positive change in the attitude of the people towards the police force. The same could be viewed from the opinion and ratings given to the various aspects mentioned above.

Effectiveness/Impact of the Janamaithri Suraksha Project

Extent of reach

- Out of the 248 respondents 245 had knowledge/awareness about the project.

Effectiveness in relation to the Improvement in Minimizing the Social Problems

Change in the family atmosphere

- 41.5% stated about a positive change in their family lives.
- Sex-wise, females outnumbered the males with 49.1%.

Improvement in the Safety and Security of Women

- Majority (62.4%) reported about an improvement in the safety and security of women.
- Sex-wise, at comparatively a higher number of females (67.9%) reported about the improvement in this regard.
- Regarding the extent of improvement, 97.4% rated it to be either good or very good or excellent.

Improvement in Safety and Security of People

- 72.2% stated about an improvement in their safety and security feeling.
- Sex-wise, females outnumbered males in this regard by 83.9%.

Presence of Police

- 65.7% reported about an increased presence of police in their area of residence.

Change in Robbery/Snatching

- 40.7% stated about a reduction in the incidents of robbery/snatching.

Gunda Menace

- 30.2% stated about a reduction in the Gunda Menace.

Illicit Liquor

- 28.2% stated about a decrease in the menace of illicit Liquor.

Change in Atrocities against Women- Eve-teasing

- 40.7% stated a decrease in the problem of eve-teasing to an extent during the last 6 months.

Change in the Attitude towards Police and their Activities

Perception on Reluctance to approach Police Station

- 89.1% reported of their non-reluctance in approaching the police station.
- Age-wise, non-reluctance was reported by a higher number from the younger age groups i.e., below 25 yrs and 25-35 yrs categories with 95.6% and 94.1%. Lowest was reported from the 45-60 yrs age group with 83.1%
- Education-wise, 72% to 100% across the various educational groups had reported about the non-reluctance to approach the police stations.
- Sex-wise, a higher number of females stated about their non-reluctance in approaching the police stations.

Change in the Attitude towards Police

- Out of 245 respondents who had awareness about JSP, 205 (83.7%) reported about a positive change in their attitude towards police.
- Sex-wise, females (90.2%) outnumbered the males (78.2%) in this regard.
- Of those who reported about positive change, 42.4% and 41.5% each had rated the extent of change as extremely positive and very positive respectively.

Perception on the Helpfulness of Police

- Out of the 248 respondents, 94.8% affirmed about the helpful attitude of the police.

- Age-wise, 92% across all age groups reported about helpfulness of police with highest (100 per cent) reporting by those in the 60 yrs & above age category.
- Education-wise, 80% across all educational groups reported about the helpfulness of the police.
- Sex-wise, females outnumbered the males with a margin of 4.7%.

Perception on the Performance of Police

- 66.1% mentioned about the performance of police as either very good or best.
- Age-wise, majority from all age groups rated the performance of the Police as either good, very good or best
- Education-wise, excluding those with post graduation and higher secondary education, in all the other groups more than 40% had rated the performance of police as either very good or best.
- Sex-wise, comparatively a higher number of females than the males rated the performance as very good and best.

Perception on the Extent of Approachability to the Police

- 27.4% stated about very easy accessibility to the police.
- 21.4% and 20.2% rated the same as some what possible and possible respectively.
- Age –wise, 46.2% each from the 25-35 yrs and 60yrs & above categories reported the accessibility to police as difficult (very difficult, difficult and quite difficult)
- Education-wise, excluding those with college and higher secondary education, in all the other educational groups, more than 40% had reported the accessibility as either possible or very possible

- Sex-wise, comparatively a higher number of females reported about the easy accessibility (possible & very possible) to the police stations.

Perception on the Behavior of the Police

- 71.4% had rated the behaviour of police as best, very good or good.
- Age-wise, high ratings (good, very good & best) were found to be higher in the age groups of below 25 yrs and 35-45 yrs with 80.9% and 75% respectively.
- Education-wise, 50% to 78.8% across the different educational groups rated it as good, very good or best.
- Sex-wise, comparatively a higher number of males than the females rated the behavior of police as good/very good/best.

The effectiveness of the JSP revealed that the people in general have a positive outlook regarding performance of police, behaviour of police, and approachability to police. Further, the people had affirmed about an increase in the presence of police, feeling of security of people, improvement in family atmosphere, decrease/reduction with regard to certain problems such as gunda menace, illicit liquor & eve-teasing. The responses thus throw light to the fact that the implementation of the Janamaithri Suraksha Project has begun to bear its fruit in preventing and reducing anti-social activities and ensuring safety and security to human lives and properties in the respective communities.

4.2 RECOMMENDATIONS

To abridge the gap in the implementation of the project and to make it flawless and vibrant, the following recommendations have been put forth. They are drawn from the analysis of the data gathered from the 248 respondents residing within the Aluva police station limits of Ernakulam district, through interviews and discussions. The recommendations thus drawn are scripted under the following heads: Awareness Building, Implementation related, Capacity Building, Monitoring and Evaluation, Networking and Enhancement of the Project to Newer Areas/Police Station Limits.

Awareness Building

- Conduct extensive and intensive campaigns on the JSP throughout the operational area using print, visual and audio media.
- Develop Information Education & Communication (IEC) materials on the project and distribute the same across the institutions and communities.
- Organize awareness classes for sections of the society through lectures combined with visual aids.
- Adopt means like exhibitions, Street plays and competitions such as essay, painting, quiz etc for the sensitization on the project

Implementation related

- Enhance the number of beat officers in each beats.
- Increase the number of beats by reducing the number of houses under each beat.
- Design and implement multi nature activities in the communities on a monthly basis.
- Strictly check the intrusion of political and anti-social interventions.

- Ensure the conduct of house/community visits and interaction activities on a target basis.
- Provide due training to the members of Janamaithri Suraksha Samithis to make them more effective.
- Organize joint meetings of various Janamaithri Suraksha Samithis for sharing their experiences for better learning.
- Give due care in the appointment of Janamaithri Beat officers.

Capacity Building

- Provide intensive training to the beat officers on various aspects related to the implementation of the project particularly on communication, rapport building, organizing programmes, counseling etc.
- Conduct refresher training to the various functionaries of the project to make the implementation more effective.
- Organize training/awareness programmes for the Janamaithri Suraksha Samithi Members periodically.

Monitoring and Evaluation

- Ensure concurrent monitoring of the project at the Zonal level.
- Organize periodical monitoring meetings preferably on a quarterly basis at the district and half yearly basis at the 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

- Ensure the involvement of Corporates, 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.

- Hold periodical local level meetings of the corporates/ institutions/ organisations (Educational, CBOs, NGOs, etc.) in the area on a periodical basis to establish and nurture the networking so that their contributions are ensured.
- Involve social service organizations like National Service Scheme (NSS) in implementing the various activities of the project.
- Liaison with other Janamaithri Police stations and Janamaithri Suraksha Samithis in the district and state facilitating a mutual learning.

Expansion of the project

- Take efforts to extend the project to more police station limits on a time bound manner enabling more population to experience the benefits of the Janamaithri Suraksha Project i.e., safety and security to the lives and property of people.

Conceived on a skeptical but determining note,

The JSP was born in a few police station limits.

Though limping at the initial stage, it has now strong footed

Making the pace of its movement on a fast track,

The fruits of which are enjoyed by a few.

Time has come now not to turn back but to look forward,

And make the JSP more effective and efficient.

Let us all join hands with this noble endeavour

Where each one becomes a guard of the other

The ultimate goal of Janamaithri Suraksha Project!

A P P E N D I C E S

I Interview Schedule

II References

Interview Schedule

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