CHAPTER V
FINDINGS AND CONCLUSION

This chapter is proposed to present the Conclusions emerging out of the present study. These conclusions are categorized into General Conclusions on Community Policing. To conclude the present research first we need to see what all the things were there in the first four chapters the first chapter was about introduction of Community Policing which explains what exactly is Community Poling and the working system of Community Policing and also the ingredients of Community Policing system. In the first chapter next the whole History and Geneses of the Community Policing is observed in which we can see how Community Policing emerged in other countries and important landmarks in the journey of policing system in India. Then the Meaning and some of the important Definition of the Community Policing is explained which also contains the concept and role of community policing. And the chapter also contains present scenario of Community Policing in state, Indian scenario and international scenario. And at last some of the important characteristics of the Community Policing.

In the second chapter some of the important Models of Community policing and two core components of the community policing which are Community Partnership and Problem Solving are observed. Since it is the chapter to review the literatures, many of the important literature has been reviewed systematically which are bifurcated as International Literatures and as Indian Literatures. These are the literature which helps us to get better understanding and what are the research gaps in the past studies.

And in the third chapter we mainly see the Research Design in which the Statements of the Problem are explained and Limitations of the study, Universe of the study, Scope of the study and Methodology of the research are explained. And this chapter also contains tools and techniques of the data collection, Objectives of the Research and Hypothesis of the research.

The fourth and a very important chapter explains the results and discussions of the research with the help of some tables which shows the demography of police which was selected to the present study in which we can see there were 105
respondents from 7 different police stations of the Bengaluru, in the selected population of the sample maximum police personnel were males i.e. 80 (76.2%) followed by 25 (23.8%) of females officers, which shows males are more in the present police staff of these 7 selected police stations.

When we concentrate on the experience of the officers selected as the sample for the study we can observe that there were 20 (19.0%) of the police personnel who were having less than 5 years experience and 50 (47.6%) of the personnel were having experience of 5 – 10 years, then 30 (28.6%) of the officers were having the experience of 10 – 15 years and lastly only 5 (04.8%) of the officers were having the experience more than 15 years.

Finally If we see the overall demography of the police officers most important factors to notice are - there was male’s who dominated in numbers more than females, maximum people were field officers/ office staff (Constables), almost more than 80% of the officers were having the experience of more than 5 years and only 20% of the officials are undergraduates rest of them were having higher education qualification than just a graduation.

And also shows the demography of public which was selected to the present study in which we can see there were 135 respondents were selected and maximum were males i.e. 85.2% followed by 14.8% of females, which shows males are more involved in the community policing.

To finish all if we see the overall demography of the public most important factors to notice are - there was male’s who dominated in numbers more than females, maximum people were between the age group of 36-45, 60% of the respondents were married, 70% of the respondents were Hindu, only 7.4% of the people were illiterate and unemployed.

After the analysis of the data systematically, the next and one more important part of the research in this chapter is testing of the Hypothesis. The testing of Hypothesis is done with the help of few very important questions and the response of the sample to those particular questions which were drawn on the basis of objectives and hypothesis. And also pictorial representation of the data is made with the help of bar diagrams in the testing of Hypothesis.
5.1 Major Findings

- Community Policing in Bengaluru city is playing a vital role in prevention of crime.

- There is a better awareness of Community Policing among the general public, almost 96% of the sample responded as yes they have knowledge of community policing and awareness about it.

- The perception of role of Police in community policing differs among general public. Maximum of the respondents were accepting, participating, comfortable, co-operating, fearless with the police after getting the connected to police through community Policing

- The implementation of Community Policing System in Bengaluru has rendered better awareness and responsibility amongst Bengalorites than citizens from other parts where it is not in practice.

- After practicing Community Policing even the cases like chain snatching and crime against women are reduced, due to better flow of information to the police.

- Regular monthly meetings are held in all 7 police stations on weekends where all the police officers of the particular station and community policing members discuss about the issues they face and share the information to keep the city safe and crime free.

- The system of community policing increases police-public co-operation and co-ordination, reducing the public prejudice against police system.

- All 7 police stations officials and the community policing members and general public are been added in a whatsapp group to share information instantly, this has became a very important tool in the practice of community policing.

- One more very important tool for the success of the Community Policing in Bengaluru if the Facebook page of Bengaluru where every hours we can see all types of updates including crime, missing complaints, updated photos of pick pocketers, uploads of fresh suspects images / photos, traffic rules, information of construction works to avoid traffic problems, earlier
information to avoid jams, information about problems due to rain water blockages / road blocks etc.

- The initiation of Community Policing System has brought about a difference in the crime rate in those areas.

- Shortage of the personnel is being the major problem for the police officers to perform community policing.

- Studies have increasingly found that community policing is not a panacea that is easily implemented with immediate success.

- Friendly relationship with police has bought a secure atmosphere and safe feeling in the people of Bengaluru.

- More public informers are generate which helps police to solve cases as early as possible.

- Features that work in one place may not work in another.

- There is no point in slavishly copying what other countries have done simply because it is called community policing. Community Policing is a experiment with the people of the particular area, so it is very essential to understand what kind of people are in the particular are and the mindset of the people and what kind of crimes occur in the particular area and then plan the organizational setup to overcome those issues.
5.2 Hypothesis Testing

Hypothesis 1 – Rejected

Figure no.17 shows the relationship between police and public in the particular area - Present relation between community policing and citizens in your area is Excellent/Good? for this 115 (85.18%) out of 135 respondents given positive response. It shows that rest of the 20 (14.82)

Public thinks or feels that their relationship with police is not excellent for which some efforts should be made for better understanding.

And when people were asked - Do you think that community policing could/have tend to better understanding between police and community? 125 (92.59%) out of 135 agreed that the community policing is helpful in better understanding and even in solving all types of problems and conflicts in community. Only 10 (7.41%) of the people are disagree, who think that it did not made much difference in better understanding between police and community

So here we can see that for these 2 questions maximum percentage i,e 85.18% and 92.59% of the people agreed and answered as ‘Yes’ by this we can say or conclude that the perception of role of Police in community policing not differs among general public, maximum of the people have similar views about the Community Policing. Thus we can say that the first hypothesis which says a perception of role of police differs among the public has been rejected after the study. Because there is similarity in the perception of public about police.


**Hypothesis 2 – Accepted**

Figure no.18 shows response to the question posed to the police -- . Almost all the PSI followed by 6(5.71%) CPI next 35(33%) Office staff and finally 20(19.04%) Field officers were said that public is behaving positively towards police in their police station area. The result shows that 85.18 % i.e. 80 of 105 police agreed to that they get the positive response from public in their police station area.

This question is posed to the respondents was a very important question for the research point of view and it was also one of the main objective of the study to know whether the general public are aware of the concept of Community Policing. And as expected in the hypothesis the public responded very positively. 130 out of 135 respondents are aware of the concept of community policing which shows more than 96% of the people are aware of the concept of community policing. This is also a very positive sign for the implementation of the community policing.

So here we can see that for these 2 questions maximum percentage i.e 85.18% police and 96% of the people agreed and answered as ‘Yes’ by this we can say or conclude that the implementation of Community Policing System in Bengaluru has rendered better awareness and responsibility amongst Bengalorites. Thus we can say that the second hypothesis which says implementation of Community Policing System in Bengaluru has rendered better awareness and responsibility amongst Bengalorites has been proved.
**Hypothesis 3 – Accepted**

Figure no.19 shows the question posed to the police is given -- . Almost all the PSI followed by 6(5.71%) CPI next 35(33.33%) Office staff and finally 20(19.04%) Field officers were said that public is behaving positively towards police in their police station area.

The result shows that **85.18 %** i.e. **80** out of **105** police agreed to that they get the positive response from public in their police station area.

When respondents are asked about whether they are afraid or hesitant when they approached police to be part of Community Policing **120 (88.88%)** out of **135** said that they are very comfortable when they approached by police for any help or assistance. Only rest 15 (11.12%) of the respondents said that they are not much comfortable and little hesitant.

So here we can see that for these 2 questions maximum percentage i,e **85.18%** police and **88.88%** of the people agreed and answered as ‘Yes’ by this we can say or conclude that the system of community policing increases police-public co-operation and co-ordination, reducing the public prejudice against police system. Thus we can say that the third hypothesis which says the system of community policing increases police-public co-operation and co-ordination, reducing the public prejudice against police system has been proved.

The police respondents gave response to the question regarding implementation of Community Policing in reduction in crime rate is given in Table --- . It clearly indicates that 15(13.33%) Field officer, 9(18.09%) PSI, 6(5.71%) CPI and exact 33.33% Office staff which makes a total of 57.14% of all the police accepted that implementation of community policing can reduce the crime rate.
**Hypothesis 4 – Accepted**

Figure no.20 shows that - when people are asked about present Crime rate in the area. The question was - Do you noticed/ think implementation of Community Policing can make reduction in crime rate? Among 135 respondents 108 i.e. (80%) were very happy to answer that there was a difference in criminal incidents after implementation of Community Policing in their area. Which is very good sign for the scope of Community Policing. By this we can understand that Community Policing can make a society safe and healthier place to live.

Thus here we can see that for these 2 questions maximum percentage i.e. 57.14% police and 80% of the people agreed and answered as ‘Yes’, which is enough to prove the fourth and last hypothesis of the study. Though by this we can say or conclude that the initiation of Community Policing System has brought about a positive difference in crime rate in those areas. But we have to observe that people are more positive then police and only little more than half of the police i.e. 57.14% of the police said the crime rate has been reduced, rest of the 42.86% of the police officers believe that after implementation of the Community Policing there is a very less chances of crime going unregistered due to good co-operation between police and public, police have experienced that registrations of all type of crimes even pity and small offences takes place in the police stations. Thus the police believe that though the actual incidents of crimes are low but most of them got registered where we can see an increase in the crime rate in those areas in the initial stages of community policing.

Therefore after the analysis of the data collected hypothesis are tested on the basis of simple percentage because the hypothesis were not having a double or multi-variables. And on the basis of simple percentage the first hypothesis has been rejected and rest of the 3 hypothesis of the present research study has been Proved / Accepted. After the research it make us firmly believe that while community policing may have benefits that do not show up in customary police statistics, and will therefore require new techniques for measuring, community policing must be evaluated in terms of traditional police objectives, namely, the protection of life and property. Community policing does not entail changing the historical purpose of the police. It represents a new way of more effectively achieving traditional goals. Unless this point is accepted,
and the demonstration carried out, community policing should not be touted as the wave of the future.

What is lacking, therefore, in India, as well as in police forces throughout the world, is not a commitment to community policing but a willingness to explore its possible advantages.

Altogether, then, Indian police have made a bright start in community policing in a short time. There is every reason to expect that the next few years will see significant innovation, even though that may not involve all aspects of what passes for community policing elsewhere.

**5.3 Barriers to Community Policing in India**

The important factor of the community policing is making people to be part of their own security. But it is very easy to say, it needs various types of activities which leads to ultimate aim of safety in the society through peoples co-operation. When we see the police image in India even if law enforcement organizations ready to mingle with the people, people are not going to accept it very easily. The deterrence of the police towards criminal activities and for the law breakers became a fear about police in general public, so police fear and distrust is a very common feature in our society. This fear is a major hurdle in bringing people close to the police. Thus Police fear in the society is a major obstacle for the implementation of community policing in India.

Unfortunately police-population ratio is also one of the major problems to the development and implementation of community policing in our country. According to the Bureau of Police Research and Development (BPR&D), there is just 1 policeman for 761 people which translates that approximately there are only 131 policemen to protect 1 lakh population, India has fewer cops per capita than most of the countries. Ideally, a policeman should look after just 568 people as per BPR&D. But sadly as per the data we can understand that there are just 60 of the police personnel are carrying the responsibilities of 100 police men. Apart from these, impunity for human rights violations by police stands in the way of public faith in police, as few police officers may behave violent with some of the offenders due to the over time duty and heavy work pressure. So without a full trust over the police and co-operation by public without any expectations community policing cannot be possible.
One of the main barriers to the community policing is lack of time for the police officers the in the present research we can see that many of the police officers said that they are already doing over time and more than 8 hours a day in that they have to attend all the basic works of civil or casual police system after that they have to manage with the Community Policing related works mainly meetings and discussions and awareness programs. This is becoming a very big task for the police officers. And even people are not able to get community policing officer very easily whenever they approach, its making the people to wait for the officers and officers have to make time attend the people. This situation is turning things little tedious, to overcome this there is a urgent need of more recruitments in the police department.

5.4 Recommendations

Considering the research done for this work, I feel that community policing is the best way to reduce crime and to restore relationships between the police and the community. It will take a remarkable commitment between the department officials and the remaining members of the Community Policing, which includes sworn and civilian employees. I believe that the people of the City of Bengaluru would embrace this concept of community policing and would do their part to make this effort succeed. Police with the help of NGO-Janagraha has started the process of aggressively implementing the community police concept and I believe that will be very beneficial for the Bengaluru Police Department and the citizens of the City of Bengaluru. I recommend that this police department should continue to put an emphasis on community policing in all the stations of the city, not only the city but all over the state and that the police officers diligently work at making this concept a reality to ensure the positive results all over the state.

Beat Patrolling is the most essential activity in the implementation of Community Policing. If Beat Patrolling fails nothing, then all the other activities of Community Policing doesn’t work properly. Most of the other activities towards implementation of the Community Policing are either directly or indirectly connected with the activities of the Beat Program and commitment and dedication of Beat Officer. Thus it becomes an very essential tool of Community Policing. Enhance the number of trainings to the beat officers focusing more on the personality development and communication skills.
Role of senior officers in the hierarchy is to monitor the progress of implementation and to create a favorable organization climate which promotes and encourages the Police official’s activity in the implementation and development of the Community Policing at field level. Ensure monthly targets based conduct of house visits and interaction activities.

Reviewing the meetings held at all the police stations regularly. All the issues and the problems of the last meeting should be discussed to ensure it is solved. Care should be taken to ensure that such monitoring and intervention do not lead to micro management of the field problems, which are entirely left to the local initiatives.

More of the women officers should be appointed to the community policing activities, because many of the people were accepted that they were more comfortable with the women officers.

Community policing requires an organizational transformation inside the law enforcement agency so that a set of basic values rather than mere actions guide the overall delivery of services to the community. Organizational transformation involves the integration of the community policing philosophy into the mission statement, policies and procedures, performance evaluations and hiring and promotional practices, training programs, and other systems and activities that define organizational culture and activities. In the community policing model, individual officers are given broader freedom to resolve concerns within their community. Individual officers are presumably the most familiar with their communities and are therefore in the best position to forge close ties with the community and create effective solutions. Community policing emphasizes employee participation; individual officers are given the authority to solve problems and make operational decisions suitable to their assignments. Officers are seen as generalists, not specialists.

We have already seen in the difference between the Community Policing and traditional policing in the earlier chapters. A separate wing of policing (Community Policing Stations) should be set up at least one in each district of the territory headed by one community policing officer. Main function of such policing will not only to prevent and detect crime and maintain law and order but to improve the
quality of life, assist the people in distress at any time. But main thing is this system should be totally free from the political interferences.

Various programmes must be held like quiz competition, traffic awareness programmes in schools colleges and residential associations, appreciating those who follows traffic rules and Road safety clubs must be formed in the areas prone of traffic jams. Media and Internet has an important part to play in strengthening the system of community policing. Massive use of televisions, advertisements, newspapers, journals, slogans, campaigning for the implementation of community policing will achieve the concrete relation between public and police.

Drives must be conducted against usage of drugs, alcohol, tobacco, students who are helping against fighting these evils of the society must be recognized and awarded to encourage other students too.

To increase the efficiency of policing, it should be observed that channels of communication and especially of feedback should remain perpetually open. Complaint boxes should be installed in prominent places throughout the areas where the illegal activities are in the higher side. This makes the approachability of the police increase.

Enhance the involvement of local NGOs like Janagraha, education institutes, youth clubs, in the various phases of the Community Policing like training, capacity building, planning, implementation, reporting and monitoring. And also involve service organizations like NSS (National Service Scheme), RSS ,NCC, and other social service groups to various activities of the Community Policing.

Expand the project to all the police stations in the city and state for better utilization of the Community Policing by general Public

5.5 Scope for further study

The present study just answer about the relationship of people and police and their views about Community Policing of certain police stations in Bengaluru. Further the can be done in all police stations of the city and other parts of the state as well. And also psychological concepts like stress, fatigue, anxiety and other issues of police personnel related to community policing can also be studied further. And in this study we only noticed the steps taken by the community police in prevention of crime,
further those steps can be analyzed and make developments. Many of new inventions are practicing by the community policing to control traffic problems, those can also be concentrated further. The corruption is also a major problem in the law enforcement agency all over the country, in the further studies of the community policing corruption can also be taken as an issue and many reforms can be made to overcome it.

5.6 Conclusion

Community Policing is being an very effective instrument in controlling crime in the modern society. Many of the developing countries like India and other developed countries are adopting Community Policing system, not only adopting and practicing, but in some places Community Policing is taken over and replaced the regular traditional policing system. After going through the review of literatures and the study done in the present research work, we can say that by the effective implementation of the Community Policing system in the society we can control crime rate in the society with the help of civilians police officials can easily carry out their duty. In our society people think that only police department do their duty to maintain law and order, maintain peace and harmony in the society, but sometimes general people also play a vital role of police officers to protect their life and property from the intruders.

In the present study we saw that relation between community policing and citizens in Bengaluru is good people and police very happy and satisfied with the initiation of the community policing in Bengaluru, NGO Janagraha is playing a vital role in implementation of community policing in Bengaluru city. With the help of Janagraha now there is a better understanding between police and community. Police have experienced that Community co-operation is good and people are behaving positively towards police and people are also not hesitant or afraid of police to approach police or to go and be part of Community Policing. Overall implementation of Community Policing had bought a good difference in the city and people and police say that community policing system is a successful venture and its been a best tool ever in the reduction in crime rate.

It can be concluded that Community Policing is being a very useful in the process of crime prevention, in most of the places it found successful, so it is very essential that community policing should be implemented in a major metropolitan
cities such as Mysore, Mangaluru, Hubli-Dharwad etc. This is the perfect opportunity to work with based organizations to bring about positive changes. One positive step towards expanding the program would be requiring long term commitment officers toward Community Policing, which allows the community to learn and understand their officers better as-well-as time for the officers to learn the community members. This can definitely bring a revolution in the field of policing.

Even though there concerns and limitations, it is clear that the philosophical, tactical and organizational characteristics of Community Based Policing had created a big contract of innovation in how police work is done and how people think about police. By seeing all this creativity and better changes in the law enforcement department driving people forward to be whole heartedly be a part of policing in there society, so we can say that if some adjustments are made according to their area, people, environment and crime patters, there is every reason to be confident about the possibility of improvement of Community Policing in the decades ahead. And it will definitely be a great reformation in the history of policing in India.

The role of Community Policing in prevention of crime should be taken into account seriously. One of the main reasons of failure of the terrorism in few states and constant tension of naxalities in states like Bihar, Andhra Pradesh, Assam and failure of checking of organized crime activities in some metropolitan cities is mainly due to lack of citizens co-operation. So, with the different and suitable schemes of Community Policing, people will be able to get and be close to policing and will be able to know their rights and duties towards their society. And it also a open fact that whatever tough or stringent anti-terrorism law may be enacted by the government to check terrorism and other social evils, direct involvement of the citizens to fight different types of problems in the society is the only way. Thus community policing will be a most effective alternative mechanism to keep society peace and tranquility in society and make a society safe and better place to live.