CHAPTER FOUR
RESEARCH METHODOLOGY

4.1 Introduction
Community policing is a vast subject and different countries are experimenting with it. Their models differ and citizens’ participation is not of the same degree and levels everywhere. However, a study of the available background literature on the subject shows that the trend is towards citizens-based and intelligence-led model of policing instead of the reactive-detective one. Indian police leadership has been following the international developments in community policing and experimenting with local modifications.

District police organizations in the state of Maharashtra have also been carrying out their own experiments, undertaking a variety of projects on community policing. As a philosophy, it has gained acceptance among the policemen as well as citizens of the state.

4.2 Subject Of Research And Its Relevance
Community policing is a collaborative effort between police and community to identify various issues of crime and disorder. It further involves citizens in the search for solutions to these chronic problems. This concept brings the police and community into a closer working relationship for the mutual benefit of both and calls for greater responsibility on the part of police and citizens. Community policing thus involves law enforcement agencies and local populace in effective implementation of criminal justice system. Immensely popular term, it has different meanings for different police organization and the persons handling the issue. Starved of resources and plagued with
crime/terrorists, law enforcing agencies world over have come to the conclusion that they alone can not cope with the menace of crime, terrorism and human trafficking. Involvement of community policing is the key to handle not only the traditional crime but also white collar crime or ‘Hawala’ i.e. money laundering. The issue thus has immense relevance today where international borders have become docile targets for the terrorists who operate with impunity in the developing and developed world. The researcher has studied community policing in urban areas of Maharashtra with Mumbai, Pune and Nagpur as its focus. The rationale being that in rural areas, the community having compact environment continues to police itself to a considerable extent. Urbanisation is a process by which an agrarian community is transformed into a non-agricultural one with emphasis shifting from personal, sentimental and close relationships to impersonal, contractual ones. Thus, the need for police to reach out and seek active involvement of citizens in urban areas for both identifying as well as finding solutions to the peculiar crime and disorder related local issues.

4.3 Literature Review

While there are a number of articles available on the subject in different journals, full fledged books on the theme are hard to come by. Most of the literature available is general in nature and not backed by hard data. Internet on the other hand has more information about specific projects being undertaken by different police organizations. This research has tried to collate information about both. Some of the literature found useful is as below

4.3.1 Encyclopaedia of Police in India, Three Volumes. Editors-S.K. Ghosh and K.F. Rustomji are collection of articles covering nearly all
aspects of policing in India and written by eminent professionals. Community policing and citizens’ participation in law enforcement figure in the volumes. There is a full chapter on crime prevention and citizens’ participation. Crime prevention through environment redesigning of urban areas is also covered. From the articles it becomes clear that urban development authorities are quite conscious of crime problems and they adopt anti crime measures at the planning and construction stage of which community involvement is a vital part.

4.3.2 R.K. Raghwan in his book ‘Indian Police’ traces the history of Indian police from the days of Manu to its modern day form. Ancient literature including ‘Arthasastra’ (300BC) talks of ‘spies’ to keep the ruler informed of criminals. The work of rudimentary policing had subsequently been left to the local ‘Zamidars’ who relied on the village ‘kotwal’. Thus it continued to be a highly dispersed activity till the arrival of British. Despite introducing the institutional policing around 1860 and its constant up-gradation after independence, the author Sh. RK Raghwan, in a survey conducted in Tamilnadu found that citizens do not think of the department as having a good image. 66% respondents felt that the department was not responsive to the needs of the common man. The author has given various reasons for the same e.g. increase in population and crime, caste and related prejudices that the changing Indian society is facing, prejudiced political class etc. However lack of trust that citizens have in police, is a serious issue and visible all over the country.

4.3.3 ‘People Friendly Cities, Explorations in Indian Urban Governance, by Ramanath Jha and Nasrin Siddiqui Published by UNISEF (2000) traces the history of urbanization in India and gives a vivid picture of
urban poverty, failing infrastructure and slums but does not cover its impact on urban crime.

4.3.4 Selected Papers on ‘Community Policing’ presented in XXXIII All India Police Science Congress, Ranchi, 2001, Jharkhand Police and Bureau of Police Research and Development

Papers from officers of different states refer to various projects undertaken by them for Police-Citizens collaboration, from holding ‘Lok Adalats’ to handling women related issues, Mohala Committees etc. This shows police leadership’s commitment about community policing as most of the papers are by senior police officers. However none of the projects discussed in the papers had been studied after its implementation over a long duration of five or more years. They are mainly officer centric projects which most of the times fail to institutionalize and fade away once the officer is transferred out. ‘Mohala Committees’ as mentioned in his paper by Suresh Khopade is one of the exceptions that has been accepted by Maharashtra Police and has been replicated in most of the places in the state. ‘Friends of Police’ in Tamilnadu is also being replicated in the state while most other projects have been individual contribution of officers. The papers as reproduced by the Bureau dealt more with the process of community policing and do not provide hard data evaluating their usefulness for crime prevention/detection or order related issues.

4.3.5 A Model For community policing, by Bureau of Police Research and Development, Ministry of Home affairs , Government of India, 2002-03. It followed the Ranchi All India Police Science Congress. After studying different patterns of community policing in foreign countries, a model was drawn for India followed by two workshops for discussion and validation
of the model. The model as prepared by Bureau of Police Research and Development, lays emphasis on following five features

- Strengthening the Beat System
- Creating a structure for formal consultation with the community
- Creating community policing resource Centers
- Integrating the above with existing police structures
- Partnership and problem solving.

4.3.6 ‘Police in Twentyfirst Century’ Edited by Jaytilak Guha Roy published by Indian Institute of Public Administration 1999, has articles from eminent police professionals and a full chapter on Managing Urban Crime. It discusses ‘lack of equilibrium between police and community. It also deals with micro and macro level issues of urban crime. Organized crime, delay in trials and existing maladies in the criminal justice system, the author feels has made citizens lose faith in the rule of law. New kinds of violence to traced to urban industrial growth. The book also covers people’s involvement in police functions as the basic feature of good police public relationship. It recommends that police should as far as possible shed its veil of secrecy and share information with citizens.

4.3.7 ‘Police in Democratic Societies’ by Sh. Shankar Sen, Gyan Publishing House New Delhi 2000, is a collection of articles dealing with police by the writer that appeared in different dailies. Being a senior police officer and having had first hand experience of field realities as well as of top leadership, he strongly recommends community policing in the chapter ‘Re-examination of the Police Role in Crime Prevention’. The author talks of the need to decentralize the authority to field officers and inculcate the attitude of problem solving. Citing the example of countries abroad successfully taking help of citizens, he states “Mobilization of the
community can be one of the practical means of augmenting the crime focused resources of the police”. He admits that as police in India does not enjoy the faith of people it shall take some time for their associating themselves with community policing initiatives. Rest of the book deals with other subjects relating to law enforcement including training where again Sh Shanakar Sen mentions “without support of the community police can not function properly. For effective crime prevention and order maintenance, support of the community is a *sine qua non*”

**4.3.8** Police and People, Role and Responsibilities by Dr Dalbir Bharati, APH Publishing Corporation, New Delhi, 2006. The author a serving police officer has traced the evolution of police in the initial chapters of the book along with its functions/powers/obligations. The theme of the book is that citizens associating with police shall prevent crime as well as law and order issues. The author has devoted a full chapter on rights and duties of people as per law. In the last chapter he has discussed community policing initiatives of India and abroad. He has also compiled four case studies showing how timely help from citizens helped police in Mumbai, Nagpur, Aurangabad (Maharashtra) and in Bhadurgarh, (Haryana).

**4.3.9** John Riley, ‘Community Policing: Perspectives from the Field’ John Riley is an assistant professor with the Justice Center who evaluated of small scale project on community policing, undertaken by ‘Anchorage’s Community Action Policing Team in Mountain View’ US. During his study he concluded that problems associated with planning and coordination which characterize the beginning of any organizational change were among the most frequently expressed concerns of the officers involved with the project. There was a need for greater and more
detailed organizational planning prior to the initiation of the project. He mentions that clearer articulation of the project’s goals, greater attention to issues of training and orientation for new team members, and clearer standards of evaluation for team members are essential before embarking on initiatives like community policing. The study showed that commitment to collaboration from administrative leaders in the private and public organizations involved is equally necessary.

4.3.10 Following literature from India, United Kingdom and USA were also found useful

- ‘Connecting Communities in Mumbai’ The Bombay Community Public Trust, 2005
- Common Wealth Human Rights Initiatives (CHRI) report on Police Accountability: Too important to Neglect, Too urgent to Delay, 2005
- Community policing and Problem Solving training literature of San Francisco Police USA
- Citizen Focus, Good Practice Guide, Home Office UK, 2006
- Police and Communities together, (race Equality Scheme) By Lancashire Constabulary
4.4 Objectives Of Research

Considering the importance of community policing the instant research is undertaken with following objectives: -

- To trace the journey of community policing from a soft public relation exercise to its use as a genuine problem solving approach
- To study the difference between traditional policing methods and community policing. To find out whether the latter would lead to specific benefits in urban areas e.g. prevention/detection of crime, increase in service/execution of summons/ warrants, facilitation of re-entry of criminals to the society and other related topics.
- To understand whether communities are genuinely empowered in urban India for this collaborative effort.
- To study whether the concept of community policing is equally acceptable to all levels of police officers.
- To analyse some international best practices in the developed as well as developing countries to see if they can be replicated in urban India.
- To propose a system suited for successful administration of community policing in urban scenario to achieve concrete results.
- To assess whether the systems of Home guards and Civil defence are useful for community policing.
- To find out if community policing can be linked to National Social (NSS) Service or National Cadet Core (NCC).
4.5 Hypotheses

The research project has following hypotheses

4.5.1 Community policing is more popular with police leaders than with field level officers.

4.5.2 Community policing is considered more of a philosophy than a practical tool by grass root level officers.

4.5.3 Training on community policing to police officers is inadequate

4.5.4 There is scope for extending community policing initiatives in Maharashtra.

4.5.5 Citizens are not adequately informed about the benefits of community policing and their participation is superficial.

4.6 Type Of Research

4.6.1 The instant research studies the views and opinions of police personnel on the concept and practices of community policing. It is descriptive research as it describes the present state of community policing. It seeks answers to questions like who and which level of police administration has introduced community policing, who are the community member involved what have they done under the system, how is their involvement at different stages of investigation/police work and in which situation and places it is used. Efforts are also made to know whether police personnel feel that community whole-heartedly cooperates with them. The analysis of the data gathered through the study is expected to indicate how community policing can be made more meaningful and effective. While studying in University of Minnesota, US as Hubert H. Humphrey Fellow, the researcher had an excellent opportunity to study the system of community policing in US. Out of interest she also collected information on community policing system in
several other countries. She therefore was keen to study the system operating in India, the opinions of police officers who implement it and suggest how it can be made more useful.

4.6.2 It is the field research that uses methods like survey through questionnaires and personal interviews. To some extent it is an exploratory research as very little background literature and evaluative studies were available for reference. The instant research explores systematic information about community policing through the data collected from police personnel in the urban centres of Mumbai, Pune and Nagpur.

Though community policing is a concept known and accepted through police rank and files, the presently available information is not adequate to fully understand the dimensions of the concept. Being exploratory in nature the research aims to clarify the concept on the basis of opinions and experiments at the level of field officers, supervisory officers and senior level officers. By studying various dimensions of community policing the researcher has tried to crystallise the method and provide ground for further study.

4.6.3 The researcher has used the information available on community policing in India and other countries. She has tried to evaluate through survey how far it has reached the expected outcome in India. The research project aims at finding out the opinions of police personnel about involvement of community in police functioning, problems encountered by them and changes they would like to implement in the system. As such, it is the qualitative research, though the researcher has attempted to convert selected qualitative aspects into quantitative data for the sake of evaluation and comparison.
4.7 Universe And Sample

4.7.1 Universe
It comprised field level officers and supervisory officers in Maharashtra. In view of the applicability of the concept of community policing, three urban centres were chosen for study—Mumbai, Pune and Nagpur. These are identified as the focus of the research, as these are having annual crime of above 8000 and are urban in their environment. The list of officials working at field level and supervisory level from these three urban centres was obtained.

4.7.2 Selection of Respondents
Though community policing is applied by police officers of all ranks, for the purpose of the study, it was decided to concentrate mainly on the following:

a. **The field level officers of the rank of sub inspectors/inspectors**: The researcher tried to understand what community policing means to these officers and how they implement it. For sampling of field level officers following methods were used for random sampling.

   **Cluster sampling** - First, the field level officers were clustered in three groups on the basis of urban area in which they worked—Mumbai, Pune and Nagpur.

   It was decided to take a sample of 15% police stations of Mumbai, Pune and Nagpur as the representative sample of law enforcement in urban scenario of the state. All the 370 field level officers in these three areas were sent the questionnaires. 360 field level officers of Inspector/Sub inspector rank, of different age groups from Mumbai, Pune and Nagpur responded. The response is denoted in the table given below
Table 4.1 Respondents From Field Level Officers

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the city</th>
<th>Total Police Stations.</th>
<th>Sample Police Stns. Taken</th>
<th>Questionnaires sent</th>
<th>Responses Received</th>
<th>% response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Mumbai</td>
<td>83</td>
<td>10</td>
<td>250</td>
<td>244</td>
<td>97.6%</td>
</tr>
<tr>
<td>2.</td>
<td>Pune</td>
<td>17</td>
<td>03</td>
<td>60</td>
<td>56</td>
<td>93.3%</td>
</tr>
<tr>
<td>3.</td>
<td>Nagpur</td>
<td>17</td>
<td>03</td>
<td>60</td>
<td>60</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>117</strong></td>
<td><strong>16</strong></td>
<td><strong>370</strong></td>
<td></td>
<td><strong>360</strong></td>
<td></td>
</tr>
</tbody>
</table>

b. **Supervisory Officers:** - Inputs from middle level officers from all over Maharashtra have also been obtained. The purpose was to study their perception and also identify whether understanding and views of field level officers and supervisory officers differ in regard to community policing.

For selecting respondents from supervisory officers, convenience sampling was used. According to ‘Crime in Maharashtra 2007’ there are 473 sanctioned posts at Dy.S.P Level of which 429 officers are actually working in the posts. These supervisory officers are exposed to in-service-training programs at the Centre for Police Research from all over Maharashtra. Questionnaires were given to 129 (30%) officers from among those who attended these programs. The sample selected through convenience sampling method mentioned above is representative of the population because all the officers at supervisory level all over Maharashtra are deputed for training. The sample therefore has a fair representation of the
officers working at supervisory level. Out of 429 officers were selected for the study 126 officers (29.37%) have responded in the survey. Out of 45 police units in the state, officers of the rank of superintendent and deputy superintendents of most units have responded.

c. The Researcher also interacted with some very senior police officers to know their views and obtained details about the experiments conducted by them. It has provided significant insight to the researcher. The existing community policing system in the above cities; opinion of police officers about its working and participation by the citizens has been the focus. A select senior officers having worked in urban areas were thus selected and interviewed.

d. The task of who would represent the community was difficult and the researcher decided to take the sample of postgraduate students of Pune who would be representing the young educated segment of urban community of Maharashtra. Some students are from other states too. It has also been considered that the post graduate students have a fair idea about the working of police and community participation in such activities. They would thus be able to respond to the questionnaire. Their responses are considered as views of young citizens. The post graduate students were addressed through three seminars in different institutions and data was collected from 249 respondents.
4.8 Sources And Tools Of Collection Of Data

4.8.1 Sources of data: - The researcher has used both the types of data – Primary and Secondary. The sources and tools used for collection of data are explained below

**Primary Data:** - The secondary data was expected to provide the necessary information regarding the scope of community policing, methods used and experiments made. The researcher developed tools to collect relevant primary data from the specific respondents. This was essential as the views of officers at field level as well as supervisory level were vital to know whether there is uniformity regarding understanding of community policing. It was also necessary to know whether the concept is accepted among the police as a useful tool. Primary data were therefore collected through the following: -

a. **Surveys:** - Questionnaires were designed separately for field level officers in Mumbai, Pune, Nagpur and supervisory level officers in the state. These were administered to obtain views of respondents as well as information about experiments carried out by them.

b. **Interviews:** - Some very senior police officers were interviewed personally. The researcher has tried to know through these interviews, how far the concept of community policing has reached the different levels of police force, what experiments have been carried out in India, whether these have succeeded or failed, what are the difficulties in implementing community policing in India and how to overcome them. Detailed discussions during the interviews sessions have helped the researcher to identify the present status of community policing and suggest way to make it useful.
c. **Seminars:** - To judge the views of post graduate students, the researcher organised three different seminars of students and explained them the concept of community policing with the help of PPT presentation. Each seminar was followed by the question-answer session. From the interaction the researcher could judge the understanding of young citizens about the working of police and their preparedness for extending a helping hand in police work. The participants were asked to fill up a questionnaire at the end of the seminar. The primary data were available through the interactive session and also the questionnaire. This provided valuable information regarding the ways by which the young citizens can be made aware and involved in community policing endeavours.

The questionnaires mentioned above are given at the end of the chapter.

**Secondary Data:** - Community policing is an accepted concept in several developed and developing countries. In India also, community policing has been used by police officers to involve citizens in problems handled by the police. Documented information is available through various sources. The researcher has used following sources of secondary data: -

a. Published information in newspapers regarding community policing endeavours by police officials.

b. Books on the working of police and experiments done by them.

c. Articles in journals on different methods of community policing and success stories.

d. Reports of various authorities regarding issues where police has involved the members from community for problem solving.
e. Internet: - The researcher has widely used inter-net as a tool because a lot of information on projects by different international police organizations is readily available on the net. That community policing has been universally accepted by police organizations all over the world, both as a philosophy as well as a useful tool is quite apparent on the internet. Most ‘police sites’ have separate chapters on community policing, its vision, budget, manpower and other details. Various state police organization in India too have initiated projects on community policing and put them on the internet. Net browsing was thus found to be a very useful tool for the research.

The secondary data has proved extremely useful to the researcher in defining the concept, formulating hypotheses, designing the research framework and formulating the tools for collection of primary data. The available secondary data has provided a deep insight to the researcher for understanding the issues involved and developing a theme to focus the study.

Study of the background literature on community policing gave an idea to the researcher that the concept has wide acceptance all over the world including India. However while other countries have come up with hard facts to prove their case for citizens’ involvement in law enforcement, in India no systematic follow up is being undertaken to prove that community participation does prevent and crime issues. Broad generalizations are being drawn from certain situations which if studied rationally can prove the point with data. Lack of adequate documentation and evaluative studies in India was observed by the researcher while going through the literature on community policing.
4.8.2 Tools for collection of data

- Three types of questionnaires have been used in the instant study. The first questionnaire was prepared and administered to inspectors/sub inspectors working in police stations of the three target cities of Mumbai, Pune and Nagpur. Initially a detailed draft questionnaire was prepared. It was tested on ten field officers working with Crime Branch Mumbai. As per their feedback, the questionnaire was modified. In some cases language had to be changed to make the question/point clear. These questionnaires originally prepared in English were subsequently translated in ‘Marathi’ language as most field level officers are more comfortable with Marathi than English. The questionnaire covers all aspects of community policing right from the training content received by the focus group upto their actual experience in the field.

- Second questionnaire was drafted in English for middle level officers to study their views on various aspects of community policing. While some of the questions are about the implications and utility of community policing on routine police working, others are about its relevance to the emerging crime trends.

- During the course of the research, there was an excellent opportunity to tap the views of students on the subject. The respondents chosen for study are doing post graduation in different institutions in Pune and can be considered to be representing the educated segment of the community. The researcher explained the topic through detailed seminar sessions with students and subsequently enlisted their views through a questionnaire specially designed for them.

- The senior level police officers were interviewed with the help of an unstructured questionnaire. The researcher tried to find out their
opinions about the concept of community policing, its acceptance, experiments carried out by the respondents and their colleagues, need for systematic approach, etc. By this time the researcher had completed the analysis of data. She could therefore discussed the findings of her research and understand their views on these findings.

4.9 Methods Of Analysis Of Data

4.9.1 The researcher has used SPSS research software for analysis of quantitative data. The steps followed for analysis are given below:

- All the questionnaires in the three sets were cross checked for clarity and accuracy. The researcher went through these questionnaires rapidly to get a feel of the replies.
- Coding was done for the closed ended questions. The data in the questionnaires were recorded in the SPSS research software.
- Frequency tables were generated from the entered data. Cross tabulation was done and Split tables were also generated where ever necessary.
- The data were studied and broad inferences were drawn. Percentages were used to draw conclusions.
- Chi-square tests were applied to select data for testing some of the hypotheses.

4.9.2 In case of open ended questions the researcher carefully studied the replies of the respondents. Common elements were found out from this qualitative data for drawing appropriate conclusions. The replies to the open ended questions and their analysis were compared with the results of quantitative data.
4.9.3 The discussions with senior level police officers were recorded by the researcher. The common points made by them were cross checked with the analysis of qualitative and quantitative data mentioned above. The analysis of the qualitative data recorded through these interviews is analysed separately by the researcher.

4.10 Reliability And Validity

4.10.1 The data collected through the survey of police personnel is reliable because the respondents at field level and supervisory level know the concept of community policing. Many have used the system on various occasions. They could easily relate the utility of community policing initiatives in discharging their duties efficiently. The data collected from students has reliability because initially the researcher conducted a seminar to make them aware of the concept of community policing. Question – answer session at the end of the session showed that they were enthusiastic to respond to such a work. Their opinions reflected in the replies to the questions are therefore based on fresh memory and keen interest. The interviews of police officers revealed several experiments and their opinion about use of community policing. The researcher has herself worked in police force for a long tenure and occupies a senior position. She is well versed with the work done by her senior colleagues. Also she has interacted with them on specific issues from time to time. The data generated through her interaction with such senior colleagues is therefore reliable.
4.10.2 The data stands the test of validity. It enjoys internal validity as inferences drawn from the data collected from police personnel are applicable to the systems and methods used in police force. The experiments are in response to the problems faced and supported by successful handling of the situation. The conclusions drawn on the basis of the data therefore apply to similar situations in the process of working. The data can be treated externally valid as the conclusions can be apply to places and situations that are not specifically covered by the study. Even the experiments carried out in other countries can be replicated in Indian conditions. The validity can be tested further by evaluating the proposed training and introducing the system suggested for community policing.

4.11 Limitations Of The Study

- It was envisaged to include citizens in the study and take their views on community policing. However selection of citizens for representing the community was a difficult task. When contacted many citizens did not understand the concept and were not aware of community policing as envisaged in the current study. Their appreciation of the process of citizens’ participation in community policing was restricted mainly to the aid provided by citizens during festivals like Ganpathi etc. The researcher then decided to take the sample of post graduate students after explaining community policing to them through three seminars.

- Most of the terminology used for community policing is in English language, converting the same to ‘Marathi’ language while retaining the original meaning was a difficulty faced while drafting the questionnaire. However with the help of officers of Crime Branch Mumbai and after conducting the pilot study, the issue was
sorted out. Changes could be made in questionnaire translated in Marathi on the basis of feedback during pilot study.

- It was found during literature survey that several developed and developing countries have come up with relevant hard facts to show citizens’ involvement in law enforcement. However, such data was scantily available for India. Due to lack of substantial data, adequate documentation and evaluation of community policing projects the researcher could not give concrete proof of the outcome of community policing experiments in India.

4.12 Possible Value And Benefits Of The Study

It has been envisaged that the research shall be able to add value to the existing system of community policing in India with following possible benefits --

- By studying opinions relating to community policing in Mumbai, Pune and Nagpur, and by evaluating its performance, useful inputs can be provided for initiating new projects or modifying the existing ones.
- The study shall identify the fields where community policing can be taken up on priority basis in urban areas.
- The research after studying successful international models can recommend certain features that can be replicated in urban India.
- Through the research, a model of community policing structure and its administration for urban sector can be designed.
- The research can help prepare a training module on community policing for training the field level police officers working in urban areas.
4.13 Chapter Scheme

The thesis is presented in following chapters:

**Chapter Number and Title**

1. Community policing: the concept – This chapter takes an over view of community policing. It discusses the definitions and scope of Community Policing.

2. Community policing in India – The Community Policing initiatives by different police officers in India are summerised in this chapter.

3. Community policing in other countries – The chapter covers Community Policing initiatives in developed as well as developing countries.

4. Research methodology – In this chapter the objectives, hypotheses, sources of data, methods of collection and analysis and limitations are explained.

5. Experiments in India and abroad – The experiments carried out by different police personnel and the methods adopted by them are included in this chapter.

6. Application and administration of community policing in India – Analysis of the data – The presentation of the data collected and analysed is given in this chapter.
7. Findings and conclusions – The observations made on the basis of analysis and conclusions reached are given in this chapter.

8. Recommendations for administration System – The steps to taken to make Community Policing more effective are included in this chapter.

4.14 Conclusion
The research topic having contemporary importance has been studied from all angels. Though the sample is from urban Maharashtra, attempt has been made to study national and international trends. It has been endeavored to cover citizens as well as police officers of all ranks for collection of data and their views on community policing. Different techniques have been applied for doing justice to the topic.
“Community Policing”
(Community Support in Policing Work)

Questionnaire

<table>
<thead>
<tr>
<th>Name</th>
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</thead>
<tbody>
<tr>
<td>Age</td>
<td>less than 40</td>
</tr>
<tr>
<td>Gender</td>
<td>--</td>
</tr>
<tr>
<td>Rank</td>
<td>--</td>
</tr>
<tr>
<td>Place of posting</td>
<td>--</td>
</tr>
<tr>
<td>Recruitment</td>
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</tbody>
</table>

(Filling personal information is optional; however it shall help the research)

Note: Please tick ( √ ) in the appropriate response

1. Have you heard the term ‘Community Policing’?
   - [ ] Yes
   - [ ] No

2. What does ‘Community Policing’ mean to you? You can tick any (a,b,c,d,e,f) or all of the following you consider relevant.
   a. [ ] Does it mean involving citizens in providing information on crime and suspected criminals?
   b. [ ] Does it mean taking citizens help for major bandobasts e.g. Ganpati, Idd, Muharam, Diwali etc?
   c. [ ] Does Community police mean prevention of crime with the help of citizens?
d. Short-term specific issue related relationship between police and community e.g. for prevention/detection of a particular case/bandobast?

e. Long-term relationship between police and community over a long period of time?

f. It is only public relation exercise with hardly any relevance to real policing.

3. Do you think that the traditional method of policing in India has involved the community in past?
   ☐ Yes ☐ No

4. If yes, can you give three examples?
   a. __________________________________________
   b. __________________________________________
   c. __________________________________________

5. What do you think is the attitude of citizens towards police? (Tick any)
   ☐ Helpful ☐ Neutral ☐ Non co-operative
   ☐ Hostile

6. Do you think that community policing is a practical way of working?
   ☐ Yes ☐ No

7. Where do you think Community policing is more relevant? Pl tick any.
   ☐ Villages ☐ Cities ☐ both.
8. Do you think that community policing is more relevant for (Pl tick any)
   - [ ] Big cities like Mumbai.
   - [ ] smaller towns like Satara
   - [ ] Both

9. Do you think that community policing is a concept more popular with senior police officers than the field level officers?
   - [ ] Yes  [ ] No

10. Do you think citizens' help is useful for police during natural disasters e.g. earthquake, floods etc?
    - [ ] Yes  [ ] No  [ ] To Some Extent

11. Do you think Community and police pooling their resources together shall be helpful?
    - [ ] Yes  [ ] No  [ ] To Some Extent

12. Do you think that Community policing is (Pl tick a or b )
    a. [ ] Genuine problem solving
       OR
    b. [ ] Soft methodology i.e. public relation exercise without much substantial results.

13. Do you think the systems of Home Guard and Civil defence examples of community policing?
    - [ ] Yes  [ ] No  [ ] To Some Extent
14. Do you think that teaching of NSS/NCC in school/colleges can help community policing?
   
   □ Yes  □ No  □ To Some Extent

15. Can you give an example of ‘community policing’? (State/ outside the state (in about ten lines i.e. 100 words)?

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16. Did they teach about community policing during your basic training?

   □ Yes  □ No

17. If answer to Q no16 is yes, then was the coverage of the subject?

   □ Adequate  □ Inadequate

18. If answer to Q no17 is no, then do you think it should be apart of the basic training?

   □ Yes  □ No
19. Have you ever personally put this concept to use i.e. taken citizens’ help in any crime prevention/investigation/law and order issue?
   ☐ Yes ☐ No

   A) If ‘Yes’ would you pl write 10 lines on how you did it? If No, pl. leave it blank
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   (B) Do you think your idea of community policing was successful? If answer to Q no. 19 is No, then pl. leave it blank
   ☐ Yes ☐ No ☐ To Some Extent

   (C) What was the attitude of your colleagues to the idea? If answer to Q no. 19 is No, then pl. leave it blank
   ☐ Positive ☐ Negative ☐ Neutral

   (D) Did your seniors notice it and welcomed/appreciated it? If answer to Q no. 19 is No then pl. leave it blank
   ☐ Yes ☐ No

20. Would you like to know more about community policing?
   ☐ Yes ☐ No
“Community Policing”
(Community Support in Policing Work)

Questionnaire for Sr. Police Officers & Social Workers/Citizens

Name --
Gender -- Female/Male
Age --
Profession --
For a police officer (pl tick) More than 5yrs/ More than 10yrs/ More than 15yrs

Broadly speaking community policing means community & police partnership in problem solving e.g. crime prevention, detection, festival ‘bandobast’ and important community issues. It also means that citizens identify the main issues and local police facilitates their handling of those issues. Considering this framework please fill the following.

Note: Please tick (✓) in appropriate response

1. Do you think there is a difference between traditional policing methods and Community Policing?
   [ ] Yes  [ ] No  [ ] Cannot say

2. Do you think there is more need for community Policing in urban areas than in rural areas?
   [ ] Yes  [ ] No  [ ] Cannot say

3. Will community policing help in preventing crime?
   [ ] Yes  [ ] No  [ ] Cannot say
4. Does community policing lead to better detection of crime?
   - Yes
   - No
   - Cannot say

5. Does community policing lead to better service of summons?
   - Yes
   - No
   - Cannot say

6. Does community policing lead to better execution of warrants?
   - Yes
   - No
   - Cannot say

7. Will community policing be a useful tool for fighting the menace of terrorism?
   - Yes
   - No
   - Cannot say

8. Can community policing be used as a tool for preventing and detecting cases of trafficking of women and children?
   - Yes
   - No
   - Cannot say

9. Does community policing facilitate reentry of criminals to the society after their jail term / punishment period?
   - Yes
   - No
   - Cannot say

10. In your opinion the concept of community policing being put in practice in urban areas like Mumbai, Pune, Nagpur is
    - Adequate
    - Inadequate
    - Require more attention

11. Are communities genuinely empowered in urban India to actively participate with Police?
    - Yes
    - No
    - Some what
    - Cannot say
12. What should be done to make community policing more effective at field level? Please give a few specific suggestions.

13. Can you think of any best practice in community policing in urban areas in Maharashtra or in India? If yes, please describe in a few lines.

14. Any successful example of community policing at international level that you are aware of? Please describe in a few lines.

15. Any specific example of citizens/community having helped in tackling terrorist related issues?

16. Any specific example of citizens/community having helped in human trafficking case?
Students

“Community Policing”
(Community Support in Policing Work)

Name --
Gender -- Female/Male
Age --
Profession --
For a police officer (pl tick) More than 5yrs/ More than 10yrs/ More than 15yrs

Broadly speaking community policing means community & police partnership in problem solving e.g. crime prevention, detection, festival ‘bandobast’ and important community issues. It also means that citizens identify the main issues and local police facilitates their handling of those issues. Considering this frame work please fill the following.

Note : Please tick ( √ ) in appropriate response

1. Do you think there is a difference between traditional policing methods and Community Policing ?
   □ Yes □ No □ Cannot say

2. Do you think there is more need for community Policing in urban areas than in rural areas ?
   □ Yes □ No □ Cannot say
3. Will community policing help in preventing crime?
   Yes □ No □ Cannot say □

4. Does community policing lead to better detection of crime?
   Yes □ No □ Cannot say □

5. Does community policing lead to better service of summons?
   Yes □ No □ Cannot say □

6. Does community policing lead to better execution of warrants?
   Yes □ No □ Cannot say □

7. Will community policing be a useful tool for fighting the menace of terrorism?
   Yes □ No □ Cannot say □

8. Can community policing be used as a tool for preventing and detecting cases of trafficking of women and children?
   Yes □ No □ Cannot say □

9. Does community policing facilitates re entry of criminals to the society after their jail term / punishment period?
   Yes □ No □ Cannot say □

10. In your opinion the concept of community policing being put in practice in urban areas like Mumbai, Pune, Nagpur is
    Adequate □ Inadequate □ Require more attention □
11. Are communities genuinely empowered in urban India to actively participate with Police?

☐ Yes  ☐ No  ☐ Some what  ☐ Cannot say

12. As a student would you like to associate with community policing.

☐ Yes  ☐ No

13. Is there any reference to police or police working in N.S.S. / N.C.C. ?

☐ Yes  ☐ No

14. Do you think idea of NSS / NCC can be stretched to include community policing.

☐ Yes  ☐ No  ☐ Some what

15. As students are you interested to known how police works?

☐ Yes  ☐ No

16. Any other remark / suggestions.

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