

JANAAGRAHA  
APPLIED  
RESEARCH  
PROGRAM

# SECURITY PERCEPTION INDEX

2013 Baseline Study

Published in India by  
***Janaagraha Centre for Citizenship and Democracy***  
4th Floor, UNI Building, Thimmaiah road,  
Vasanth nagar, Bangalore 560 052, India

First published in 2013  
ISBN -

**TEAM**

Ebony Bertorelli, Manager, Applied Research  
Akshay Yadav, Dashboard Development  
Major Gen. KR Prasad, Coordinator, Community Policing  
Santosh More, Manager, Community Policing  
Manjunath Gowda, Manager, Field Survey Team



# SECURITY PERCEPTION INDEX

2013 Baseline Study

## **ABOUT THE SECURITY PERCEPTION INDEX**

The Security Perception Index (SPI) measures the perceptions of citizens and police regarding crime and security in their neighbourhoods/areas of work, as well as the relationship between citizens and police. The SPI also seeks to provide a simple Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis by capturing what police and citizens feel has gone wrong in past efforts towards community based security, and, looking forward, what should be the mandate of the current Community Policing program. This last aspect of the SPI helps to inform the design of the program by both of its key stakeholders and it also provides a pathway for ownership of the program by police and citizens.

## **ABOUT COMMUNITY POLICING**

The Community Policing (CP) programme aims to create awareness and provide inputs to police and citizens towards working together to solve neighbourhood-level security and crime concerns. CP accomplishes this through harnessing participation from active citizen volunteers, or Area Suraksha Mitras (ASMs). The ASMs help maintain safety through: providing support and information to fellow citizens, liaising with police to hold community meetings, and monitoring and reporting security concerns to local police. The central goal of the CP program is for ASMs to become catalysts for solving neighbourhood crime and safety issues, and for citizens and police to form a strong and cooperative relationship to make our streets safer.

## ABOUT JANAAGRAHA

Janaagraha is a non-profit organization based in Bangalore, India. It works with citizens and the government to improve the quality of life in India cities and towns.

Janaagraha defines Quality of life as having two aspects:

- 1 The quality of infrastructure and services – our roads and transport networks, water supply, garbage and waste systems, etc.
- 2 The quality of citizenship: the extent to which we as residents of our cities recognize our role and take ownership over our neighbourhoods.

Janaagraha recognizes that transforming Quality of Life in urban India will require systemic changes. Over the past eleven years, Janaagraha has gained the knowledge and expertise, to create these changes. Janaagraha's initiatives have not only brought the organization recognition for being a leading civil society organization on governance and systems reforms in the country, but also for working towards practical solutions.

Community Policing Advisory Group  
Community Policing Leadership  
Executive Summary  
Community Policing in the Indian Context  
Community Policing at Janaagraha  
Research Methods  
Selection of the Location  
Construction of the Sample  
Selection of the Officers  
Selection of the Citizens  
Construction of the Questionnaire  
Implementation of the Survey  
Entry and Cleaning of the Data  
Coding of Open-Ended Questions  
Interactive SPI Data Dashboard  
Key Findings  
Perception of Crime and Security  
Perception of the Police System  
Perception of the Role of the Police  
Perception of Police/Citizen Relations  
Perception of Community Based Security Programs  
Identification of Mandate for Community Policing  
Works Cited  
Appendix 1 | Security Perception Index Questionnaire: Police  
Appendix 2 | Security Perception Index Questionnaire: Citizens

# JANAAGRAHA COMMUNITY POLICING ADVISORY GROUP



■ **Mr PKH Tharakan**  
Former DG and IGP Kerala  
Former Advisor to Governor of Karnataka



■ **Dr Ajai Kumar Singh**  
Former DG and IGP Karnataka



■ **Dr S T Ramesh**  
Former DG and IGP Karnataka



■ **Mr Jacob Punnoose**  
Former DG and IGP Kerala

# EXECUTIVE SUMMARY

The Janaagraha Centre for Citizenship and Democracy and the Bangalore City Police have formed a partnership to pilot a Community Policing program in seven police stations in Bangalore. In order to inform the design of the program and create ownership of the program among police and citizens, a Security Perception Index (SPI) was conducted in all seven areas. The SPI measures the perceptions of citizens and police regarding crime and security in their neighbourhoods/areas of work, the relationship between citizens and police, and captures what police and citizens feel has gone wrong in past efforts towards community based security and what the mandate should be of the future Community Policing program.

In terms of the key findings, in general the perception of crime and safety among both police and citizens is that crime has increased both in the long-term as well as the short-term. In the long-term, almost identical percentages of citizens and police feel that there has been an increase in crime, whereas in the short-term citizens find that crime has increased on the whole approximately ten percentage points more than the police. In regards to perception of threat from crime and occurrence of crime, there is a significant amount of consensus among police and citizens. The top 5 crimes that emerged among police are: theft, domestic violence, chain snatching, drunkenness, and kidnapping (in occurrence of crime as opposed to threat of crime, kidnapping is replaced by physical assault). For citizens, the top 5 crimes are: theft, chain snatching, negligent driving, drunkenness and domestic violence. However, domestic violence is seen as less of a high threat than it is as 'some threat' (9% of people believe it is a high threat compared to 35% of people believing it is some threat). Overall, there is a positive perception among citizens and police regarding crime reporting, willingness to report a range of crimes beyond major issues, confidence in police ability to combat crime, and a low rate of 'fear of

the police' among citizens. However, barriers to reporting crime exist, and specifically there is a general perception that police will only work effectively if powerful connections are used. Unfortunately, an awareness of these barriers by the police is low.

A less positive picture emerged regarding whether police processes are equitable, as well as a lack of awareness among citizens of the need for greater human and fiscal/resource capacity for police. The clear barrier that emerged between citizens and police is a lack of trust and respect for the role of police.

The report puts forward that one of the key factors resulting in this barrier may have to do with the stark gap in meaningful and intimate communication/interaction between police and citizens. Although the SPI finds that in general on a frequent basis police are actively present in the neighbourhoods and communities surveyed, the more meaningful and substantial opportunities for interaction have been far less. Consequently, although police feel they have a strong community presence and that they know the people in their area well, the largest percentage of citizens surveyed feel disconnected from them. Yet, the SPI also finds that when interaction does occur, it is generally cooperative. The picture that this data then creates is that there exists an excellent starting ground to build strong and sustainable police-citizen relations.

A gendered trend emerged within the SPI, illustrating that women are less likely to report crimes, have greater fear of the police, and are less likely to engage in Community Policing as an ASM. Therefore, it is suggested that gender-sensitivity training be a priority for police and encouragement and communication regarding crime and security targeted towards women be a priority in communities.



# ■ ■ ■ Community Policing is not a panacea for wiping-out all neighbourhood level threats and grievances, but one tool to address critical concerns.

---

There is also a large gap between police and citizens on the perception of resource constraints on police. Whereas a strong majority of police feel this is a serious issue, a smaller percentage of citizens feel this is an area of need. Clear messaging and awareness regarding this issue should be given to communities.

Geography also plays a critical role in the findings of the SPI and needs to be taken into key consideration regarding program design. The differences between data by area should be analysed closely, and area-specific modifications should be made for each piloted area so that specific issues between police and citizens are acknowledged and addressed.

In general, a few clear geographic trends emerged. Perception of level of threat and occurrence of crime are highest in Banaswadi and Jnanbharathi and lowest in Yelahanka. Relatedly, resource constraints were most clearly stated by the police in Banaswadi and Jnanbharathi. In Jnanbharathi, Banaswadi, to a lesser extent Madiwala, Rajgopal Nagar and Yelahanka, mistrust in the fairness of police processes also stands out. However, in Yelahanka higher than average levels of a positive perception of crime/security and the police generally emerged.

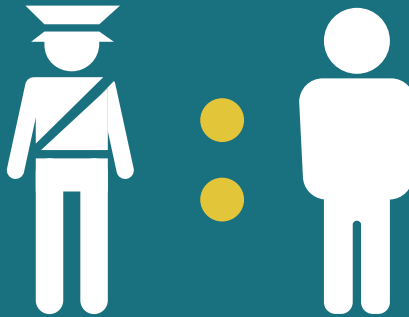
When looking towards the future for Community Policing implementation, both police and citizens were in alignment, as a strong majority felt that a Community Policing program would be an effective intervention for their neighbourhood. For police and citizens that were aware of past Community Policing programs, there is a largely positive opinion of these. However, an extremely low percentage of citizens were aware of past programs compared to a higher percentage of police. Therefore, communication of the current program needs to be widespread and engaging.

In terms of program design, police and citizens share the vision that Community Policing should create better relations as well as create a sense of awareness and knowledge among communities about crime and security. While police favour the program as a means to capacity-build, and focus strongly on the inputs that the program will need to be successful in the long-term, citizens put more attention on the deliverables, pointing to specific threats that they would like the program to address.

In order to create citizen engagement with the program on a sustainable basis, expectations on the ability of Community Policing to decrease crimes should be discussed at the outset of the program, so that these can be reasonable and moderate. It should be stated that Community Policing is not a panacea for wiping-out all neighbourhood level threats and grievances, but one tool to address critical concerns. In regards to police, if their ownership is to be secured in the long-term, it is important that the fiscal and institutional inputs they feel are required be given serious consideration. Again, Community Policing is one tool in a box of tools that exist to achieve desired impacts on crime and security and citizen-police relations. However, supported by police perception, if the tool is to successfully 'fix', it needs to be supported by an institutional and policy-framework that addresses external, but related issues which will allow the program to function smoothly.

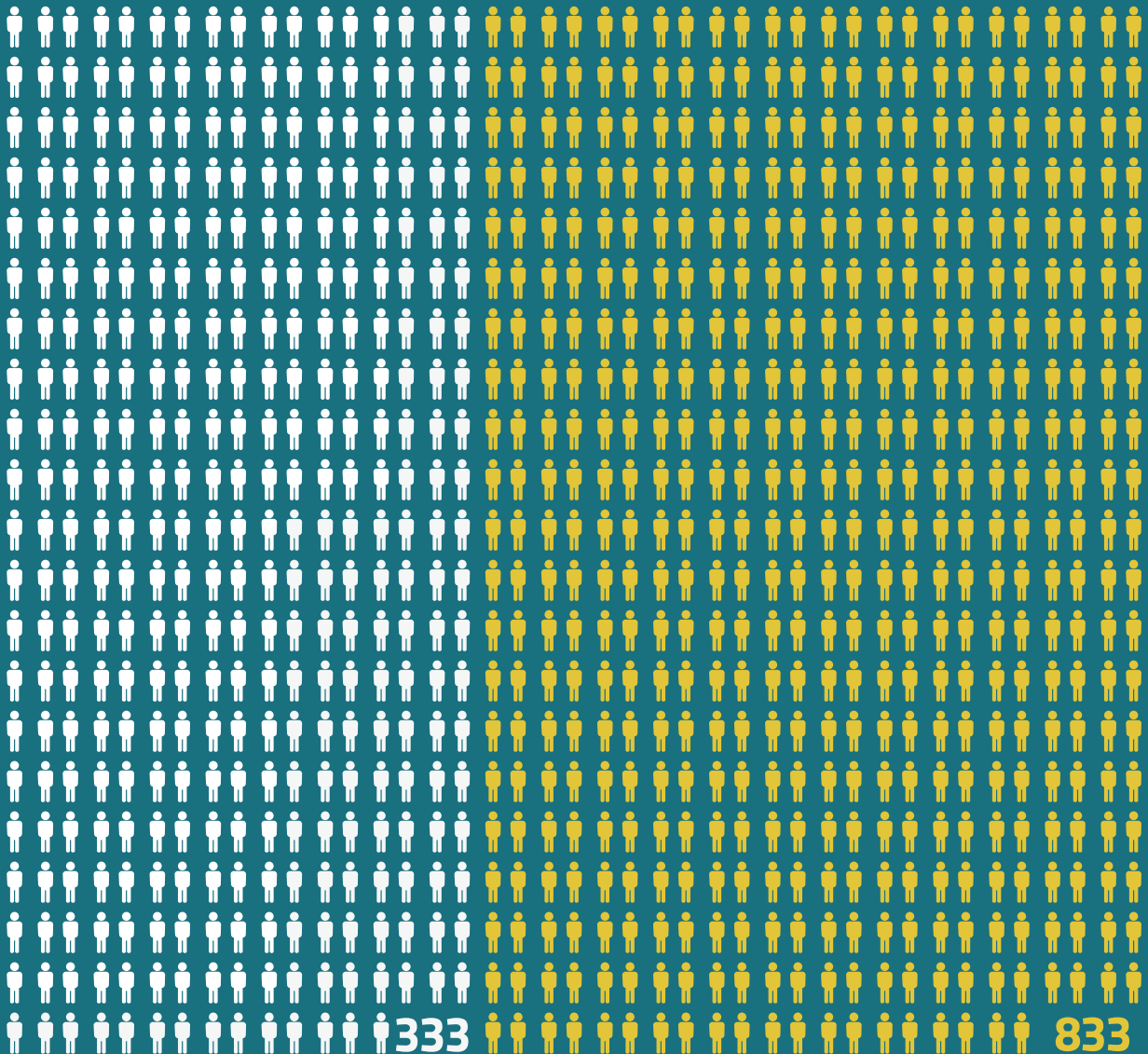
# POLICE : CITIZEN

(Global to Karnataka comparison)



Global average ratio **1:333**

Karnataka ratio **1:833**



---

# COMMUNITY POLICING IN THE INDIAN CONTEXT

---



As of 2012, the  
Indian ratio is  
one police officer  
per **761** civilians



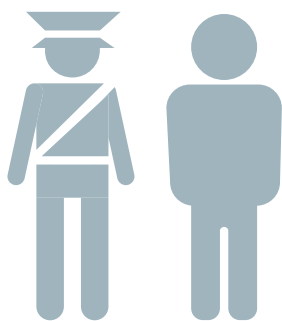
and in  
Karnataka it is  
one police  
officer per **833**  
civilians.

The policing system in India faces significant hurdles which are tangled throughout a labyrinth of issue areas, including: arcane legislative frameworks, immense human and fiscal under-resourcing, poor civic-police interfacing, and various inefficient internal processes.<sup>1</sup>

The central piece of legislation on which the current Indian Police System is based began with the British-penned Police Act of 1861 and ends there still today.<sup>2</sup> Relics from this era include the open discouragement of building good relations with the public and a highly centralized system, where station-level police are accountable solely to a team of senior officers, who themselves report to the state-level director general of police who reports to the elected state chief minister.<sup>3</sup>

In terms of human resources, the attention to the development of skill-sets remains extremely weak. Hired mainly on the basis of physical traits such as chest width and height, Constables are not required to possess over and above a 10th standard education.<sup>4</sup> Once in the force little opportunity exists for advancement of technical and soft-skills, as well as formal recognition for efficient and effective work. Adding to this, police are de jure expected to work 24 hours a day, seven days a week.<sup>5</sup>

Police are not simply over-taxed due to overwhelming expectation, they are also woefully understaffed. As stated by the United Nations, the minimum accepted police to citizen ratio is one police officer per two-hundred civilians, and the global average is one police officer per 333 civilians.<sup>6</sup> As of 2012, the Indian ratio is one police officer per 761 civilians, and in Karnataka it is one police officer per 833 civilians.<sup>7</sup>



**Community Policing** has risen as a clear example of attainable change to repair and energize civic-police relations, provide impetus towards accountability, and provide basic support to an over-taxed work-force.

Lastly, the relationship between police and citizens in India is commonly considered to be poor. Research that has been conducted on this issue substantiates stereotypes of mistrust, fear, and enmity between police and citizens.<sup>8</sup> As succinctly stated by the Bureau of Police Research and Development, “police community relations in India are normally, brief, contextual, and even negative in nature”.<sup>9</sup> All of these challenges are not news to the police nor to other interested parties, many of whom have pushed for movement forward beginning in 1977 with a series of reform commissions, the establishment of a committee at the national level, and when all else seemed to fail, a Supreme Court case (Prakash Singh Vs. Union of India).<sup>10</sup> Unfortunately, to date very few recommendations have been implemented, resulting in a fatalistic pronouncement by many on whether the will, or even the ability to reform, exists.<sup>11</sup>

However, although comprehensive reform has not come to pass, meaningful action on a smaller scale has occurred. As part of the efforts towards improvement, Community Policing has risen as a clear example of attainable change to repair and energize civic-police relations, provide impetus towards accountability, and provide basic support to an over-taxed work-force.

Community Policing is essentially the union of police officers and citizens working together to address community-based security issues while at the same time enhancing the relationship and level of trust between police and citizens through sustained communication and nonemergency based interaction.<sup>12</sup> As Trojanowicz and Bucqueroux state, “Community Policing rests on the belief that only by working together will people and the police be able to improve the quality of life in the community, with the police not only as enforcers, but also as advisors, facilitators, and supporters of the new community-based, police-supervised initiatives”.<sup>13</sup>

The last forty years have seen implementation of Community Policing in various countries and cities across the world. In India, Community Policing has been incorporated in to the Police Acts of Assam, Kerala, and Chhattisgarh. As Kumar notes, it has also been implemented through such examples as the Mohalla committees of Maharashtra, people’s policing

committees in Himachal Pradesh, neighbourhood watch schemes in New Delhi, and Community Policing in Trichy.<sup>14</sup> Research conducted on the Kerala Community Policing program, known as Janamaithri Suraksha, has demonstrated rapid results at ameliorating police-civic relations through "greater accessibility, better behaviour of police, greater sense of security among the populace, and better perception of police".<sup>15</sup>

Given the positive impacts, both for police and citizens, of Community Policing the continued implementation and research of such initiatives is critical. This is particularly salient in a context such as India's, where reforms are badly needed, but the sclerotic nature of the institution and the vagaries of the policy-making machinery create real and persistent barriers to wide-scale change. In this way, although Community Policing is not a panacea for reform, it is an important and meaningful pathway for real change.

---

## FOOTNOTES

- [1] A.V. Bannerjee et al. "Can Institutions be Reformed From Within? Evidence from a Randomized Experiment with the Rajasthan Police", 2012; Bureau of Police Research & Development, "Model Police Manual", 2006; Human Rights Watch "Broken System: Dysfunction, Abuse, and Impunity in the India Police", 2009; E. Kolsky "Colonial Justice in British India" 2011; H. S. Sidhu "Management of Reforms in Police – A Study at District Level", 2004; Vinod, Kumar "Impact of Community Policing on Public Satisfaction and Perception of Police: Findings from India", 2012
- [2] E. Kolsky "Colonial Justice in British India" 2011, A.V. Bannerjee et al. "Can Institutions be Reformed From Within? Evidence from a Randomized Experiment with the Rajasthan Police", 2012, Vinod, Kumar "Impact of Community Policing on Public Satisfaction and Perception of Police: Findings from India", 2012
- [3] E. Kolsky "Colonial Justice in British India" 2011; Bureau of Police Research & Development, "Model Police Manual", 2006
- [4] A.V. Bannerjee et al. "Can Institutions be Reformed From Within? Evidence from a Randomized Experiment with the Rajasthan Police", 2012
- [5] Ibid
- [6] European Institute for Crime Prevention And Control "International Statistics on Crime and Justice", 2010;
- [7] Bureau of Police Research & Development "Data on Police Organisations in IndiaAs on January 1, 2012", 2012
- [8] A.V. Bannerjee et al. "Can Institutions be Reformed From Within? Evidence from a Randomized Experiment with the Rajasthan Police", 2012, Vinod,
- [9] Kumar "Impact of Community Policing on Public Satisfaction and Perception of Police: Findings from India", 2012; Bureau of Police Research & Development, "Model Police Manual", 2006; Human Rights Watch "Broken System: Dysfunction, Abuse, and Impunity in the India Police", 2009
- [10] A.V. Bannerjee et al. "Can Institutions be Reformed From Within? Evidence from a Randomized Experiment with the Rajasthan Police", 2012; H. S. Sidhu "Management of Reforms in Police – A Study at District Level", 2004
- [11] A.V. Bannerjee et al. "Can Institutions be Reformed From Within? Evidence from a Randomized Experiment with the Rajasthan Police", 2012
- [12] Vinod, Kumar "Impact of Community Policing on Public Satisfaction and Perception of Police: Findings from India", 2012; Mishra, V., Community Policing. Misnomer or Fact?, 2011; Ponsaers, P." Reading about "Community (Oriented) Policing" and Police Models", 2001; J.H. Skolnic et al. "Theme and Variation in Community Policing", 1988; R Trojanowicz et al. "Community Policing: A Contemporary Perspective", 1990; T.R. Tyler "Enhancing Police Legitimacy", 2004
- [13] R Trojanowicz et al. "Community Policing: A Contemporary Perspective", 1990
- [14] Vinod, Kumar "Impact of Community Policing on Public Satisfaction and Perception of Police: Findings from India", 2012
- [15] Ibid

BANGALORE  
CITY POLICE



Advisory  
committe

Janasuraksha Samithi



Police



ASMs

---

# COMMUNITY POLICING AT JANAAGRAHA

---

With the goal of creating a partnership to begin Community Policing in Bangalore, on July 6th, 2012 the Janaagraha Community Policing team met with stakeholders from the Government of Karnataka, the Karnataka Police, and Bangalore Police to formalize a partnership. A partnership was formed between the Bangalore City Police and Janaagraha to undertake a pilot of Community Policing in seven police stations in Bangalore. Janaagraha was tasked with monitoring and evaluating the impact of the program.

Following the meeting, a government order was issued on July 20th, 2013 indicating the seven chosen police stations for the launch the pilot. After the issuance of the order, the Janaagraha team met with the Joint Commissioner of Police to plan the way forward. It was decided that the first step would be to conduct a baseline Security Perception Index (SPI) survey to measure the perceptions of citizens and police regarding the safety and security of their areas, the relationship between police and citizens, as well as Community Policing. Following the baseline SPI, citizen volunteers, known as Area Suraksha Mitras (ASMs), are to be mobilized and trained along with the Police personnel. In addition, area based committees, known as JanaSuraksha Samithis (JSSs), are to be formed. JSSs will constitute 35-40 ASMs and police personnel of the concerned police station areas. Lastly, following the implementation of the Community Policing program, midline and endline surveys at the 6 month point and 12 month point respectively will be conducted in order to measure the impact of the program on police and citizens SPI.

The following report will detail the methodology of the baseline SPI, and the overall results and key findings.

---

## Madivala Police Station Limits Map



Figure 1.1:  
Map of Madivala police station catchment area

## Madivala Police Station Beat Map



Figure 1.2:  
Sub-beats of beat number one of Madivala police station

# RESEARCH METHODS

## Selection of the Location

Location selection for the implementation of the SPI was pre-determined. Bangalore is made up of seven police zones, for the Community Policing pilot, one police station from each zone was designated by the Bangalore City Police. These stations were used as the location for conducting the police survey. As for the location selection for the citizen survey, a selection of households was chosen from each beat under the jurisdiction of the chosen stations (see figure 1.1 and 1.2). This would allow for a direct comparison of police SPI to citizen SPI on a geographic-wise manner.

In terms of household selection, convenience sampling was used in each sub-area of the beat (see figure 1.2) with a stipulation that a comparative number of individuals would be selected from each beat, and a comparative number of individuals from each sub-beat. In terms of respondent sampling, again a convenience method was used whereby the only criteria were that the respondent should be above the age of 18.

## Construction of the Sample

### Selection of the Officers

The total sampling universe of police from the seven stations was 597. To draw a representative sample a confidence level of 95% and a confidence interval of .03 were utilized, giving a sample size of 384.

Table 1 illustrates the breakup of the personnel among the seven selected stations.



■ Table 1: Break-down of personnel by police station

Police stations	PC	HC	ASI	PSI	PI	Total
Jnanabharathinagar	35	12	6	2	1	56
Banasawadi	42	16	9	4	1	72
Yelahanka	54	16	10	2	1	83
JP Nagar	54	16	10	2	1	83
Ashok Nagar	64	22	12	4	1	103
Madivala	66	25	11	3	1	106
Rajagopal Nagar	61	21	9	2	1	94

To represent the ratio of the personnel break-up 56 police personnel were chosen from each station. Table 2 illustrates the selection of officers to achieve the total sample size.

■ Table 2: Number of personnel by type taken from each police station

No. of police constables	No. of head constables	No.of Assistant Sub-inspectors	No.of Police Sub-inspectors	No.of Circle Inspectors
35	12	6	2	1

Lastly, the selection of the specific respondents was a convenience sample based on an invitation from the head of the station for the survey team to come and conduct interviews with whoever was available at the station at that particular time. Interviews for each station were conducted in three sessions: morning, afternoon, and evening to ensure that officers who would be available at certain shifts would not be consistently missed.

### Selection of the Citizens

The total sampling universe of citizens from the seven station areas was 320,000. Table 3 illustrates the breakup of the citizens among the seven selected station areas. To draw a representative sample a confidence level of 95% and a confidence interval of .04 were utilized, giving a sample of 600.

Table 3: Civilian population in by police station catchment area

Police stations	Population
Jnanabharathinagar	175000
Banasawadi	450000
Yelahanka	350000
JP Nagar	750000
Ashok Nagar	350000
Madivala	700000
Rajagopal Nagar	480000

For ease in ensuring even spread across police-station areas and beats within police stations, approximately 100 respondents were chosen per police station area giving a final sample of 716 (which provides a confidence interval of  $\pm 3.6$ ). The breakup of the sample according to the police station area is illustrated in Table 4.

Table 4: Civilian sample break-down by police station and police beat

Police stations	Number of Beats	Sample size	Respondents covered per beat
Jnanabharathinagar	8	104	13
Banasawadi	10	100	10
Yelahanka	8	104	13
JP Nagar	10	100	10
Ashok Nagar	8	104	13
Madivala	6	102	17
Rajagopal Nagar	6	102	17

Fig 2: Training session in the office of Janaagraha



Fig 3: Meeting in the office of the Joint Commissioner of Police



## Construction of the Questionnaire

Two questionnaires were constructed for the SPI- one specific to the police and one specific to citizens (see Appendix 1 and Appendix 2). The questionnaires were designed to provide comparative insight into the following four buckets: 1) perception of crime and security 2) perception of the police role/system 3) perception of community based security programs 4) identification of mandate for Community Policing. In addition to comparative analysis, some questions were included across the buckets which were not comparable across surveys and gave specific insight into police perceptions/activities and citizen perceptions/activities.

Questions for the surveys were drawn from three sources and were adapted for the specific survey. Questions were drawn from a previous iteration of the SPI which Janaagraha conducted in January, 2012. Questions were also drawn and adapted from questionnaires circulated to Janaagraha by a researcher from the Abdul Latif Jameel Poverty Action Lab (J-PAL), who had worked on surveys of the police and citizens in Rajasthan with similar themes.

Questionnaires went for feedback and review to the Community Policing Advisory Group, the Joint Commissioner of Police, and the professors at the Institute of Social and Economic Change.

## Questionnaire Training

The field team that was used to conduct the surveys was an in-house team, which had a good understanding of the local language, extensive experience on-field and was thus culturally sensitive. This team received a two-day training in which each question in the questionnaire was gone over to ensure understanding. Basic survey training was also given in regards to survey bias and human subject ethics.

Figure 4: Station meeting to sensitize officers



## Implementation of the Survey

Before the survey, a meeting was called at the office of Joint commissioner of Police November 9th 2012, with the Assistant Commissioner of Police and the Police Inspectors of the concerned Police stations. The meeting provided a briefing about the program and the SPI survey, it also sought to ensure that cooperation was present before the survey was conducted. Lastly, it was also decided that Janaagraha will send its representatives to all the concerned police stations to brief the station officers regarding the program and the objectives of the SPI.

The field team were then dispatched to the police stations to sensitize the police personnel. Two field associates were allocated one police station area. The sensitization meeting, which was spread across 3 days, scheduled as per the convenience of station personnel, was attended by all the Constables, Head Constables, Assistant Inspectors, Police sub-Inspectors and the Police Inspectors in all the targeted areas. During the following weeks the survey was conducted.

The survey duration was 15th-22nd of November, 2012 at the rate of 10 surveys per day with the help of two resources per police station. On an average one survey took 1 hour to complete.

Following the police survey, the citizen's survey was conducted, with no prior engagement with selected citizens. Before the start of the citizen's survey, all the surveyors were given a letter signed by the program manager of Community Policing and the concerned SHO of the Police station area falling under the area of responsibility of the surveyor. The survey spanned from July 12th- 18th, 2012. For both of the survey's de-briefings were held after the first day of implementation, where the field team was asked to report to office, to share their challenges, to explain their field experiences with the larger group and to find solutions collectively. These de-briefings were organized twice a week. On field support was also given during both surveys. The field manager of the program visited the surveyors on a daily

Figure 5: Administering Police Survey



basis to provide support regarding any difficulties that the surveyors might be facing. Each day of the survey one of the police station areas was covered by the field manager. Lastly, surveyors were instructed to clarify any concerns or questions through a phone call to the field manager. The field team were provided with a toll-free office helpline number and the number of the program manager.

## Entry and Cleaning of the Data

Both of the surveys were conducted on paper. A data-entry team of four data entry operators were used to input the data into a database. Data-entry was monitored using several mechanisms:

- a. A check-in and check-out system to ensure that there was a record of which operator had handled which surveys.
- b. Cross-verification of entered data by another data entry operator to ensure the minimization of errors.
- c. Random verification of data by the managers

## Coding of Open-Ended Questions

All of the open-ended questions in the two surveys underwent a coding process so that the narrative answers could be used along with the closed-ended data. Answers to all open-ended questions were entered into a spread-sheet and for each question every answer was read to gain the central theme. Theme buckets were created for each question, the buckets that could be collapsed were collapsed, and the top 5-10 themes for each question were given a corresponding code. For those answers that could not fit into the 5-10 theme buckets, they were placed into an 'other' category. If an answer spanned across buckets, the answer received more than one code. In this way the data was treated as prime rather than the respondent. The corresponding codes could then be manipulated in the same manner as the closed-ended questions.

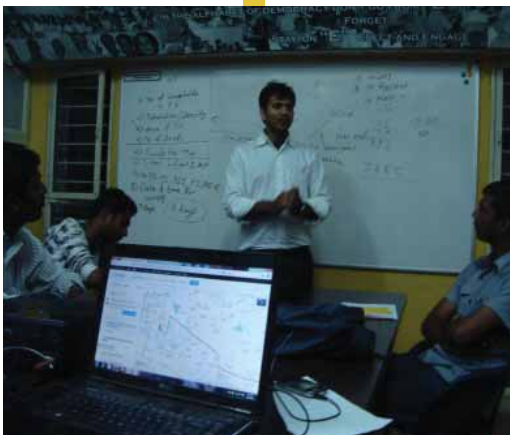


Figure 6: De-brief session





## KEY FINDINGS

Data from the SPI is available in an interactive dashboard on the CD attached to the report. The below analysis will be referring to this dashboard. Details of each graph will not be discussed in this report; however, key findings and critical trends will be pulled from the dashboard and presented in the following breakdown.

### Perception of Crime and Security

An important part of creating a strategy to increase citizen's security is firmly grounded in understanding citizen perception on crime and security in their neighbourhoods. Perception of crime and security is different from crime statistics because it is the subjective opinion of individuals regarding their fears and their interpretation of events on the ground. These perceptions may be influenced by actual crime statistics; however, perception and objective incidences are not mutually dependent. For example, to conclude that a Community Policing program should focus on the prevention of chain-snatching due to high incidences of this crime may not effectively increase citizen's feelings of safety and security, if the citizens themselves do not see chain-snatching as a threat.

The questions in this bucket focus on perception of threat and perception of level of occurrence of threat. Due to fact that these questions were asked of both police and citizens, this bucket also provides a comparative analysis to understand the extent that police and citizens align on their perception of crime and safety.

The general perception of crime and safety among both police and citizens is that crime has increased both in the long-term (over ten years) as well as the short-term (over three years) [see figure 7]. In the long-term, almost identical percentages of citizen and police feel there has been an increase in crime, whereas in the short-term citizens find that crime has increased on the whole approximately ten percentage points more than the police. As police are generally more sensitized to actual crime rates, due to their briefings and their activity on the ground, they have more contexts to base their perception on. It is more likely that citizen's perceptions regarding crime are based on local occurrences of crime in their immediate social circle as well as information from media. Thus, if the police find there is a large disconnect between 'actual' rates of crime increase and citizens perceptions, having greater disclosure of crime records and rates in the public domain, and/or more public conversations on this information may be a useful exercise.

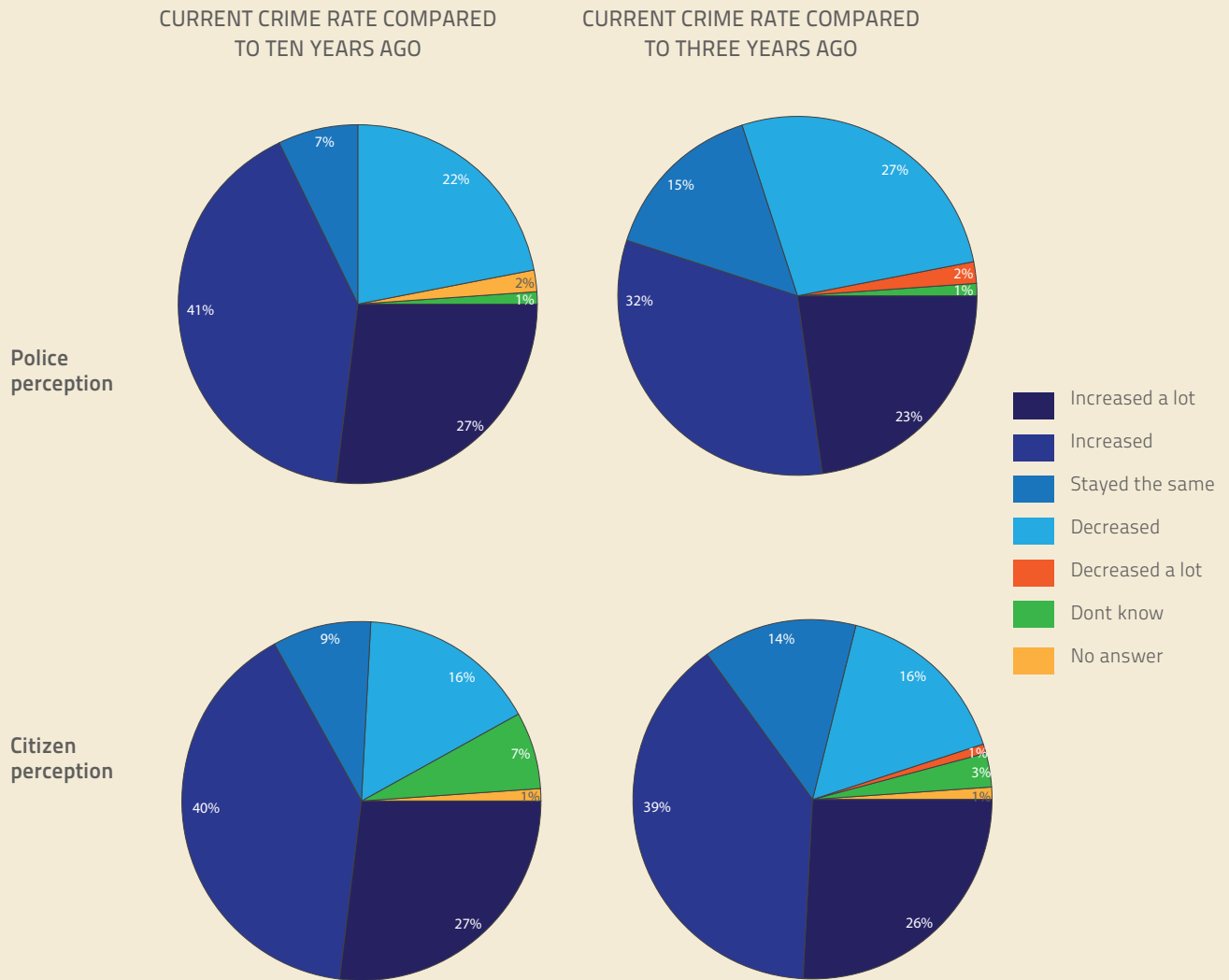
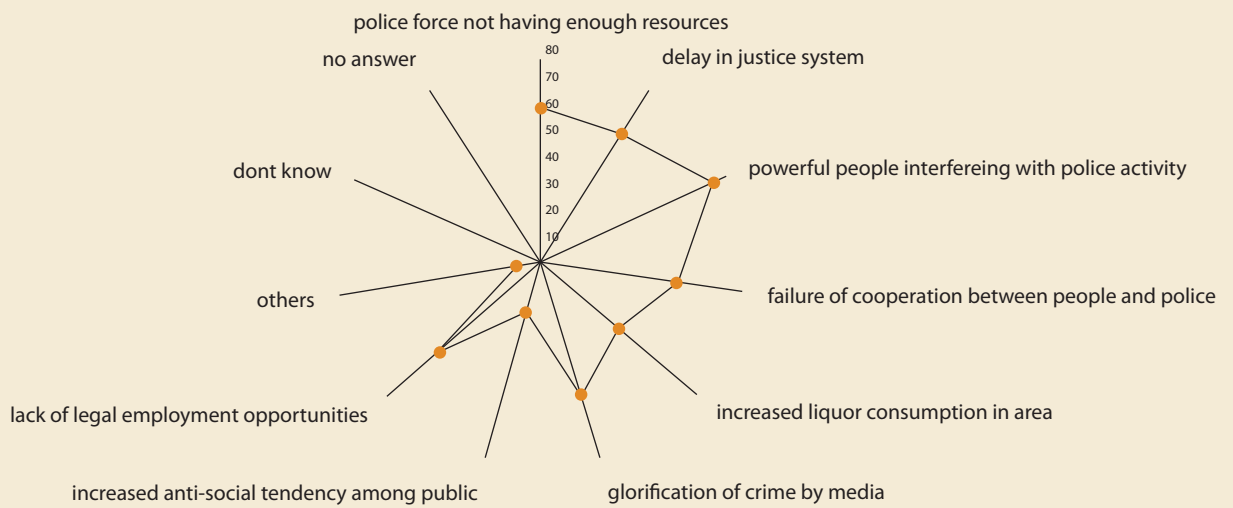


Figure 7

In terms of targeting what has caused this increase, a significant number of police and citizens point to a delay in the justice system (63% across groups) and a lack of resources for police (67%, 64%) [see figure 8]. However, the largest number of citizens point to powerful people interfering in police activity (71%), whereas the majority of police cite resources as the central issue (67%). Lastly, among police, the third strongest issue to emerge is lack of legal employment opportunities (61% compared to 49% among citizens). All of these issues represent structural challenges that require more research to validate, and would then need to be moved at the policy-level for change. Even the perceived influence of powerful people could be impacted (both actually and perceptually) by ensuring greater decentralization and transparency and accountability in police-policy decisions and practices.



**POLICE PERCEPTION FOR CRIME 'INCREASING/INCREASING A LOT'**  
 Percentage w.r.t respondents who felt crime increased/ increased a lot



**CITIZEN PERCEPTION FOR CRIME 'INCREASING/INCREASING A LOT'**  
 Percentage w.r.t respondents who felt crime increased/ increased a lot

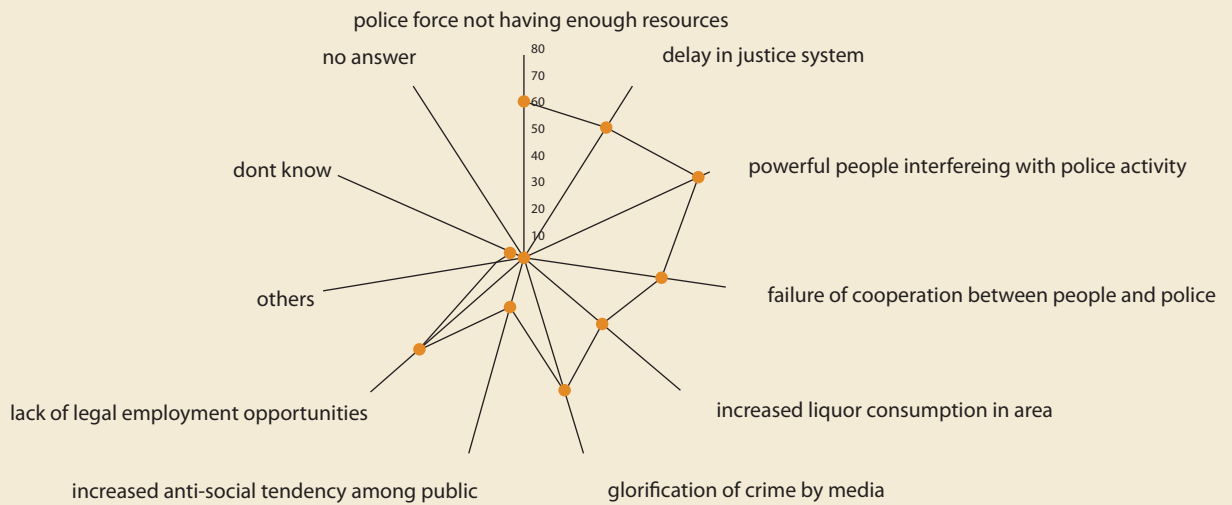
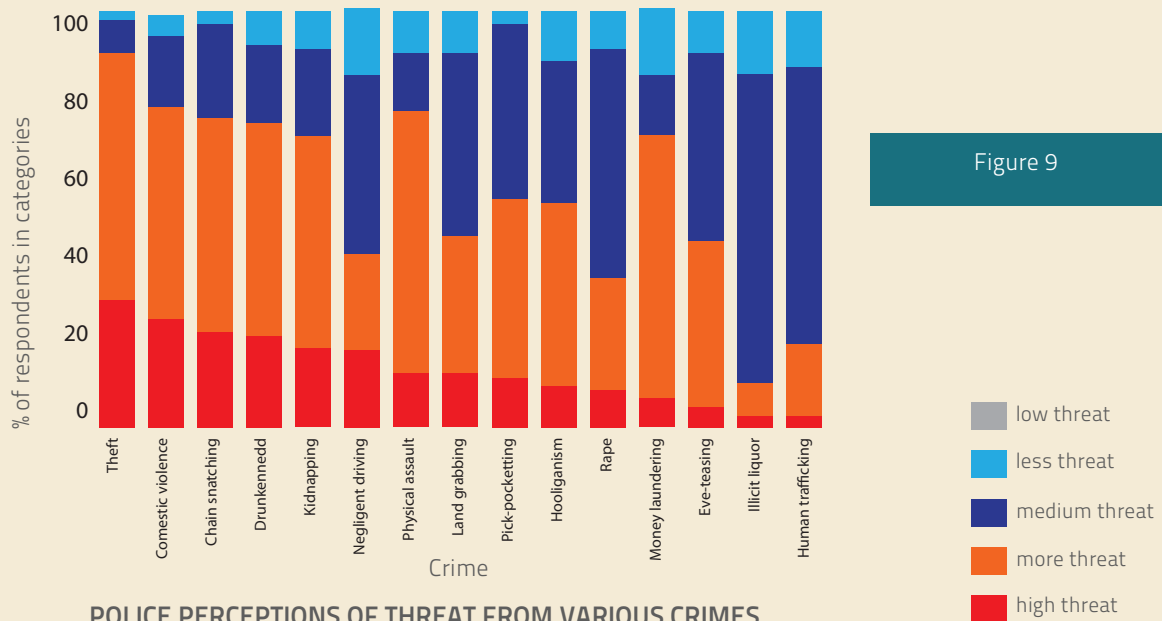


Figure 8

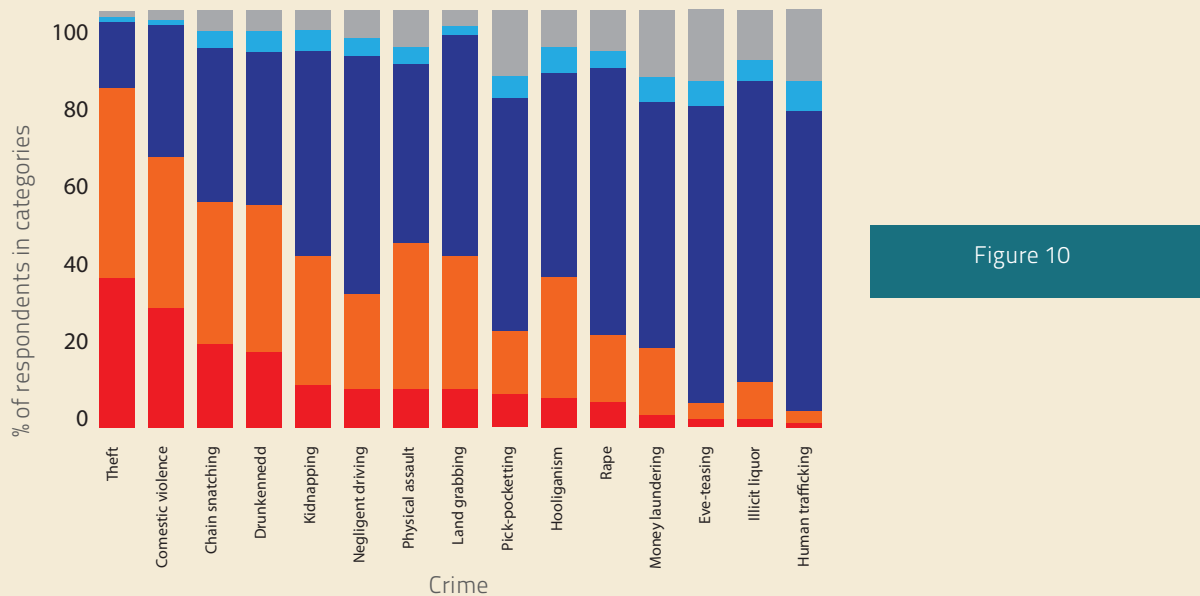
### POLICE PERCEPTIONS OF THREAT FROM VARIOUS CRIMES

Percentage distribution of responses of all respondents in all locations



### POLICE PERCEPTIONS OF THREAT FROM VARIOUS CRIMES

Percentage distribution of responses of all respondents in all locations



**For citizens, the top 5 crimes are: theft, chain snatching, negligent driving, drunkenness and domestic violence.**

In regards to perception of threat from crime and occurrence of crime, there is a significant amount of consensus among police and citizens [see figure 9-10]. The top 5 crimes that emerged for police are: theft, domestic violence, chain snatching, drunkenness, and kidnapping (in occurrence of crime as opposed to threat of crime, kidnapping is replaced by physical assault). For citizens, the top 5 crimes are: theft, chain snatching, negligent driving, drunkenness and domestic violence. However, domestic violence is seen as less of a high threat than it is as 'some threat' (9% of people believe it is a high threat compared to 35% of people believing it is some threat).

**POLICE PERCEPTIONS OF THREAT FROM VARIOUS CRIMES**  
Percentage distribution of responses of all respondents across all locations

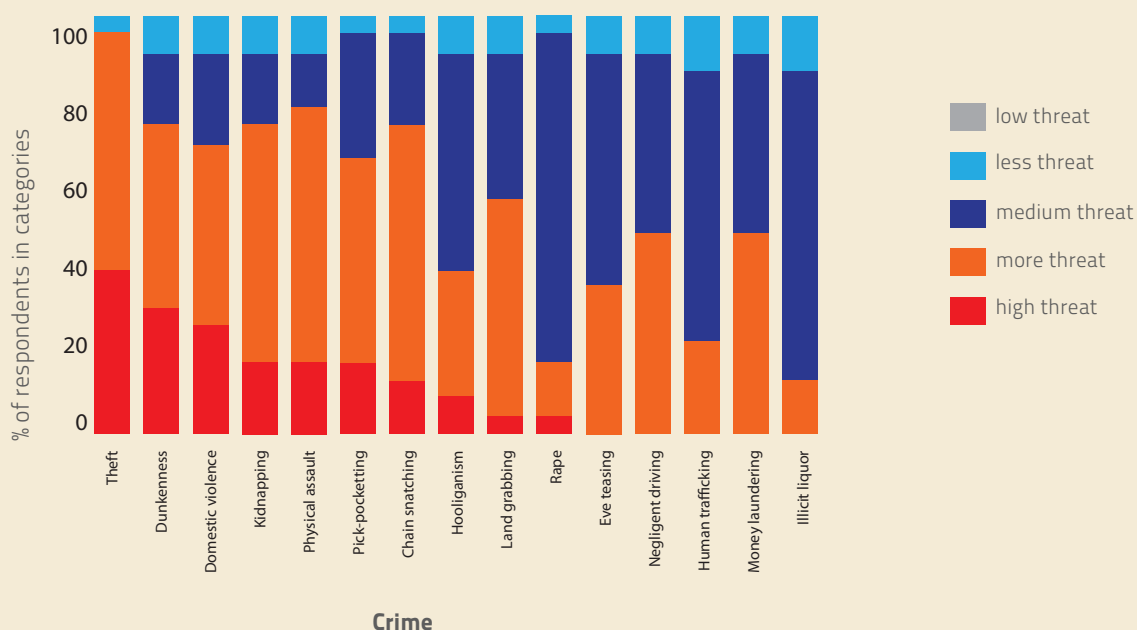


Figure 11

**Rape, domestic violence, and physical assault among female citizens must be analysed in the context that these crimes disproportionately affect women.**

In regards to perceived threat of crime, there is a slight gendered trend, with female police believing that drunkenness and physical assault are larger threats than the general population of police. There is no gendered trend for threat among citizens [see figure 11]. Importantly, low percentages of perception threat/occurrence of rape, domestic violence, and physical assault among female citizens must be analysed in the context that these crimes disproportionately affect women and are also socially stigmatized. Given this and the fact that all members of the survey team were male, female respondents may be reluctant to report threat and occurrence of physical assault, domestic violence, and rape.

**CITIZEN PERCEPTIONS OF THREAT FROM VARIOUS CRIMES**  
Percentage distribution of responses of all respondents in in Yelahanka

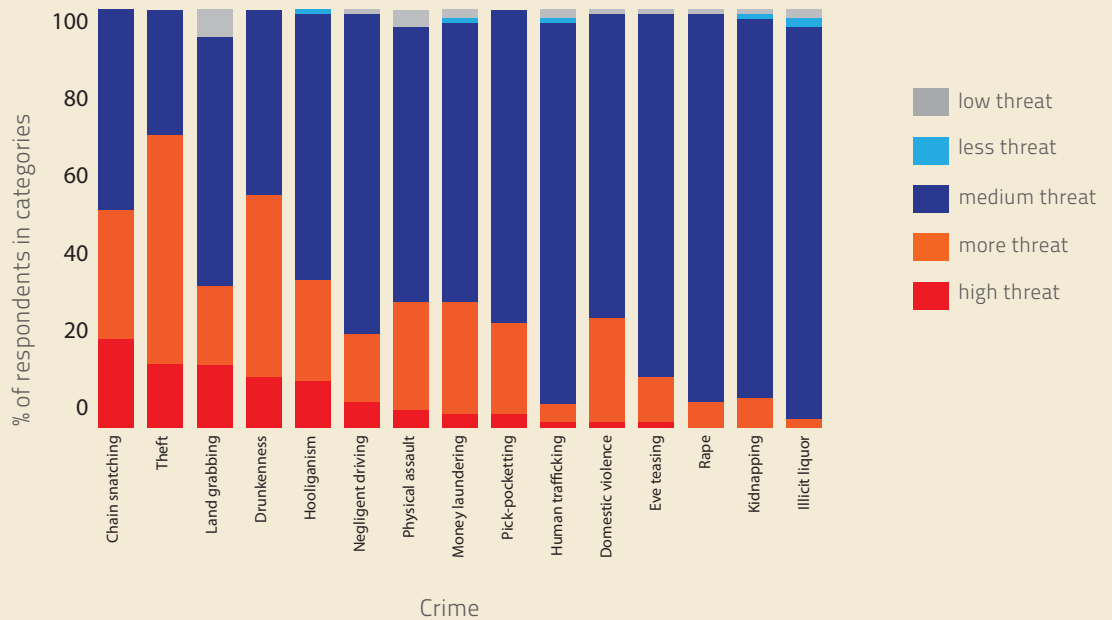


Figure 12

**Yelahanka was the only area in which citizens pointed to land-grabbing as a major threat.**

Importantly, the context of geography is key to a deeper understanding of the data. Areas such as Yelahanka, at the periphery of the city, have a lower population density and particular socio-economic and socio-spatial characteristics, such as large areas of land which are increasing in value as movement to the area booms. Based on this environment, specific security and crime concerns will be evident. For example, Yelahanka was the only area in which citizens pointed to land-grabbing as a major threat [see figure 12]. Therefore, for each police-station participating in the Community Policing program, understanding the specific threat profile of each area is central to addressing the main concerns of the populace.

**CITIZENS PERCEPTIONS OF THREAT FROM VARIOUS CRIMES**  
**PERCENTAGE DISTRIBUTION OF RESPONSES OF ALL RESPONDENTS IN J P NAGAR**

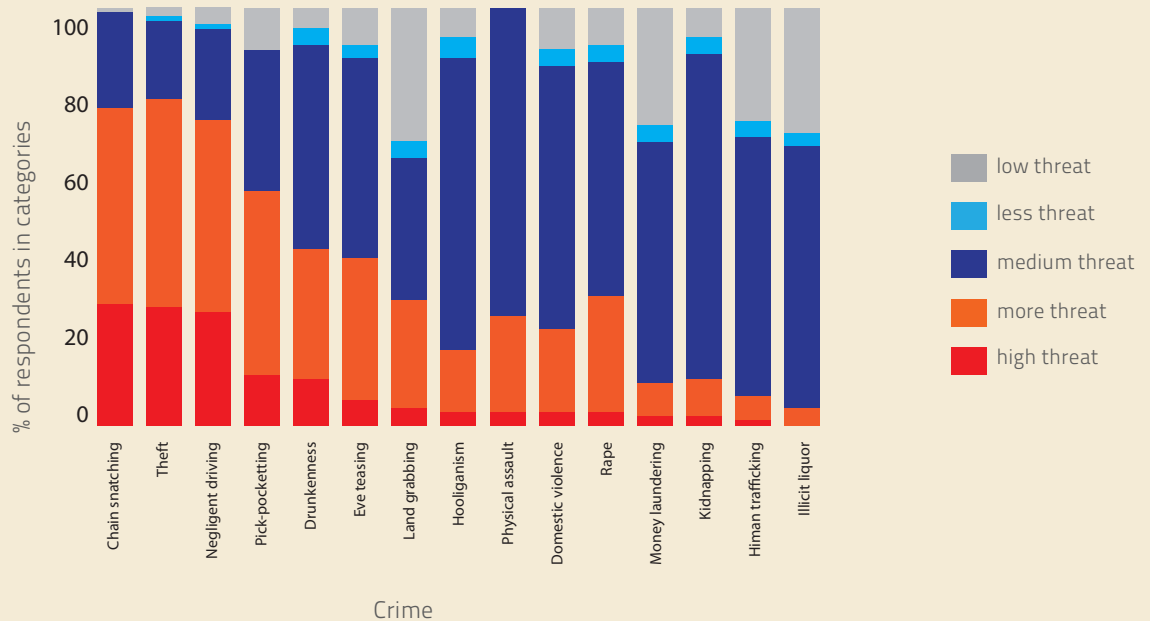


Figure 13

**Banaswadi and Jnanbharathi show higher than average levels of threat among police and citizens.**

In terms of geographic trends, although there are outliers for crime-specific categories, in general Banaswadi and Jnanbharathi show higher than average levels of threat among police and citizens. Among citizens, Ashok Nagar also displays higher than average levels of threat. In terms of perceived occurrence of crime, JP Nagar displays higher than average rates among both citizens and police [see figure 13], whereas Banaswadi and Madiwala display higher than average rates among police, and JP Nagar displays higher than average rates among citizens. Yelahanka displays the lowest levels of perceived crime and occurrence of crime among both citizens and police.

## DESIGNATED PERSON TO CALL FOR HELP IN A SECURITY THREAT

% age distribution of responses of all respondents

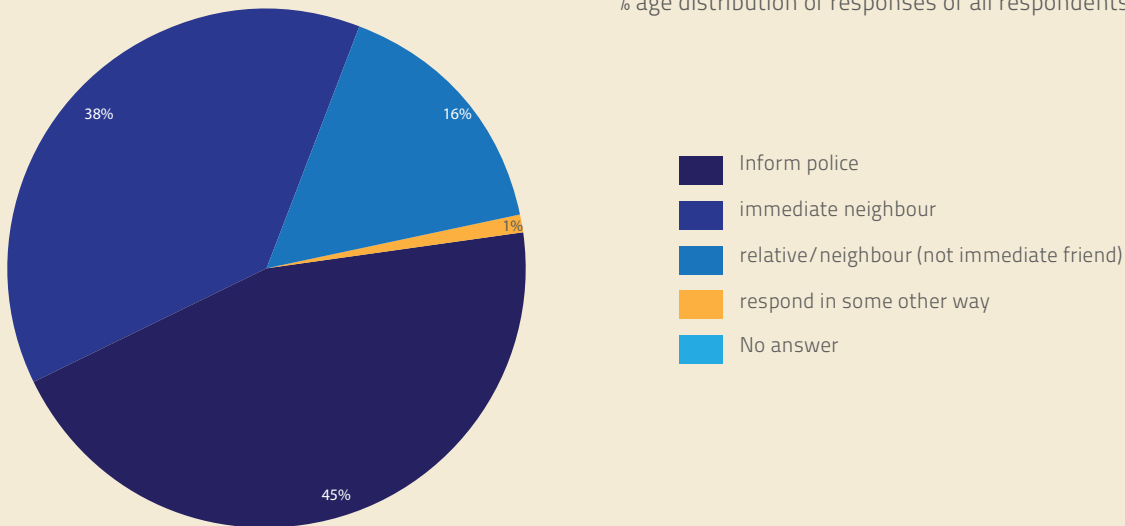


Figure 14

**If faced with a security threat, 38% of citizens would reach out to an immediate neighbour whereas 45% would reach out to the police**

Lastly, if faced with a security threat, 38% of citizens would reach out to an immediate neighbour whereas 45% would reach out to the police [see figure 14]. This finding shows a fairly close split between prioritizing the police or the community for dealing with a security threat. It also displays that immediate community is prioritized over a friend or family member. Therefore, a lack of a strong majority prioritizing the police may have less to do with trusting the police than it has to do with ensuring a short-time gap in receiving help while dealing with a threatening situation. This is further supported by the finding that there is no strong geographic trend between perceived threat/rates of crime and favouring of the police in a threatening situation. However, one outlier to this inference is Banaswadi, where perceived threat/rate of crime is on average higher and 40% of citizens would reach out to a friend or relative, versus a comparable 32% to the police and 28% to a neighbour.

Currently, this data sets a baseline for understanding the perception of crime and security in these seven areas. As we do not have comparative data for the city as a whole, nor do we have comparative data from other cities, we are unable to infer whether the baseline data on 'perception of threat' is below average, average, or above average. However, data in this bucket will present richer findings once the midline and endline SPI's are conducted, allowing for impact of the program to be demonstrated over time.

**Willingness on the part of citizens to report crimes to the police can illustrate the level of trust that citizens have in the police and police system.**

## **Perception of the Police System**

As the relationship between citizens and the police is the central locus of any Community Policing program, the perception of the role of police, the policing system, and the existing relationship between police and citizens is critical. On the whole, information from both police and citizens can highlight issue-areas and processes that may need reform at the institutional level. For police, having an understanding of citizens views can provide targeted feedback for holding public meetings to increase awareness. On the other hand it can also provide targeted issue areas for sensitivity and soft-skill training. For citizens, having information regarding resource restrictions the police may face and police's perceptions of how cooperative citizens are can also provide awareness on areas for future improvement.

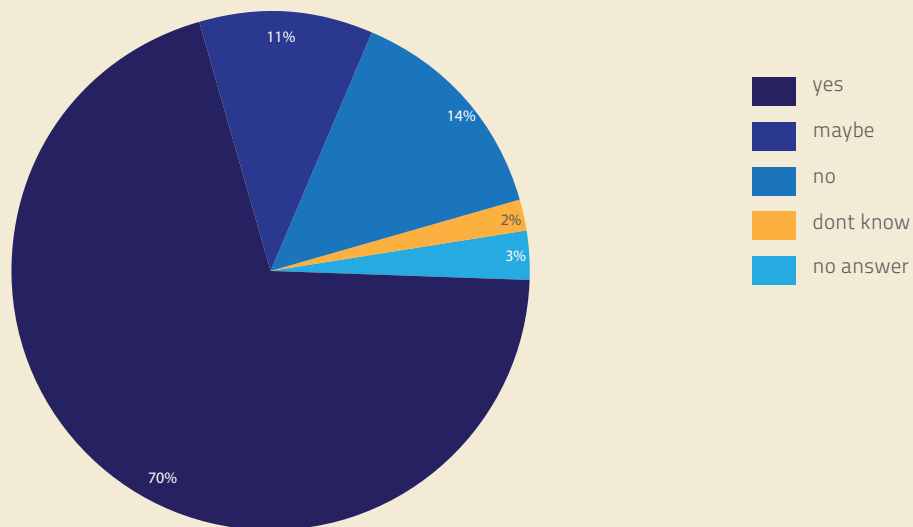
The questions in the following three buckets focus on the perception of the attitudes of police towards citizens and citizens towards police, crime reporting behaviour among citizens, resourcing of the police force, and strengths/weaknesses of the police to address certain threats.

Willingness on the part of citizens to report crimes to the police can illustrate the level of trust that citizens have in the police and police system. If citizens felt there was no utility in reporting crimes formally, there would be no motivation for them to do so.

Data from the SPI shows extremely high rates of willingness to report, where citizens are 70% likely to help a neighbour report a crime and 90% likely to report a crime affecting their family [see figure 15-16]. This data is supported by the perception of police, who suggest that victims, then family of the victims report crimes the most frequently, with 'someone else', such as a neighbour, reporting less frequently. Notably, in the case of illicit liquor, drunkenness, negligent driving, and hooliganism, there is a high percentage of reporting among unrelated individuals. This is fairly intuitive, as these are generally non-targeted crimes that affect the public as a whole, and therefore, the motivation to address these issues is community-wide.

## PERCEIVED WILLINGNESS TO HELP A NEIGHBOURHOOD REPORT A CRIME

% distribution of responses of all personnel in all locations



## WILLINGNESS TO REPORT A CRIME BASED ON CRIME TYPE

% distribution of responses of all personnel in all locations who responded 'yes' or 'maybe'

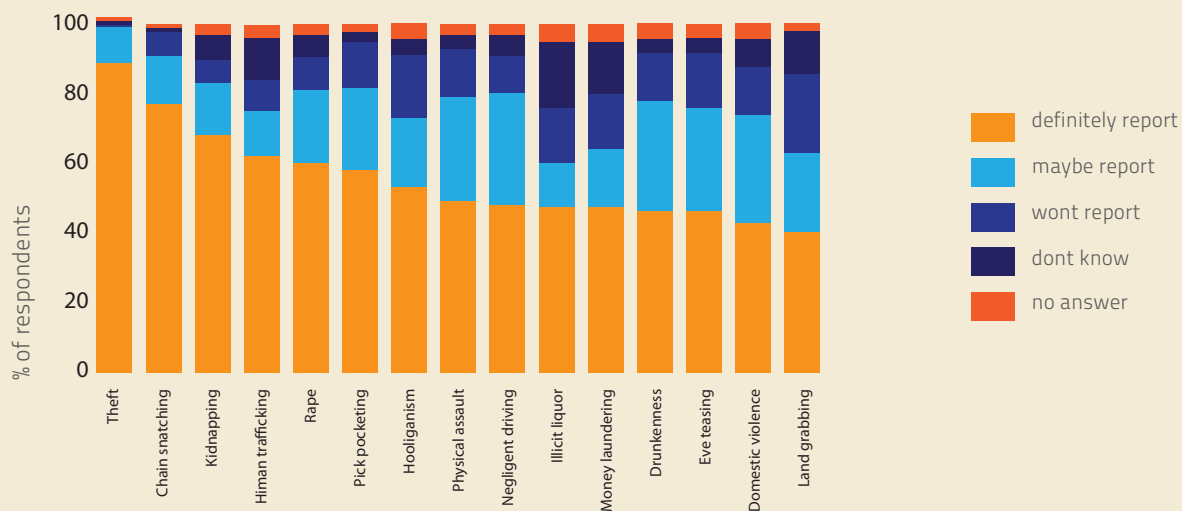
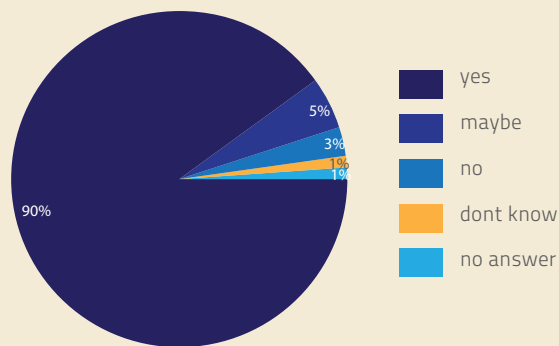


Figure 15



### PERCEIVED WILLINGNESS TO REPORT A CRIME FACED BY FAMILY % distribution of responses of all personnel in all locations



### WILLINGNESS TO REPORT A CRIME BASED ON CRIME TYPE % distribution of responses of all personnel in all locations who responded 'yes' or 'maybe'

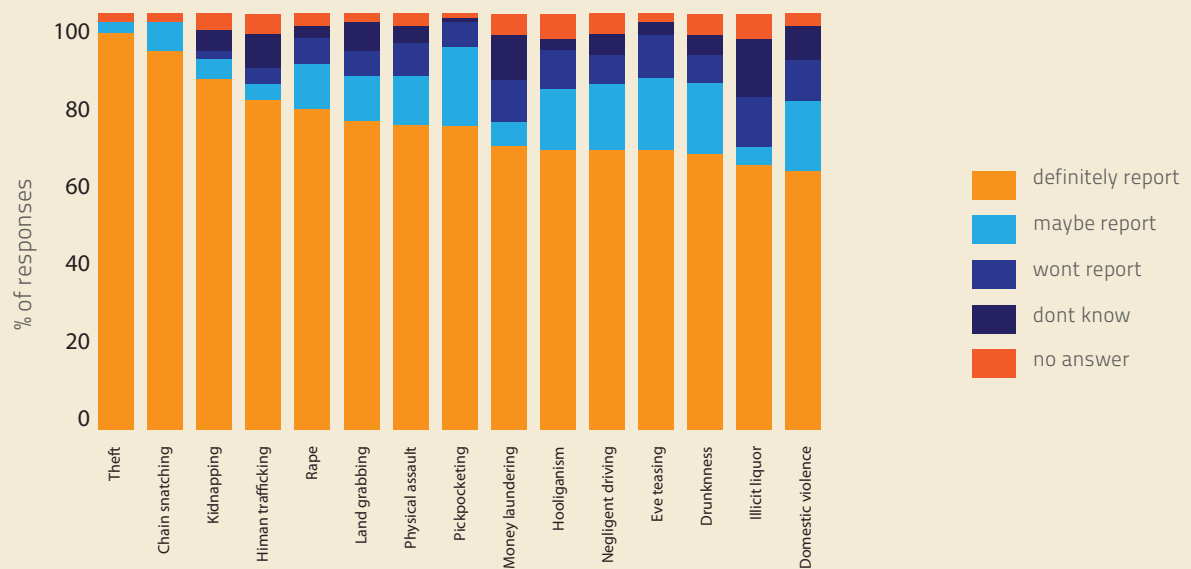
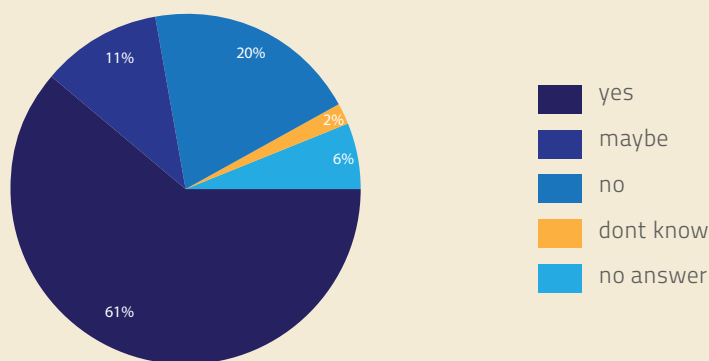


Figure 16



**PERCEIVED WILLINGNESS TO REPORT A CRIME BASED ON CRIME TYPE**  
 % distribution of responses of all personnel in all locations who responded 'yes' or 'maybe'

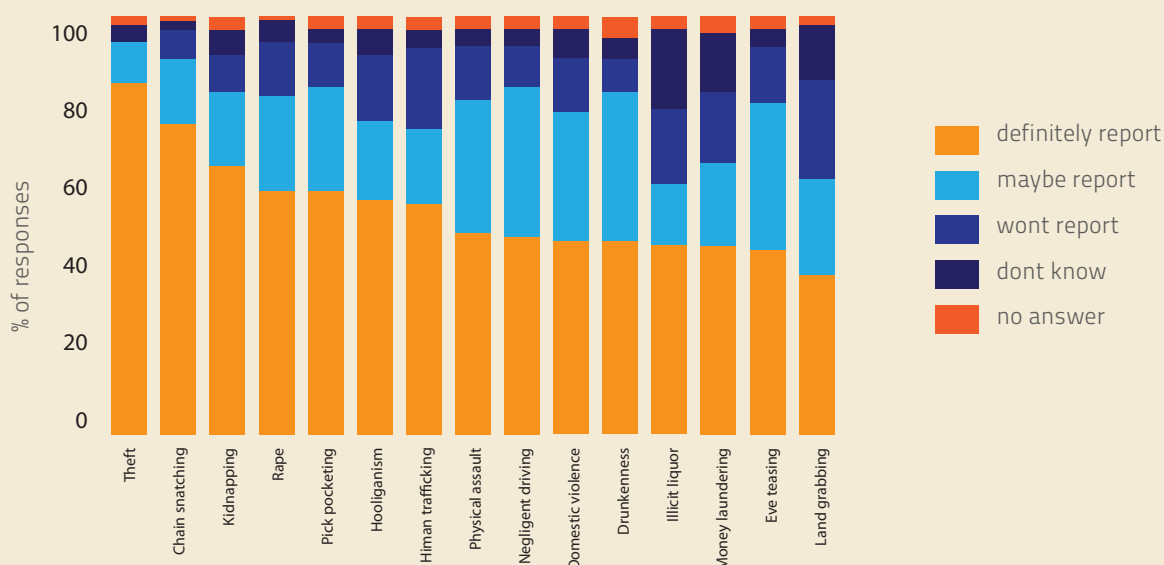


Figure 17

**Women are 14% less likely to help a neighbour report crimes than males, and 4% less likely to help their family report a crime**

Importantly, women are 14% less likely to help a neighbour report crimes than males, and 4% less likely to help their family report a crime [see figure 17]. This finding may point to the fact that women are more uncomfortable approaching the police, or it that crime reporting is a gendered activity that has traditionally fallen to males. In order to encourage women to report crimes, sensitivity training and the strengthening of community relationships should focus on empowering women to approach the police and to utilize the formal justice system.

**In terms of the crimes citizens are most likely to report, the top five are: theft, chain snatching, kidnapping, and human trafficking, and in terms of family reporting, rape.**

The willingness to report also changes by location. Banaswadi and Jnanbharathi, two of the areas with a higher perception of crime, are the two areas with the lowest willingness to report crime. This may be indicative of lower levels of trust in the police, but, in the case of Jnanbharathi, it may also be indicative of lower levels of community cohesion, as the rates of helping a neighbour report were 6% lower than the average difference between neighbour vs. family. However, Rajagopal Nagar also illustrated similarly low reporting percentages as Jnanbharathi, thus, this trend is not consistent in terms of areas facing highest amounts of perceived crime.

In terms of the crimes citizens are most likely to report, the top five are: theft, chain snatching, kidnapping, and human trafficking, and in terms of family reporting, rape. This data indicates that in terms of reporting serious crimes as well as the top crimes that citizens perceive as a security threat are those most likely to receive attention.

In general, a majority of citizens have faith that police are mostly successful at dealing with both small and large crimes. Although this varies by location, this finding is generally stable except in Banaswadi where support dips more than 10% points below the average, and Rajagopal Nagar in which only 22% of citizens believe police are successful at addressing major crimes. Interestingly, Rajagopal Nagar also displayed the lowest citizen perception of frequency of police rounds (29% lower than the average), with 39% of citizens perceiving that police frequented once a week- to once every two days, compared to an average of 56% of citizens stating that police complete rounds once a day or more [see figure 18]. Therefore, in Rajagopal Nagar the relative perceived absence of police may also affect citizen's perception of the success of police to address crime. In these areas, resource constraints should be looked at as well as intensive community meetings to translate the activities of the police. Importantly, as will be discussed below, citizens in Rajagopal Nagar felt the most strongly about a need to increase the police force, thus the community should be receptive to police communication.

**PERCEIVED FREQUENCY OF POLICE PATROLLING IN LOCALITY**  
**% of distribution of all respondents in Rajagopal Nagar**

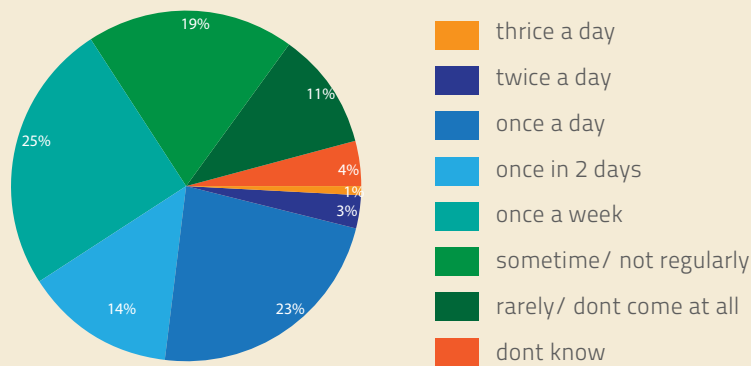
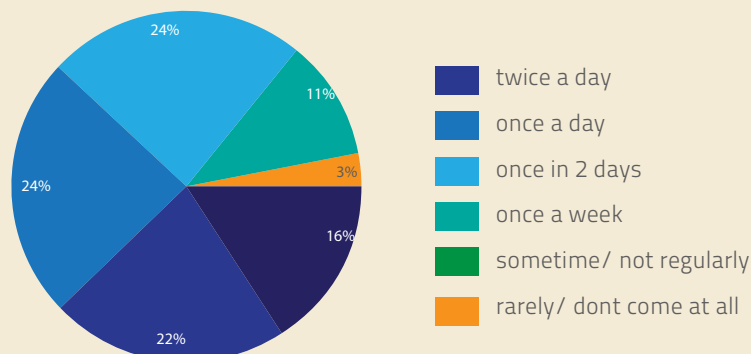


Figure 18

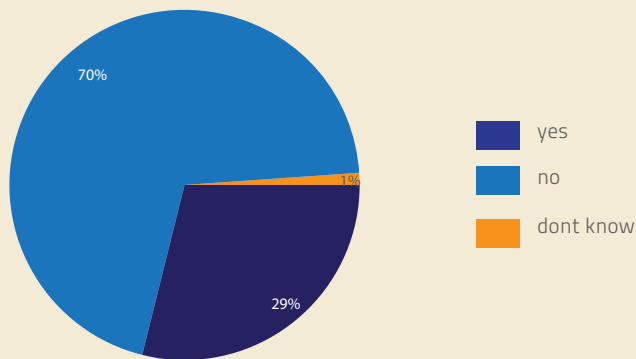
Importantly, women are 14% less likely to help a neighbour report crimes than males, and 4% less likely to help their family report a crime [see figure 17]. This finding may point to the fact that women are more uncomfortable approaching the police, or it that crime reporting is a gendered activity that has traditionally fallen to males. In order to encourage women to report crimes, sensitivity training and the strengthening of community relationships should focus on empowering women to approach the police and to utilize the formal justice system.

Figure 19

**PERCEIVED NEED FOR POWERFUL CONTACTS TO GET WORK DONE**  
**% of distribution of all respondents in all locations**



PERCEIVED EXISTENCE OF IMPEDIMENTS FOR CITIZENS TO REPORT A CRIME  
% of distribution of all respondents in all locations



PERCEIVED IMPEDIMENTS FOR CITIZENS TO REPORT A CRIME  
% of distribution of all respondents in all locations who responded 'yes'

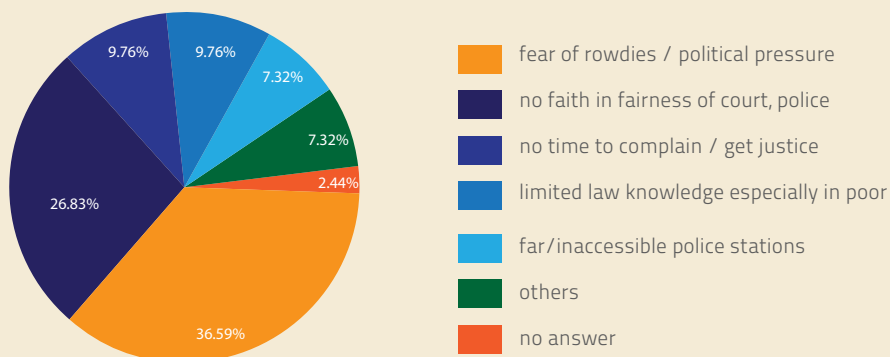


Figure 20

**Only 29% of police believe that citizens face barriers to reporting.**

Notably, only 29% of police believe that citizens face barriers to reporting, with those that do believe there are obstacles citing fear of political pressure/rowdies and a lack of faith in police and the court system as the central issues [see figure 20]. This is a notable finding, as given the above results on a need to use powerful connections, it may demonstrate a lack of objectivity/empathy among the police in a context where under-reporting of crime and known barriers to crime reporting is a hotly discussed issue.

PERCEIVED ADEQUACY OF HUMAN RESOURCES IN POLICE SYSTEM  
% of distribution of all responses of all respondents in all locations

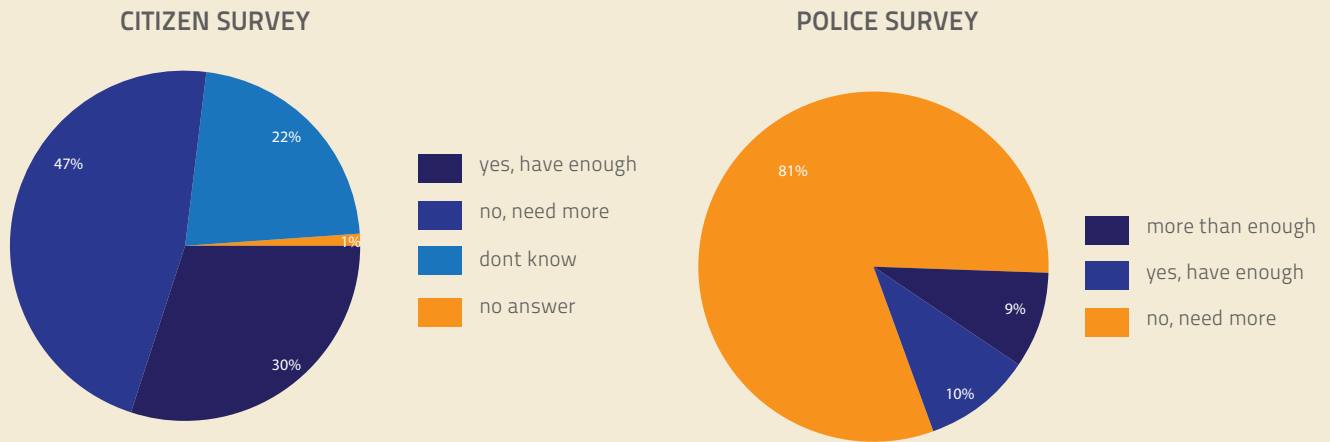


Figure 21

**Among police, 81% feel that they do not have enough human resources, whereas 47% of citizens feel similarly.**

Lastly, as discussed in the introduction the resource constraint on police is a key institutional obstacle. Understanding police perception of this issue and comparing it to what citizens are aware of gives an important view to understanding where further messaging to both police citizens may need to occur as well as valuable stakeholder data which can be used to for policy change.

Among police, 81% feel that they do not have enough human resources, whereas 47% of citizens feel similarly [see figure 21]. Ashok Nagar and Jnanbharathi had the highest percentages of police perceiving a human resource constraint and were eight and four percentage points above the average. In JP Nagar only 48% of police felt there was a constraint. Jnanbharathi and Yelahanka had the highest percentages of citizen perception of a resource constraint and were both eleven percentage points above the average. Notably, in Banaswadi, only 11% of citizens felt police had a human resource constraint.

PERCEIVED ADEQUACY OF MATERIAL RESOURCES (NON SALARY) IN POLICE SYSTEM  
% of distribution of all responses of all respondents in all locations

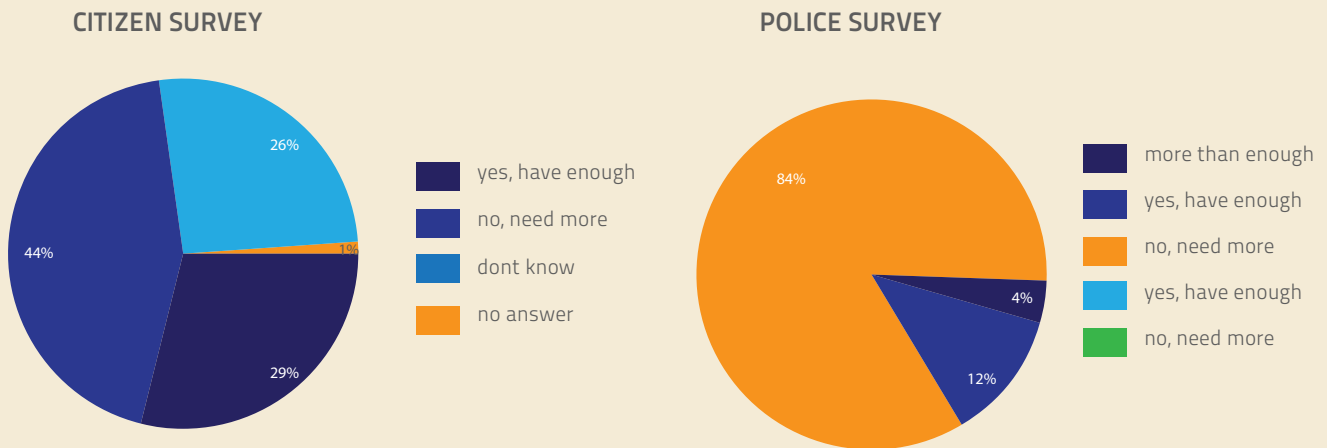


Figure 22

**Banaswadi continued to be the strongest outlier among citizens, with only 18% of citizens feeling there was a resource constraint.**

When asked whether the police had enough fiscal/equipment resources (excluding salary) required, 83% of police felt that there was a constraint, whereas 44% of citizens felt there was a constraint [see figure 22]. Geographic trends to this question were fairly consistent among both police and citizens. However, as above, Banaswadi continued to be the strongest outlier among citizens, with only 18% of citizens feeling there was a resource constraint.

PERCEIVED CHANGE NEEDED IN SIZE OF POLICE FORCE  
% of distribution of all responses of all respondents in all locations

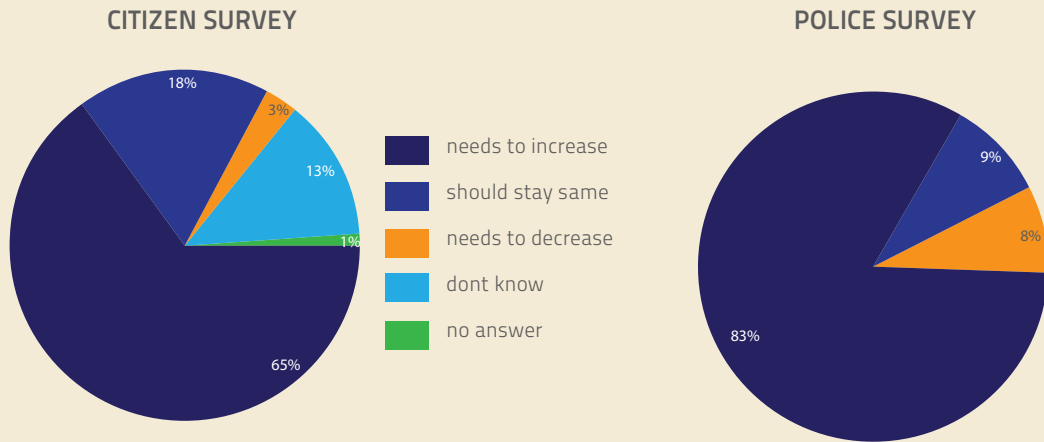


Figure 23

**When asked whether the size of the police force was adequate, 83% of police stated that it needed to be increased.**

Relatedly, when asked whether the size of the police force was adequate, 83% of police stated that it needed to be increased while 65% of citizens stated the same [see figure 23]. Notably, 14% more female police than male police felt there needed to be an increase, whereas 15% less female citizens than males felt there should be an increase. All police in Banaswadi, and close to 100% of police in Madiwala and Rajagopal Nagar, felt there should be an increase. In stark contrast, in Ashok Nagar only 36% of police felt there should be an increase. For citizens, although on the average lower percentages felt there should be an increase than the police, the opinion seemed largely to follow the same trend as the police geographic break-down. Ashok Nagar represented the lowest percentage of citizens wanting an increase (30%) and Rajagopal Nagar (91%) represented the highest percentage. Again starkest outlier to following the police trend was Banaswadi, where 68% of citizens favoured an increase.



**There is also a fairly large dissonance between police feeling the pinch of a constrained force and citizen perception.**

Interestingly, the above data illustrates is an inconsistency in the gap between police-citizen resource perception. This gap is relatively similar regarding human resources and non-human resources, but when asked about the adequacy of the size of the police force, which is an increase in human resources, citizen support for more resources increased by approximately twenty percentage points. This either indicates that citizens understood human resources as non-police staff, such as administration, and felt that this was not as critical, or felt that the size of the police force is adequate to take care of its responsibilities, but regardless could be increased.

More clearly, there is also a fairly large dissonance between police feeling the pinch of a constrained force and citizen perception. This represents another area where the success of Community Policing could be greatly strengthened by communicating the need for additional support and the role that ASMs and communities can play.

Overall, this bucket shows a positive perception among citizens and police regarding crime reporting, willingness to report a range of crimes beyond major issues, and confidence in police ability to combat crime. A less positive picture emerged regarding the whether police processes are equitable, as well as awareness among citizens of the need for greater human and fiscal/resource capacity for police- an issue which is of clear importance to the police. Thus, moving forward, these should be focus areas for Community Policing.

COMPARATIVE PERCEPTION OF CIOIATION OF LAW BY POLICE AND CITIZENS  
% of distribution of all responses of all respondents in all locations

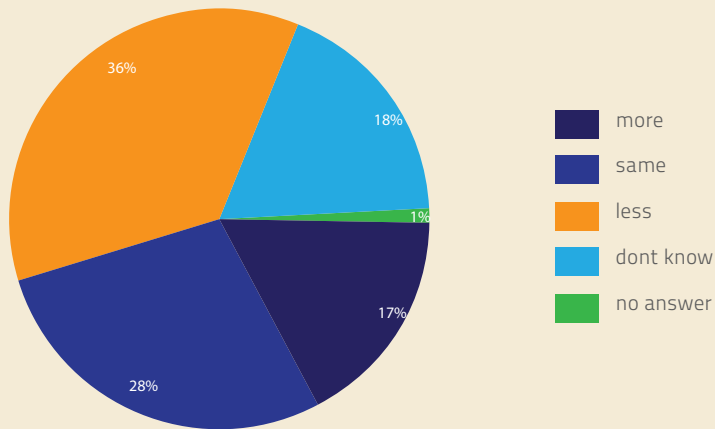


Figure 24

**The largest percentage of citizens believe that police officers are either as law-abiding as the general population, or less law-abiding.**

### Perception of the Role of the Police

In connection with how police and citizens feel about the police system, another integral area is the perception of the general role of police in society.

In an ideal society, the police are held as the keepers of the rule-of-law, and are expected to conduct themselves in a way that upholds the legal system and stated moral conduct. Placing the police above the average citizen in this way creates a level of respect, legitimacy, and trust in the role. In the seven areas surveyed, the largest percentage of citizens believe that police officers are either as law-abiding as the general population, or less law-abiding (28% the same, 17% less), while 36% of citizens feel that police are more law-abiding [see figure 24]. Although a significant proportion of the population feels that the police uphold their duty, with a greater proportion believing that the police are not significantly different than other citizens, or are even worse, can impact how citizens view and treat the police.

PERCEIVED LEVEL OF HARD WORK PUT IN BY POLICE IN COMPARISON TO CITIZEN  
% of distribution of all responses of all respondents in all locations

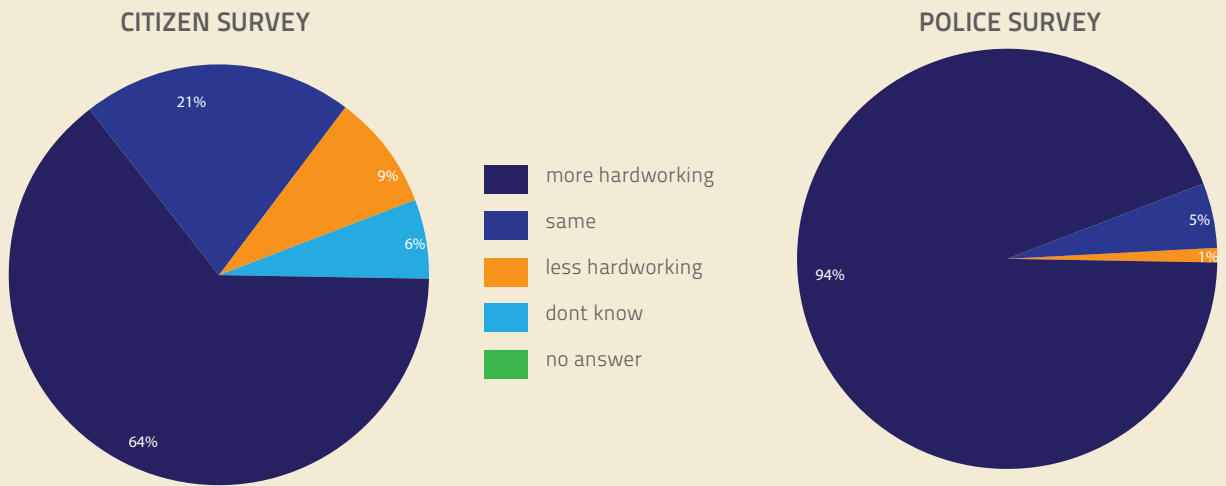


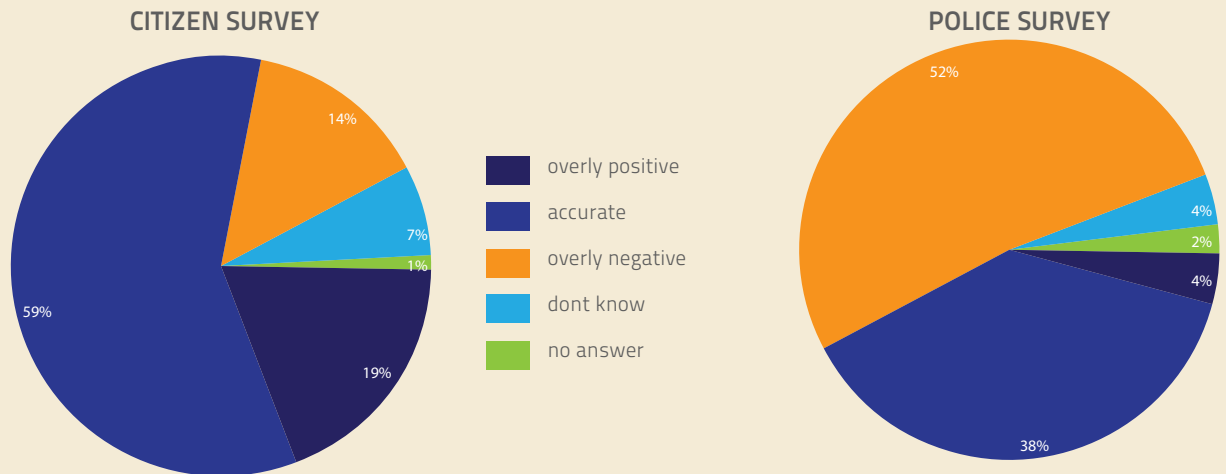
Figure 25

**Among police, 94% felt that they were more-hardworking, whereas only 64% of citizens agreed with this assessment.**

Importantly, this statistic varies by location. The areas where citizens feel the police violate the law as much or more than the average citizen are Ashok Nagar and Banaswadi. The areas where citizens perceive the police are more law-abiding are Yelahanka and Rajagopal Nagar.

Citizens and police were also surveyed as to whether police are more or less hard-working than the average citizen. This again is not only a reflection of respect for the position against others in society, but is also a reflection of whether citizens are aware of the work-load of police. Among police, 94% felt that they were more-hardworking, whereas only 64% of citizens agreed with this assessment. However, only 9% of citizens felt that police were less-hardworking, indicating that citizens did not feel strongly that police are lazy, but that they are more inclined (21%) to feel that they put in the same amount of work as the average person [see figure 25]. Thus, in support of the findings above, in general citizens feel that the police can be compared to the average citizens. If it is a priority for police to communicate their work-load/responsibilities, the Jana Suraksha Samithi's should be used to begin a dialogue. This may be particularly useful in Madiwala and Rajagopal Nagar, where the highest percentage of citizens feel that police are the same or less hard-working.

**PERCEIVED REPRESENTATION OF POLICE BY NEWSPAPERS/TV NEWS**  
% of distribution of all responses of all respondents in all locations



**PERCEIVED REPRESENTATION OF POLICE BY MOVIES/TV SERIALS**  
% of distribution of all responses of all respondents in all locations

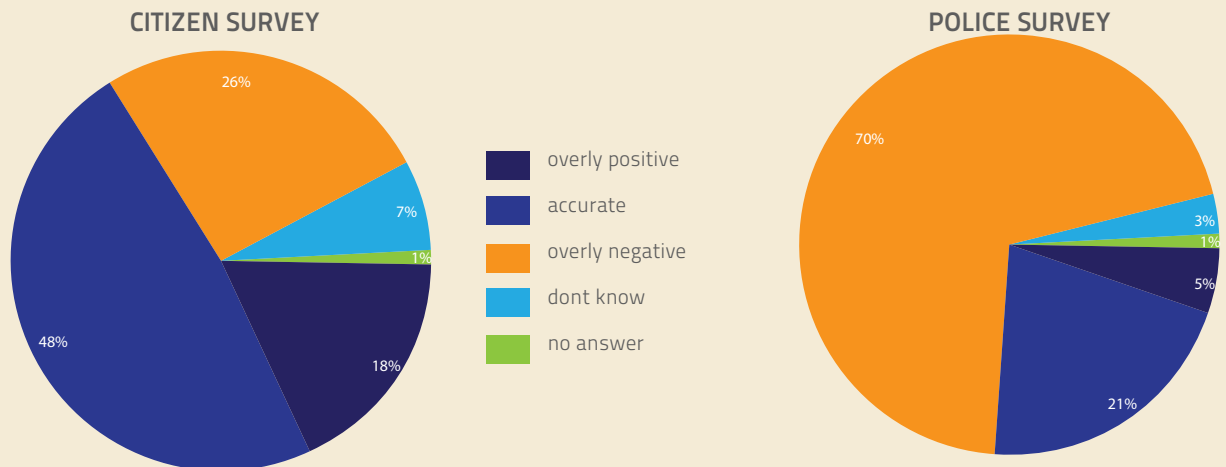
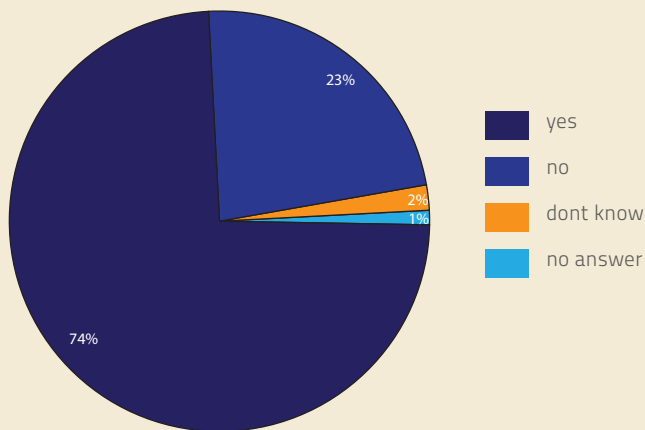


Figure 26

Police were also surveyed as to whether they would choose to be a police officer rather than another job [see figure 27]. These questions show whether police themselves feel confident in their role, and find their position fulfilling and desirable. Seventy-four per cent of police state they would prefer to be a police officer, illustrating that a large majority of the police, although feeling their work-load is disproportionately large, show motivation to continue with the role. Of the 23% who would choose another career, 87% stated they would be willing to quit the force to do so. However, given that being surveyed as a police officer in a work environment would likely create pressure to display commitment to the role, this question may have resulted in survey bias. Therefore, although the findings show that a strong majority of the police-force is not apathetic to their career, analytical care should be taken when reviewing the data.

**DESIRE TO WORK AS A POLICE OFFICER RATHER THAN IN OTHER JOBS**  
% of distribution of all responses of all respondents in all locations



**WILLINGNESS TO QUIT POLICE JOB TO JOIN ANOTHER JOB**  
% of distribution of all responses of all respondents in all locations

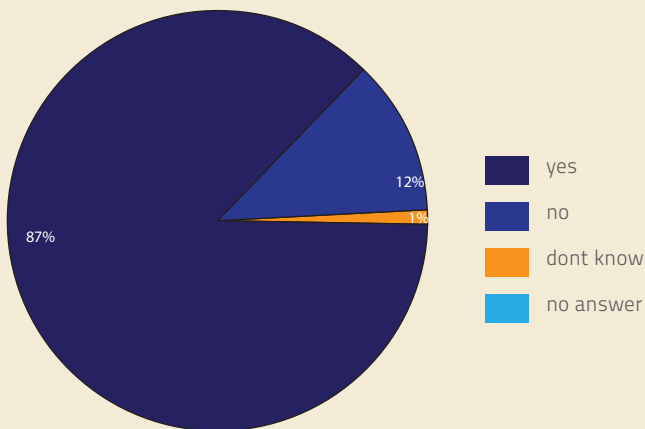


Figure 27

**There is a large difference in opinions between the police and citizens regarding the role of police in society.**

Despite several positive findings in the previous bucket, the data on police role clearly demonstrates that there is a large difference in opinions between the police and citizens regarding the role of police in society. While the majority of police demonstrate confidence and belief that they are honest, hard-working, and bear the brunt of an unfair media depiction, the majority of citizens do not share this belief.

**PERCEIVED BEHAVIOUR OF CITIZENS TOWARDS THE POLICE**  
 % of distribution of all responses of all respondents in all locations  
**CITIZEN SURVEY**

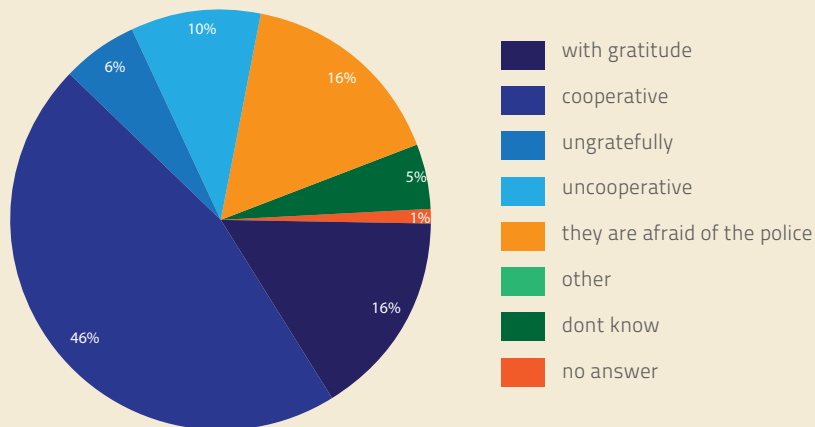


Figure 28

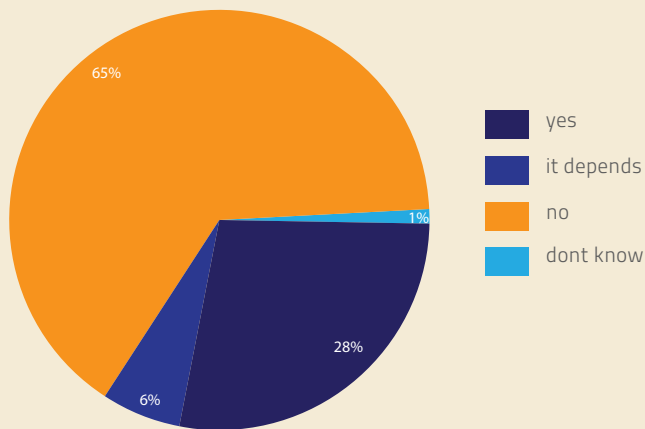
**Sixty-two per cent of citizens state that communities behave positively towards the police.**

## Perception of Police/Citizen Relations

When it comes to relationships between citizens and the police on the ground, the overall view is fairly positive [see figure 28]. Sixty-two per cent of citizens state that communities behave positively towards the police, and 52% of police believe that citizens are not afraid of them, with the same percentage also stating that citizens are cooperative towards the police. Another 32% believe that citizens are neutral, leaving a minority stating that citizens are openly negative. In Jnanbharathi the highest percentage of police (27%) felt that citizens were suspicious and non-dependable and this was closely followed by Yelahanka (25%). Interestingly, although in Jnanbharathi citizens perception of positive treatment towards the police was also lower than average, in Yelahanka citizens displayed the strongest majority (77%) for positive treatment of police. Moreover, when asked whether law-abiding citizens are afraid the police, both the police and citizens in Yelahanka had the strongest percentage of individuals believing that citizens were not afraid. Therefore, if the police believe citizens are not treating them well, it is likely that this is less to do with fear and more to do with other factors which will need greater reflection and discussion between citizens and police.

PERCEPTION OF WHETHER LAW-ABIDING CITIZENS ARE AFRAID OF POLICE  
% of distribution of all responses of all respondents in all locations

POLICE SURVEY



DEPENDENCY OF FEAR IN CITIZENS TOWARDS POLICE  
% of distribution of all responses of all respondents in all locations



Figure 29

**The majority of citizens (52%) and police (65%) perceive that law-abiding citizens are not afraid of the police.**

The average fear of the police among law-abiding citizens corroborates the positive findings above. The majority of citizens (52%) and police (65%) perceive that law-abiding citizens are not afraid of the police, with female citizens showing 4% higher perception of fear [ see figures 29-30]. Importantly, geographic location also matters when interpreting results. In Jnanbharathi only 19% of citizens feel that citizens are not afraid of the police and 44% believe they are, in addition 52% of police also believe that citizens are fearful.

PERCEPTION OF WHETHER LAW-ABIDING CITIZENS ARE AFRAID OF POLICE  
% of distribution of all responses of all respondents in all locations  
CITIZEN SURVEY

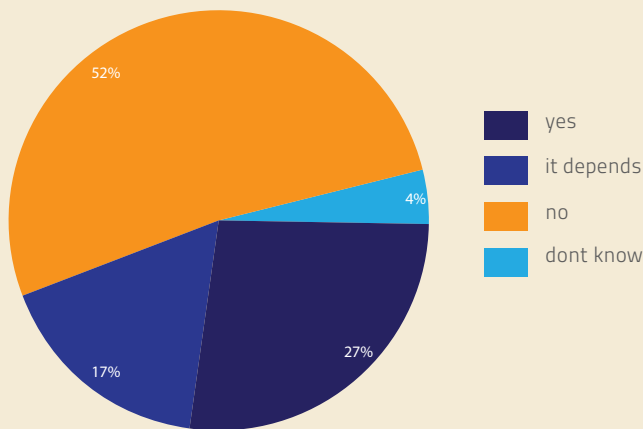


Figure 30

**Higher than average majorities of citizens believe that citizens are not fearful of the police, with corresponding perceptions among the police.**

In JP Nagar, Ashok Nagar, and as discussed above, Yelahanka, higher than average majorities of citizens believe there is not fear in the police, with corresponding high average levels of 'no fear' expressed by police. Notably, there is dissonance between police and citizen perceptions in Banaswadi, where 71% of police believe that citizens are not fearful and only 30% of citizens believe the same. Interestingly, in Banaswadi, the remaining per cent do not feel that citizens are fearful of the police, but suggest that citizen fear depends on the situation. When police were asked what factors a citizen's fear depends on, the highest percentage of police pointed to whether a citizen had knowledge of the legal system, suggesting a mistrust of the law and justice processes.



PERCEIVED POLICE BEHAVIOUR TOWARDS PEOPLE ARRESTED OR HELD IN CUSTODY  
% of distribution of all responses of all respondents in all locations

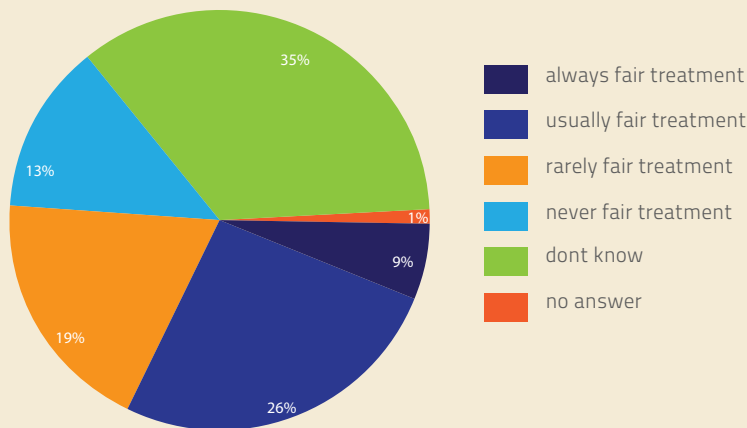
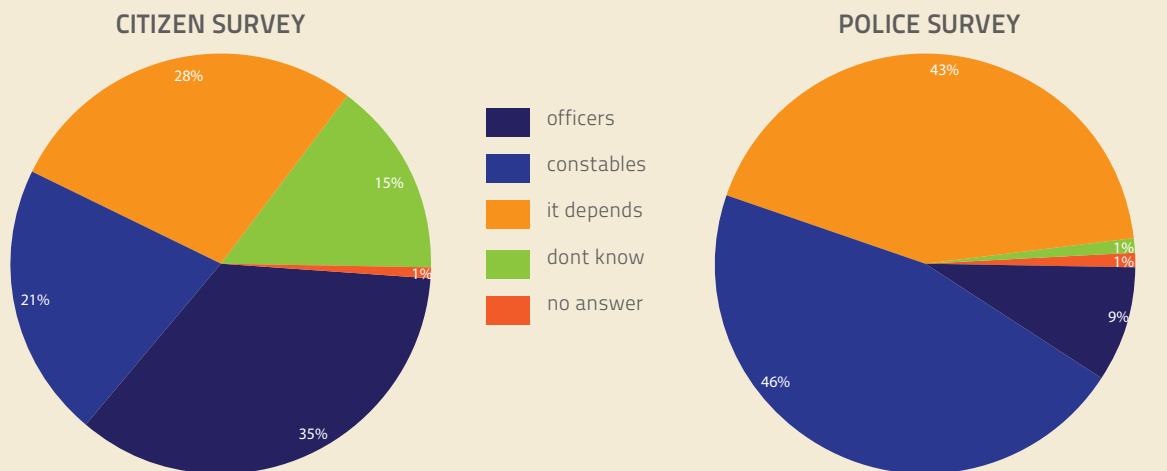


Figure 31

**There is a 26% difference between police and citizens perception of whether criminals are afraid of the police.**

When it comes to relations between police and citizens who have been taken into custody, the perception is less positive [see figure 31]. There is a dead heat between citizens who feel that individuals are rarely or usually treated unfairly in custody by the police and citizens who feel that individuals are usually or often treated fairly. The areas displaying highest perception of unfair treatment are: Yelahanka and Rajagopal Nagar and the areas feeling that treatment is mostly fair are: Jnanbharathi and Banaswadi. This measure relates to a level of trust in the police and due process and again should be an area for communication between citizens and police moving forward. Relatedly, there is a 26% difference between police and citizens perception of whether criminals are afraid of the police, with 79% of police believing they are afraid and 53% of citizens believing the same. This finding suggests that citizens are less confident than the police of the ability of the police to command authority in security situations.

**PERCEPTION OF WHO AMONG POLICE OFFICERS AND CONSTABLES BEHAVES BETTER WITH CITIZENS**  
**% of distribution of all responses of all respondents in all locations**



**RATIONALE FOR PERCEIVED BEHAVIOUR - POLICE SURVEY**  
**% of distribution of all responses of all respondents in all locations who responded 'officers'**

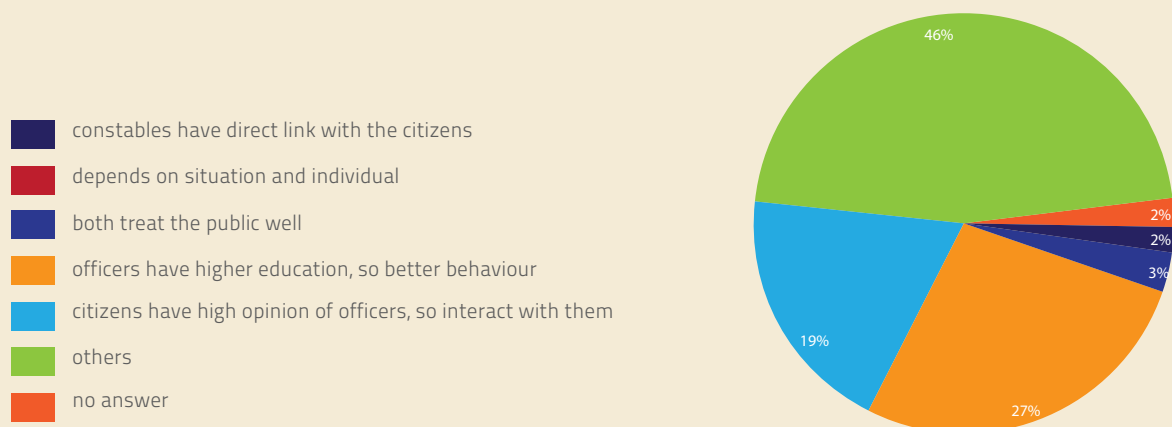


Figure 32

Further, the comparison between the perceptions of civic relations between categories of police was probed by asking police and citizens whether they thought constables or officers behaved better with citizens [see figure 32]. As constables are generally the day-to-day contact point between police and citizens, understanding how they are perceived in relation to officers, who also frequently come into contact with citizens but on less of a community-context basis, is instructive. Out of citizens, 35% believe officers behave better and 28% believe constables behave better. For police, 46% feel that constables behave better compared to 9% pointing to officers. Importantly, 83% of police surveyed were constables or head constables; therefore this information is subject to survey bias. When police were asked why they felt was the case, 27% suggested this was because officers had more education and constables had no training to interact with citizens, and 19% stated that citizens preferred to interact with officers because they held more respect for them. In keeping with similar findings throughout this report, it seems that respect and trust are larger issues between police and citizens than fear or a lack of confidence in ability.

PERCEPTION OF LEVEL OF AQUAINTANCE WITH CITIZENS  
% of distribution of all responses of all respondents in all locations

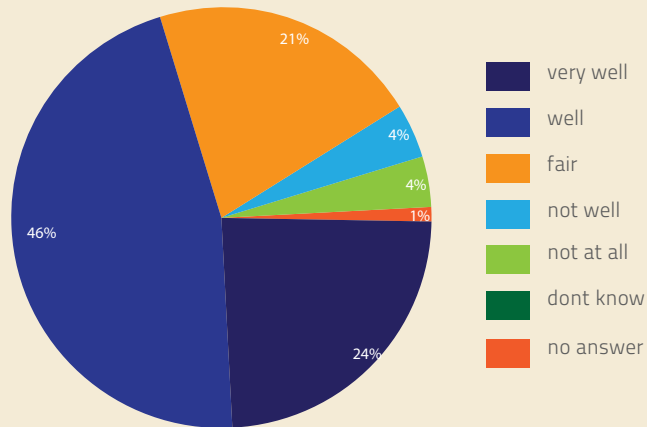
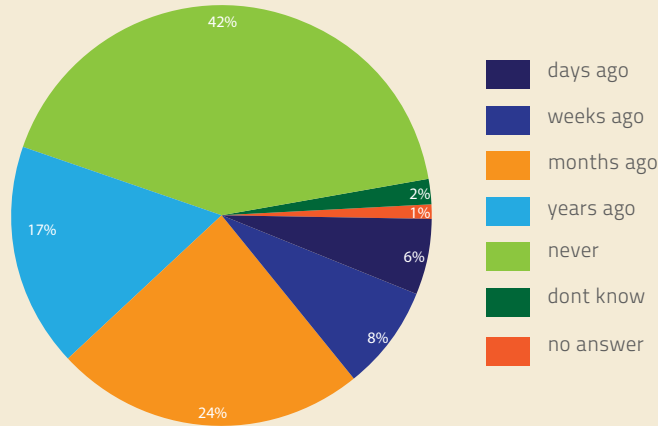


Figure 33

**Among police, a large majority (70%) feel they know the citizens in their area well.**

Face-to-face interaction between citizens and their local police officers are a key touch-point in building a strong relationship. Among police, a large majority (70%) feel they know the citizens in their area well [see figure 33], yet strikingly, 42% of citizens suggest they have never had an interaction with the police [see figure 34]. Even more notably, the largest percentage of citizens (63%) stated that police officers in their areas did the rounds once every two days or more frequently. This conflicting data likely suggests that although police are frequently present in neighbourhoods and communities, the interaction between police and citizens during this presence is not substantial, although it may give police the feeling that they have a good sense of the residents in the area.

**TIME SINCE LAST INTERACTION WITH POLICE**  
 % of distribution of all responses of all respondents in all locations



**PURPOSE OF LAST INTERACTION WITH POLICE**  
 % of distribution of all responses of all respondents in all locations who responded 'yes' or 'maybe'

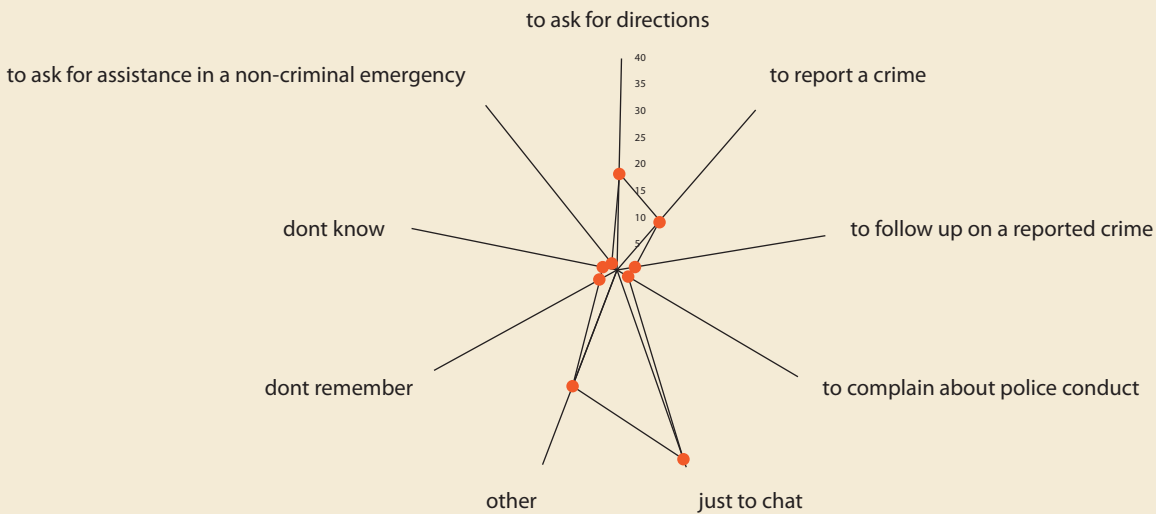


Figure 34

**Fifty-two per cent of police state that they visit citizen's homes very frequently or frequently**

We can dig deeper into the interactions between police and citizens to look at home visits, which are more intimate and substantial than rounds. Fifty-two per cent of police state that they visit citizen's homes very frequently or frequently and 63% of police state those during these visits citizens are cooperative. Given that 42% of citizens state they do not interact with police, either the police are misreporting, or the police are visiting the homes of a select portion of citizens affected by/involved in crime and security issues, which is not representative of the entire community. However, police have also reported on how frequently they attend community meetings as well as how often they have security related discussions with citizens.

PERCEIVED FREQUENCY OF CIVIC MEETINGS ATTENDED BY POLICE IN A YEAR  
% of distribution of all responses of all respondents in all locations

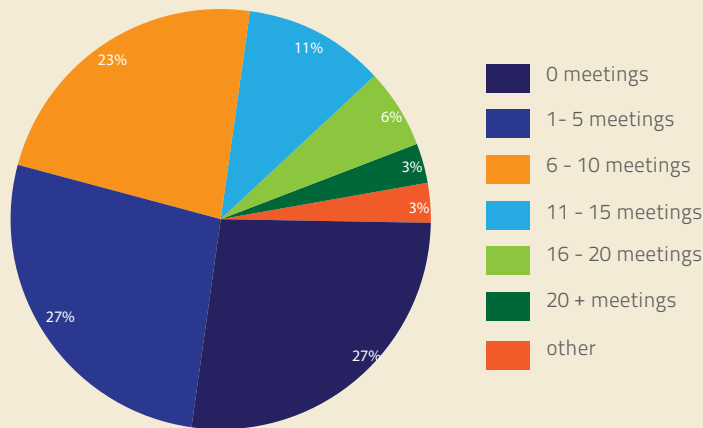


Figure 35

**Only 4% of police attended 20 or more civic meetings a year**

Only 4% of police attended 20 or more civic meetings a year and the largest percentage of police (29%) attended 1-5 meetings in a year [see figure 35]. Moreover, only 36% of police stated that over the past 5 years they had been a part of a collaborative activity with citizens to address a security concern, with the average for this figure varying largely over geographic areas. Therefore, although on a frequent basis police are actively present in the neighbourhoods and communities surveyed, the more meaningful and substantial opportunities for interaction have been far less. Consequently, although police feel they have a strong community presence and that they know the people in their area well, the largest percentage of citizen's surveyed feel disconnected from them. Yet, as is important to remember, when interaction does occur, it is generally cooperative, and there are low-levels of fear on the part of the citizen. The picture that this data then creates is that there exists an excellent starting ground to build strong and sustainable police-citizen relations.

**PERCEPTION OF A COMMUNITY POLICING PROGRAM**  
**% of distribution of all responses of all designations personnel in all locations**

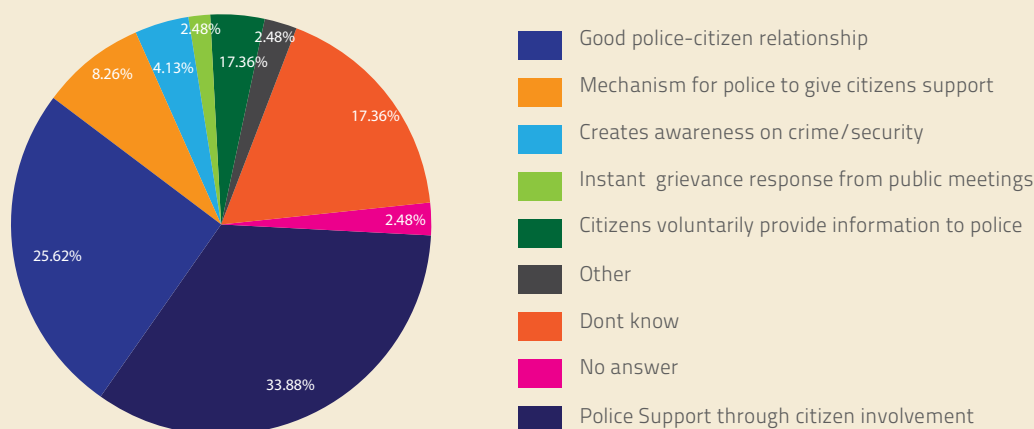


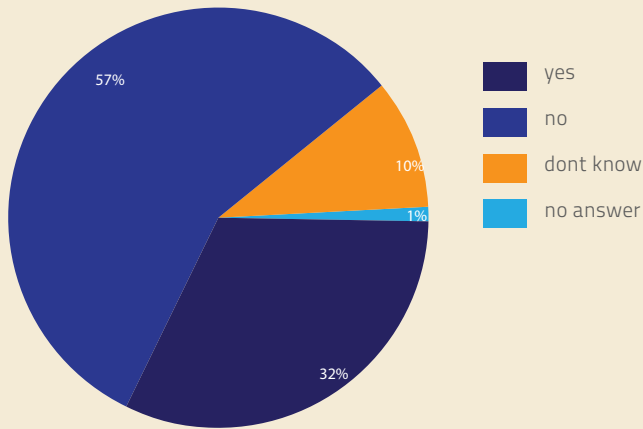
Figure 36

## Perception of Community Based Security Programs

Before the implementation of the SPI it was noted that the Bangalore Police had introduced community-based security programs in the past at different times and in different locations across the city. This bucket was partially constructed to understand how many police and citizens had been impacted by these programs, and whether the programs had an influence on the receptivity of individuals towards future Community Policing. Secondly, the bucket was also constructed in order to understand people's general opinions regarding Community Policing programs, whether or not they've experienced one, and whether they believe it would be an effective program for addressing crime and security at the neighbourhood level.

With no explanation as to what Community Policing might entail, the top two perceptions that police expressed were that Community Policing means supporting police with citizen involvement (34%) and building good relations between the citizens and police (26%) [see figure 36]. This finding is encouraging in the sense that it is in alignment with two of the core stated goals for the program, and thus dissonant expectations among the police will not be a central issue. However, additional survey results caution that care should be taken in expressing that ASMs are not necessarily para-police that can usurp a police role, but a unique input in which certain concerns of the citizens can be addressed using a novel mechanism.

KNOWLEDGE OF OPERATIONAL CP PROGRAMS IN CURRENT OR PREVIOUS WORK AREA  
% of distribution of all responses of all respondents in all locations



DESCRIPTION OF THE PROGRAM  
% of distribution of all responses of all respondents in all locations

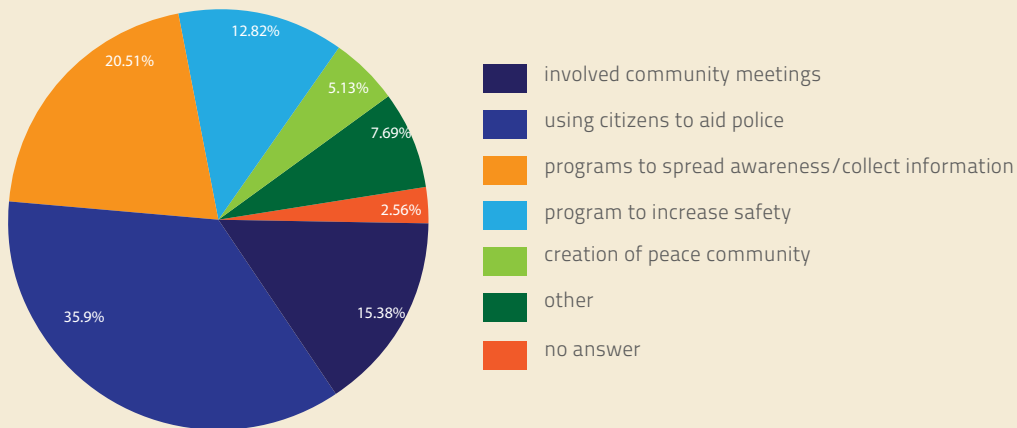
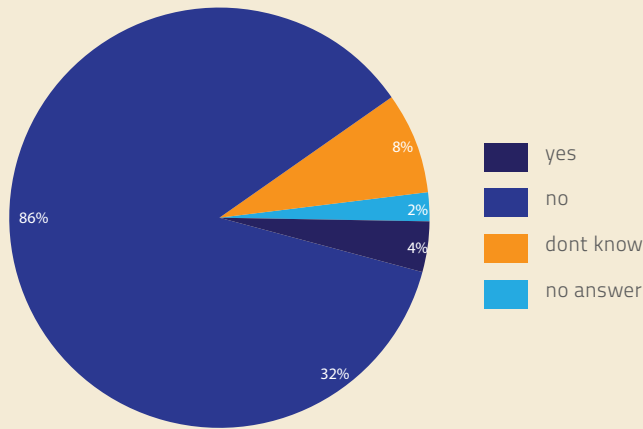


Figure 37

**32% of police had knowledge of prior community-based security programs, whereas 86% of citizens did not.**

Another notable finding was that when surveyed as to whether a previous Community Policing program ran in their area, 32% of police had knowledge of prior programs, whereas 86% of citizens did not [see figure 37-38]. Possible reasons for this finding may include a lack of community-based activities/community-involvement for these programs, a program mandate to ensure better relationships with community without explicit community-participation, and perhaps, a top-down directive to engage in a Community Policing program without ownership from constables, and thus, penetration into the field.

KNOWLEDGE OF OPERATIONAL CP PROGRAMS IN CURRENT OR PREVIOUS AREAS OF RESIDENCE  
% of distribution of all responses of all respondents in all locations



PERCEIVED PURPOSE OF THE PROGRAM  
% of distribution of all responses of all respondents in all locations

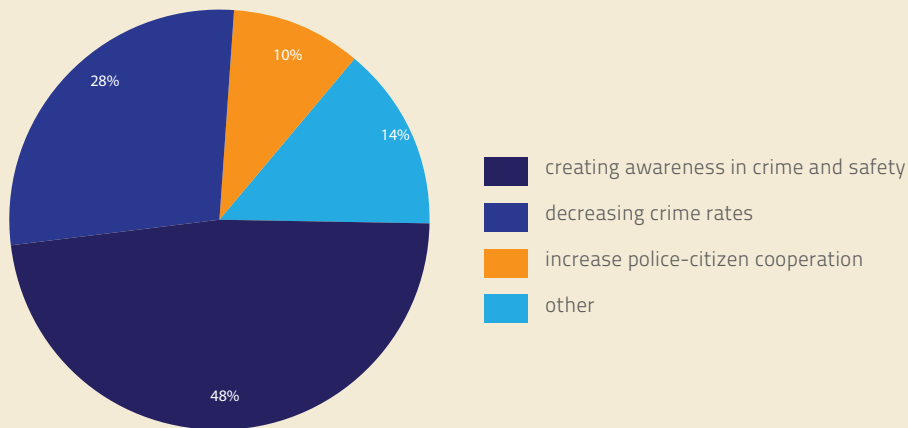


Figure 38

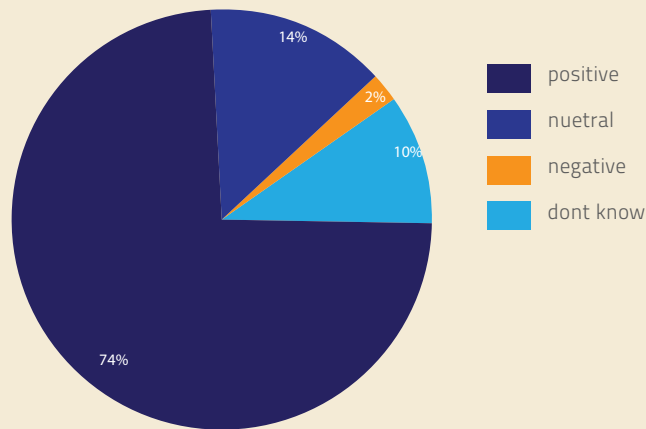
**In Yelahanka, the highest numbers of police were aware of a prior community-based security program (75%).**

For the 4% of citizens and 32% of police who were aware of previous programs, there was significant amount of consensus across the groups as to the purpose of the programs. In terms of trends within this data, it seemed there was no strong direct relationship in areas where more police were aware of programs and increased citizen awareness. However, in Yelahanka, the highest numbers of police were aware of a prior program (75%) and correspondingly, the highest numbers of citizens were aware of prior programs (9%), yet as can be seen from the data, the gap between the awareness of these groups is incredibly stark.



### OTHER POLICE OFFICERS PERCEIVED RESPONSE TO CP PROGRAM

% of distribution of all responses of all respondents in all locations who knew an existing CP program



### PERCEIVED RATIONALE FOR RESPONSES OF OTHER OFFICERS

% of distribution of all responses of all respondents in all locations who knew an existing CP program

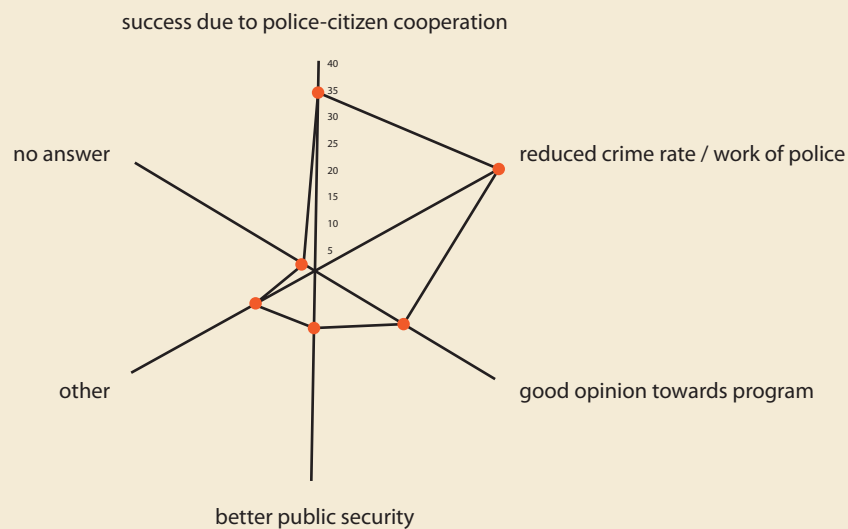
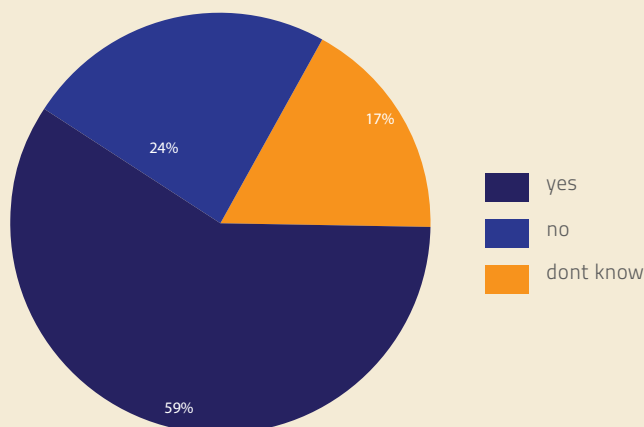


Figure 39

Among the police with awareness of past programs, 72% felt that the program was perceived positively by their colleagues, and among the 4% of knowledgeable citizens, 59% felt the past program was successful [see figure 39]. Among those police who perceived a positive response of their colleagues to the program, 40% of responses demonstrated this may be the case because of reduced crime rate owing to the work of police, 34% suggested it was because of successful citizen-police cooperation, and 20% of responses suggested it was because of their colleagues' good opinion of the program. For the 24% of aware citizens who did not find the programs successful, 29% of responses attributed this failure to lack of police-citizen cooperation, 29% of responses pointed to the lack of sustainability of the program, and 13% of responses mentioned the transferring of police officers. Among those citizens who found the program successful, 35% of responses demonstrated this was the case because the program created public interest, 18% suggested it was because they increased awareness regarding crime and safety, and 18% of responses pinned success on a decrease in crime.

**PERCEIVED SUCCESS OF THE COMMUNITY POLICING PROGRAM**  
 % of distribution of all responses of all respondents in all locations who knew an existing CP program



**PERCEIVED RATIONALE FOR RESPONSES OF OTHER OFFICERS**  
 % of distribution of all responses of all respondents in all locations who knew an existing CP program

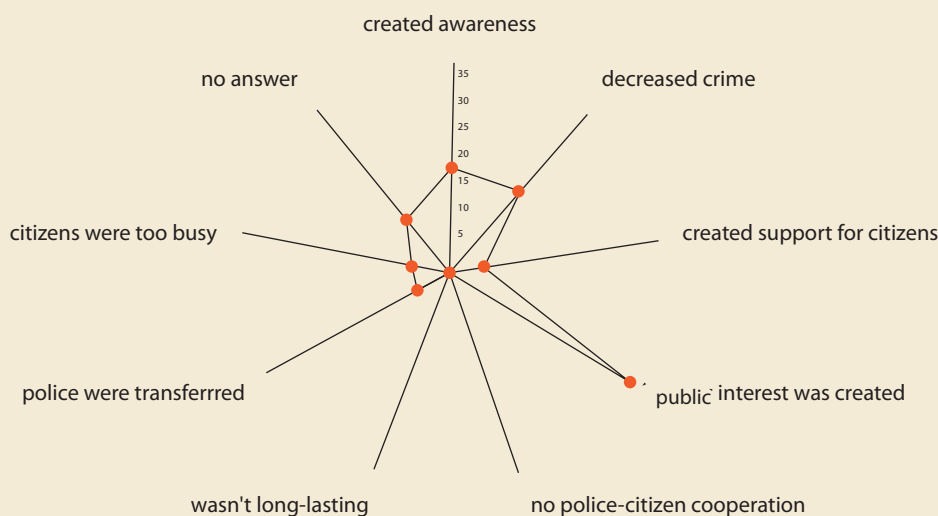


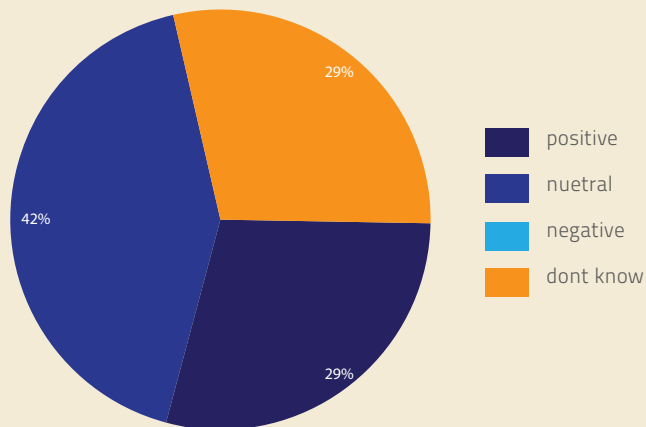
Figure 40

Among officers from all the different regions, those from JP Nagar and Yelahanka perceived other officers to have the most positive response towards an existing community policing program. Overall, 74% of the personnel who knew of existing programs responded positively on behalf of their colleagues. These findings are important as they demonstrate that previous programs, when known, were largely perceived on both the part of citizens and police as a good and useful endeavour, and thus there is not an already bias group that may resist implementation of a new program.

However, geographic trends are important in this question, as various locations differed in their opinion on success. Banaswadi stands as an interesting outlier from the average, where only 29% of police felt their colleagues received the program positively [see figure 41]. In these regions, extra effort and sensitively will have to be put in to ensure that ownership of the new program is taken up amongst the police. Lastly, a strong pattern did not emerge between whether police felt the program was positive and whether citizens felt the program was successful. For example, in Rajagopal Nagar, although 70% of the police felt that prior programs had been positively received, 100% of citizens felt that the program was not successful. In these cases, similar inputs as described above should be implemented to ensure groups with negative preconceptions are attracted to the program

### OTHER POLICE OFFICERS PERCEIVED RESPONSE TO CP PROGRAM

% of distribution of all responses of all respondents in Banaswadi who knew an existing CP program



### PERCEIVED RATIONALE FOR RESPONSES OF OTHER OFFICERS

% of distribution of all responses of all respondents in Banaswadi who knew an existing CP program



Figure 41

PERCEPTION OF WHETHER A CP PROGRAM WOULD BE AN EFFECTIVE INTERVENTION IN AREA  
% of distribution of all responses of all respondents in Banaswadi who knew an existing CP program

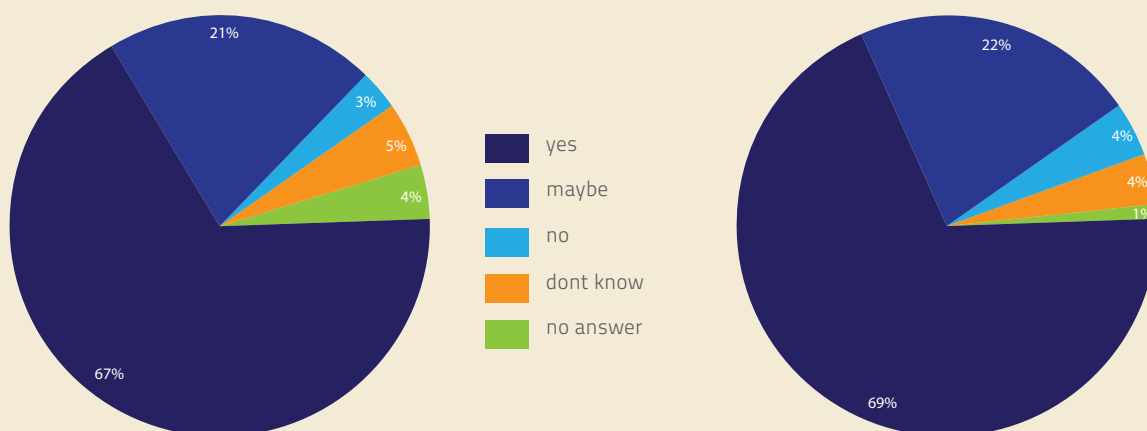


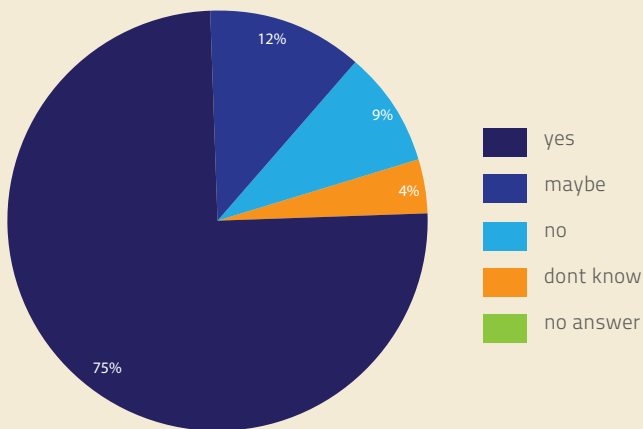
Figure 42

**A higher percentage of male than female citizens felt a Community Policing program would be effective.**

When looking towards the future for Community Policing implementation, both police and citizens were in alignment, as 69% and 67% respectively felt that a Community Policing program would be an effective intervention for their neighbourhood [see figure 42]. Interestingly, a higher percentage of male than female citizens felt the program would be effective, whereas a higher percentage of female than male police felt the program would be effective. There also appears to be a geographic trend as to whether both police and citizens felt the program would be effective. However, in the case of Madiwala, this trend was not visible, as 83% of citizens felt the program would be effective versus 46% of police.

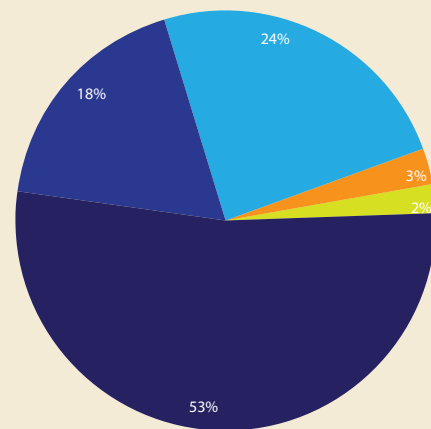
### 1. WILLINGNESS TO REACH OUT TO CP PROGRAM IN SECURITY CONCERNS

% of distribution of all responses of all respondents in locations



### 2. WILLINGNESS OF FAMILY TO PARTICIPATE IN JANAAGRAHA'S CP PROGRAM

% of distribution of all responses of all respondents in locations who responded 'yes' or 'maybe'



### 3. REASONS FOR NOT PARTICIPATING IN THE CP PROGRAM

% of distribution of all responses of all respondents in locations who responded 'no'

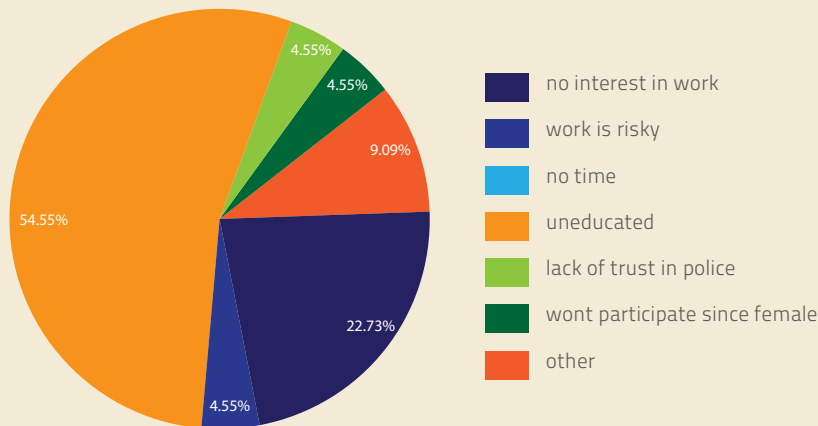


Figure 43

Lastly, although a strong majority of citizens (75%) suggested they would reach out to a Community Policing program if faced with a security threat, only 53% of those citizens responded that they or their family would be willing to actively participate in the program [see figure 43]. For those citizens not interested in participating, the two major reasons for not doing so were cited as a lack of time (55%) and a lack of interest in the work (23%). Taking into account survey response bias, which is the phenomena that respondents will tend to bias their answers towards what they feel the surveyor would want to hear, it is likely that the 53% participation rate is an inflated figure. If this is the case, it may be worthwhile for the Community Policing program to target innovative ways to address apathy and time commitments among the ASMs to ensure high turnout and retention rates. In addition, females are 8% less likely to reach out to a Community Policing program than males, and these same females are 12% less likely to participate. Therefore, the program should also consider gender sensitivity training for police and ASMs and awareness campaigns for women to ensure women feel comfortable reaching out to the program.

**A key component of the baseline SPI is a forward-looking probe into what both citizens and police identify as the key needs/attributes of the Community - Policing program.**

In terms of geographic trends, results varied but in most cases it seemed there was a relationship between high rates of reaching out to the program and higher rates of participating. However, in both Madiwala and Banaswadi there were comparatively low percentages of citizens who would participate in the program to those that would reach out to the program. The opposite was seen in Yelahanka, where there was only a 10% drop between those that would reach out to the program (90%) and those that would participate (80%). Given that Madiwala and Banaswadi had relatively higher levels of threat perception/occurrence of crime, it is possible that the willingness to reach out to a program is present due to the perceived need for security programs. However, perhaps counter intuitively, further data suggests that in these areas it is not an increased perception of risk that prevents people from participating but rather again a lack of motivation/time. Therefore, if the apathy can be targeted with community-outreach and the high-lighting of increased threat in the area, it is likely that these two areas offer a possible rich supply of citizens who are interested in the benefits of the program.

### **Identification of Mandate for Community Policing**

A key component of the baseline SPI is a forward- looking probe into what both citizens and police identify as the key needs/attributes of the Community-Policing program. The purpose of including such a bucket is two-fold: 1) it allows key stakeholders to voice their opinion before the implementation of a program. This imbues a sense of ownership of the program by citizens and the police rather than a program that is thrust upon them from an outside entity 2) the input from both the police and citizens regarding how the program should be designed is invaluable. As the key clients, as well as the 'service providers', of this program, having a sense what it is police and citizens want from Community Policing is central.

This bucket includes questions regarding whether or not citizens would want to get involved in the program, what qualities an ASM should have, and what the mandate and functions of Community Policing should be.

In terms of what police and citizens feel should be the core mandate of the Community Policing program, the opinions between citizens and police were fairly distinct [see figure 44-45]. On the whole, citizens seemed to be focused more on specific security threats they would like the Community Policing program to decrease, whereas the police focused on logistical needs for the success of the program. However, two areas of convergence that

PERCEIVED MANDATE OF A SUCCESSFUL COMMUNITY POLICING PROGRAM - POLICE SURVEY  
 % of distribution of all responses of all respondents in all locations

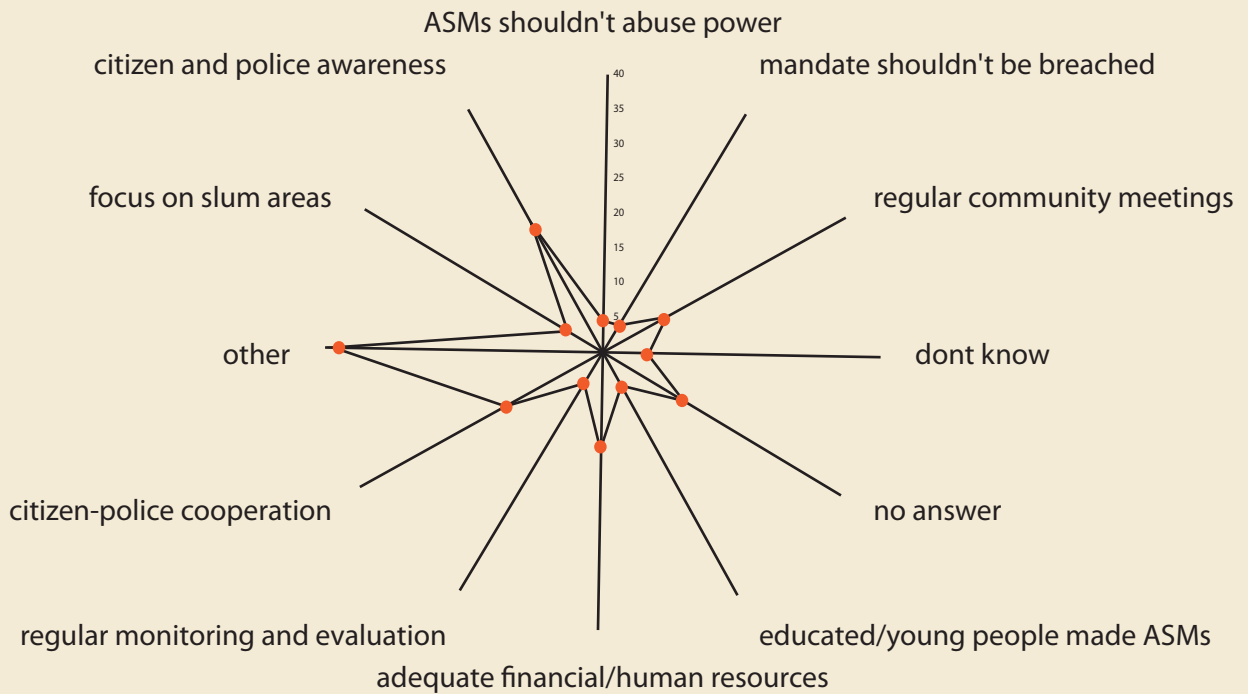
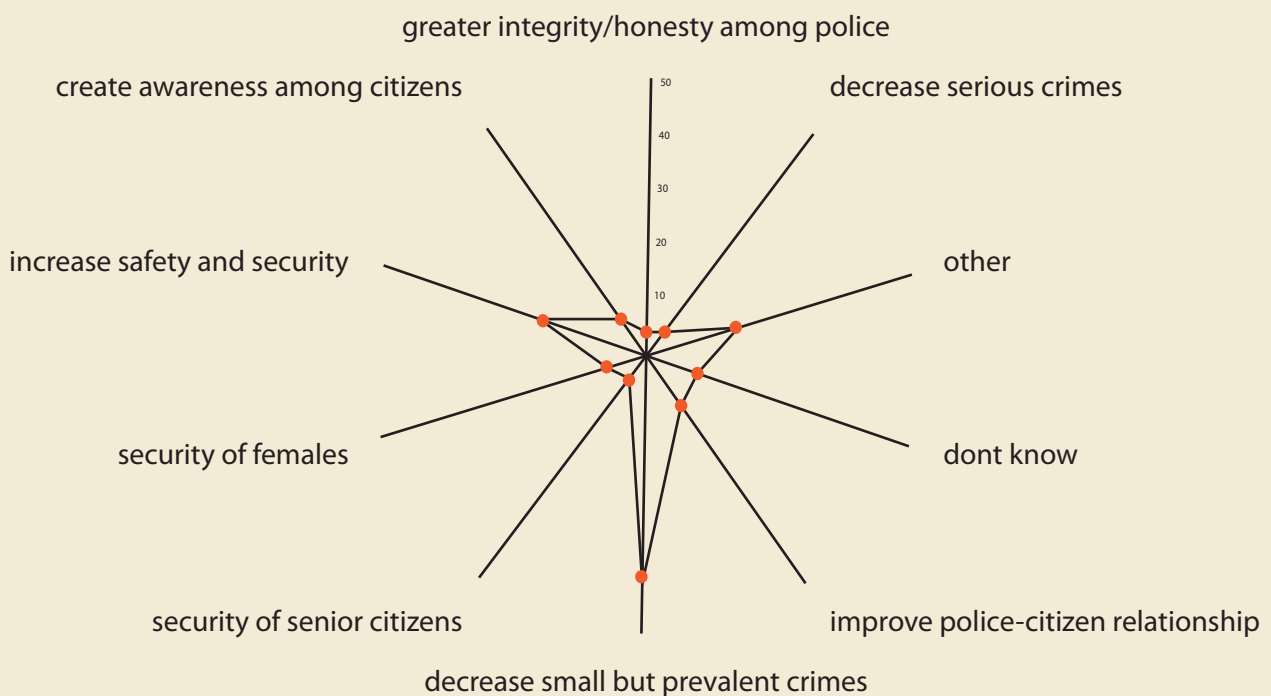


Figure 44

Figure 45

PERCEIVED MANDATE OF A SUCCESSFUL COMMUNITY POLICING PROGRAM - CITIZEN SURVEY  
 % of distribution of all responses of all respondents in all locations



**In terms of a focus for Community Policing female police focused more strongly on creating positive relationships between police and citizens.**

both police and citizens felt were important were for the program to increase cooperation among police and citizens and for the program to create adequate awareness regarding crime and security.

Excluding the 'no answer' and 'other' category, for the police the top four areas for the program mandate are: to create awareness regarding crime and security threats and the program among police and citizens (18%), to create police-citizen cooperation (14%), to ensure the program has enough financial and human resources to function properly (12%), and to hold regular community meetings (9%). For the citizens the top four key focus areas are: decrease small but prevalent crimes (i.e. chain snatching, theft, public drunkenness, rash driving- 41%), increase general safety and security (20%), improve police-citizen relationships (11%), and create awareness among citizens (8%).

In terms of gendered trends, female police focused more strongly on creating positive relationships between police and citizens. In terms of geographic trends, for the police location played a role in shaping preference. In Banaswadi, police focused on the need for the program to target slum areas as well as for the program not to mission-creep past its set mandate. In Jnanbharathi, police focused on the need to use educated/young individuals as ASMs and to implement regular monitoring and evaluation of the program. In Madiwala, a majority of the police gave answers that did not fall into the central buckets, with the largest percentage of police feeling that the program needed to select common people/women/ diversity of people for the role of ASM. Lastly, in Rajagopal Nagar, 45% of police did not give an answer to the question and 14% of police felt strongly that ASMs should not abuse their power.

However, geographic location for citizens did not seem to have as much of an affect as it did for police, although some trends were apparent. In Banaswadi, 58% of citizens, and in Rajgopal Nagar, 26%, wanted the program to decrease small but prevalent crimes versus the 41% average. In Rajgopal Nagar, their focus was split across buckets rather than one specific bucket. In Yelahanka, a larger percentage of citizens than average were concerned with increasing general safety and security, the safety and security of women, and creating awareness among citizens.

Citizens were also asked to provide feedback on what they believed the key traits of an ASM should be [figure 46]. The top four responses were: helpful/approachable (39%), intelligent/educated (28%), honest/fair/no criminal background/political affiliations (27%), and dedicated/readily available (22%). Geographic trends to this answer included a stronger focus on honesty and



**PERCEIVED KEY TRAITS OF AN AREA SURAKSHA MITRA**  
 % of distribution of all responses of all respondents in all locations

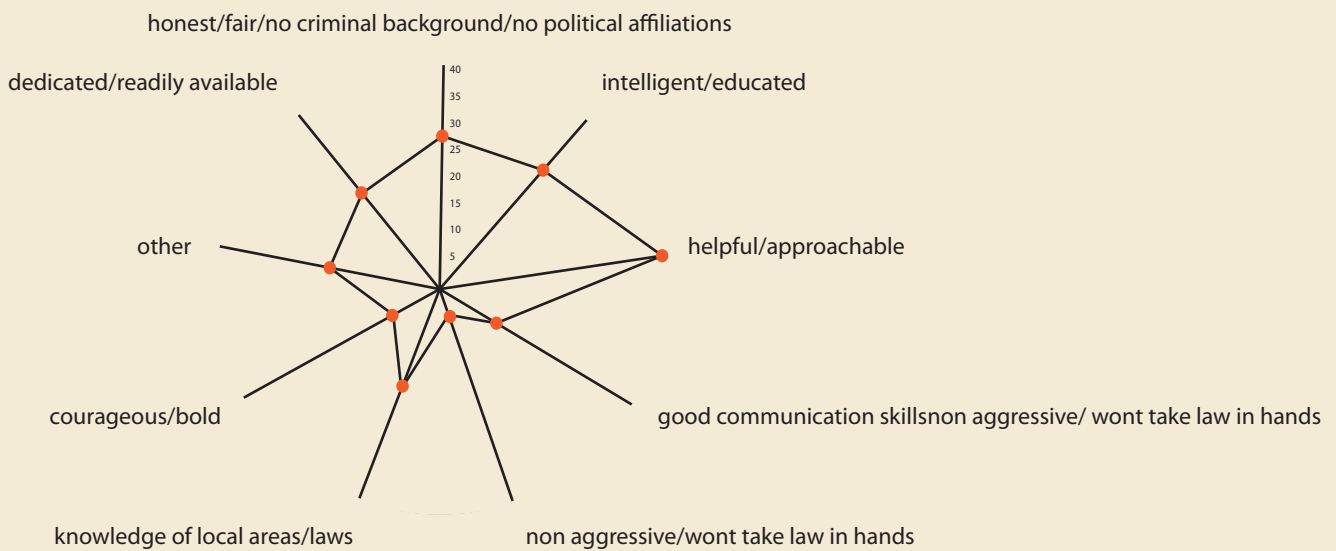


Figure 46

helpfulness in Ashok Nagar, a stronger focus on dedicated/readily available in Banaswadi, a stronger focus on intelligent/educated ASMs in Jnanbharathi, a stronger focus on ASMs having knowledge of the local area in JP Nagar, and in Yelahanka and Rajagopal Nagar, citizens offered more responses falling outside of the prevalent buckets with less of a focus on honest and dedicated ASMs respectively.

PERCEIVED POSSIBLE OUTCOMES OF A COMMUNITY POLICING PROGRAMME  
% distribution of responses of all respondents in all locations

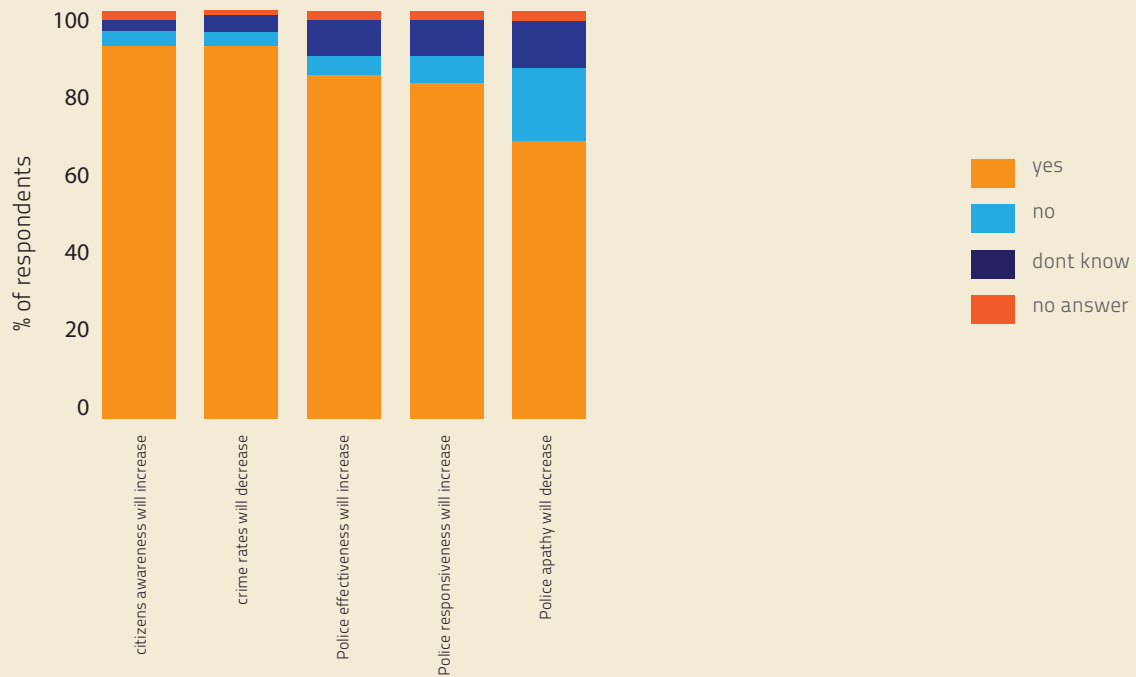


Figure 47

**Citizens felt overwhelmingly that the Community Policing program would have an impact.**

Lastly, citizens were also probed as to what they felt could be the possible outcomes of initiating a Community Policing program [see figure 47]. Across all responses presented, citizens felt overwhelmingly that the Community Policing program would have an impact. In fact this perception was so strong, that even the lowest amount of citizen belief in a particular impact (decreasing police apathy) was as high as 71%. Out of all the areas, Yelahanka and Jnanbharathi displayed the most confidence in the various impacts of the program, whereas Rajagopal Nagar was the least confident, with impact on police apathy, responsiveness and effectiveness receiving confidence in the 40% range.

**Police and citizens share the vision that Community Policing should create better relations between them as well as create a sense of awareness and knowledge among communities about crime and security.**

In terms of program design, police and citizens share the vision that Community Policing should create better relations between them as well as create a sense of awareness and knowledge among communities about crime and security. While police favour the program as a means to capacity-build, and focus strongly on the inputs that the program will need to be successful in the long-term, citizens put more attention on the deliverables pointing to specific threats that they would like the program to address [see figure 44-45]. In order to create citizen engagement with the program on a sustainable basis, expectations on the ability of Community Policing to decrease crimes should be discussed at the outset of the program, so that these can be reasonable and moderate. It should be stated that Community Policing is not a panacea for wiping-out all neighbourhood level threats and grievances, but one tool to address critical concerns. In regards to police, if their ownership is to be secured in the long-term, it is important that the fiscal and institutional inputs they feel are required be given serious consideration. Again, Community Policing is one tool in a box of tools that exist to achieve desired impacts on crime and security and citizen-police relations. However, if the tool is to successfully 'fix', it needs to be supported by an institutional and policy-framework that addresses external, but related issues which allow the program to function smoothly.

## Works Cited

Bannerjee, A.V., Chattopadhyay, R. Duflo, E., Keniston, D. & Singh, N (2012) Can Institutions be Reformed From Within? Evidence from a Randomized Experiment with the Rajasthan Police (MIT Department of Economics Working Paper No. 12-04)

Bureau of Police Research & Development (2012) Data on Police Organisations in India

As on January 1, 2012, Report, Bureau of Police Research & Development, Ministry of Home Affairs, GOI New Delhi

Bureau of Police Research & Development (2006) Model Police Manual, Bureau of Police Research & Development, Ministry of Home Affairs, GOI New Delhi

Chalom, M., Léonard, L., Vanderschueren, F., Vézina, C. (2001) Urban Safety and Good Governance: The Role Of The Police, United Nations Centre For Human Settlements (UNCHS – Habitat) International Centre For The Prevention Of Crime (ICPC)

European Institute for Crime Prevention And Control (2010) International Statistics on Crime and Justice, Eds. Harrendorf, M. Heiskanen, and S. Malby, HEUNI Publication Series No. 64, United Nations Office on Drugs and Crime, Helsinki, Finland

Human Rights Watch (2009) Broken System: Dysfunction, Abuse, and Impunity in the India Police, August

Kolsky, E. (2011), Colonial Justice in British India, Cambridge University Press, Cambridge England

Kumar, Vinod T.K. (2012) Impact of Community Policing on Public Satisfaction and Perception of Police: Findings from India, International Criminal Justice Review, 22(4) 397-45

Mishra, V. (2011), Community Policing. Misnomer or Fact? New Delhi, India: Sage.

Ponsaers, P. (2001) Reading about "Community (Oriented) Policing" and Police Models. An International Journal of Police Strategies and Management, 24(4), 470-497

Sidhu, H. S. (2004), Management of Reforms in Police – A Study at District Level, dissertation submitted for M. Phil in Police Administration at Guru Nanak Dev University, Amritsar, Punjab

Skolnick, J.H., and Bayley, D.H. (1988) Theme and Variation in Community Policing. Crime and Justice, 10, 1-37

Trojanowicz R., Bucqueroux B.,(1990) Community Policing: A Contemporary Perspective. Cincinnati, OH: Anderson Publishing House.

Tyler, T.R. (2004) Enhancing Police Legitimacy. Annals of the American Academy of Political and Social Science, 593, 84-89

## **Appendix 1**

**Security Perception Index Questionnaire:  
Police**

## **Appendix 2**

**Security Perception Index Questionnaire:  
Citizens**

# APPENDIX 1

# Appendix 1 | Security Perception Index Questionnaire: Police

## JANAAGRAHA CENTRE FOR CITIZENSHIP AND DEMOCRACY Community Policing PRE-PROGRAM SURVEY (Police Version)

### Consent Form

Good Day! My name is ~\_\_\_\_\_ and I work for the Janaagraha Centre for Citizenship and Democracy, a not-for-profit organization based in Bangalore that focuses on improving the quality of life in Urban India. I am part of a research team that is conducting research to learn more about perceptions of the police force regarding crime and safety and Community Policing. This study is only for the purpose of research in order to know more about your perception in this matter. There is no right or wrong answer. We only want to learn more about your opinion.

Your participation in this project is voluntary. You may withdraw or discontinue your participation at any time. You have the right to decline answering any question and/or to end the interview at any time. Your confidentiality as a participant in this study is assured. Your name will not be mentioned in any of the reports, documents, and articles produced based on these interviews.

Are you willing to continue with the interview?	Yes	No
---	-----	----

Thank you.

Signature of the interviewer: \_\_\_\_\_

----- Tear

here-----

If you feel you have been treated unfairly, or you have questions regarding your rights as a research subject or the research project, you may contact the Manager at

Janaagraha, Mr. Santosh More,

4th Floor, UNI Building, Thimmiah Road, Vasanth Nagar, Bangalore – 560052,

Ph: +91-80-40790400, Fax: +91-80-41277104

LOC_000	Location Contact												
Interview carried out by (surname):			LOC_002	A	A	A	AA	A	A	A	A	A	A
Date on which interview was carried out:			LOC_004	Y	Y	Y	y	-	M	M	-	D	D
Outcome of appointment and interview at this location:			Interview initiated and completed Interview initiated but not completed due to refusal to carry on by the respondent Appointment could not be made because approval could not be secured Appointment was made but not honoured by respondent after 3 attempts and thus abandoned					LOC_000		1		1	
LOC_100	Location Information												
Police Designation:													
Police Zone/Police Station/Beat													
LOC_100	Location Information												
Data validation done by:		LOC_201 (Name)											
Is the questionnaire:		Complete without errors			Complete with errors			Incomplete			LOC_201	1	
List question numbers with errors:													

1 Compared to the situation 10 years ago, do you think that the level of crime in Bangalore has:

Increased a lot	1
Increased	2
Stayed the same	3
Decreased	4
Decreased a lot	5
Don't know	90
No Answer	99

2 a) Compared to the situation 3 years ago, do you think that the level of crime in Bangalore has:

Increased a lot	1
Increased	2
Stayed the same	3
Decreased	4
Decreased a lot	5
Don't know	90
No Answer	99



b) (If the respondent has suggested there has been an increase in crime ask the following question) Why do you think there has been an increase in crime?

Police force does not have enough resources	1
Delay in justice system	2
Powerful people interfering with police activity	3
Failure of people to cooperate with police	4
Increasing liquor consumption in the area	5
Glorification of crime by the media	6
Increased anti-social tendencies among the public	7
Lack of Legal Employment Opportunities	8
Others	9
Don't Know	90
No Answer	99

3

I am going to read out some examples of unlawful activities. Please tell me which of these threatens citizens most in your area of work?

	Activities	No Threat (1)	Some Threat (2)	High Threat (3)
A	Chain snatching			
B	Pick-pocketing			
C	Theft			
D	Land Grabbing			
E	Rape			
F	Eve-teasing			
G	Domestic violence			
H	Physical Assault			
I	Negligent driving			
J	Drunkenness			
K	Hooliganism			
L	Missing Children			
M	Human Trafficking			
N	Money Laundering			
O	Illicit liquor			
P	Any Other_____			
	_____			

- 4 To the best of your knowledge, in the last year which of these unlawful activities have taken place in your area of work?

	Activities	No Threat (1)	Some Threat (2)	High Threat (3)
A	Chain snatching			
B	Pick-pocketing			
C	Theft			
D	Land Grabbing			
E	Rape			
F	Eve-teasing			
G	Domestic violence			
H	Physical Assault			
I	Negligent driving			
J	Drunkenness			
K	Hooliganism			
L	Missing Children			
M	Human Trafficking			
N	Money Laundering			
O	Illicit liquor			
P	Any Other_____			
	_____			

- b) Please tell me if these activities have increased, decreased or stayed the same in your area.

	Activities	No Threat (1)	Some Threat (2)	High Threat (3)
A	Chain snatching			
B	Pick-pocketing			
C	Theft			
D	Land Grabbing			
E	Rape			
F	Eve-teasing			
G	Domestic violence			
H	Physical Assault			
I	Negligent driving			
J	Drunkenness			
K	Hooliganism			
L	Missing Children			
M	Human Trafficking			
N	Money Laundering			
O	Illicit liquor			
P	Any Other_____			
	_____			

- 5 a) In your opinion, what do you think is the general attitude of citizens towards police?

Cooperative	1
Neutral	2
Suspicious and non-dependable	3
Don't know	90
No Answer	99

b) Why do you believe this is the case?

---

---

---

6 Do policemen work more or less hard than the average citizen?

More hardworking	1
The same	2
less hardworking	3
Don't know	90
No Answer	99

7 Do you think that the working conditions for the police are more difficult, easier, or the same as those in other jobs?

More difficult	1
The same	2
Easier	3
Don't know	90
No Answer	99

8 Do the police have adequate personnel to do the work required of them?

More than enough	1
Yes, they have enough	2
No, they need more	3
Don't know	90
No answer	99

9 a) Do the police have enough resources to do the work required of them? (This does not mean salary.)

More than enough	1
Yes, they have enough	2
No, they need more	3
Don't know	90
No answer	99

b) If no, where do you think that the resources are inadequate and the ideal increase to make the working more efficient.

Resource areas	Ideal Increase (Nos)
Manpower	
Equipment	
Vehicles	
Other	

10 Should the size of the police force be increased, decreased, or stay the same?

Increased	1
Stay the same	2
Decreased	3
Don't know	90
No Answer	99

- 11 Among the following, at which level do you think the police force needs to be either increased or decreased?  
(Take Numbers)

	Levels	Increase (0)	Decrease (1)
a.	Constables		
b.	Head-Constables		
c.	ASI		
d.	PSI		
e.	PI		
f.	At Higher level		

- 12 a) Are criminals afraid of the police?

Yes	1
It depends	2
No	3
Don't know	99

b) If the respondent answers "it depends", ask 'depends on what?'

---

---

---

- 13 a) Are law-abiding citizens afraid of the police?

Yes	1
It depends	2
No	3
Don't know	99

b) If the respondent answers "it depends", ask 'depends on what?'

---

---

---

- 14 a) Who behaves better with citizens: police officers or constables?

Officers	1
Constables	2
It depends	3
Don't know	90
No Answer	99

b) Why do you think this is the case?

---

---

---

- 15 Would senior police officers be angry if they saw how most constables behave with the public?

Yes	1
No	2
Don't know	90
No Answer	99

- 16 In your opinion do you feel that citizens are generally respectful towards the police?

Yes	1
No	2
Don't know	90
No Answer	99

- 17 a) Do you feel that working as a police officer is more desirable than holding any other job?

Yes	1
No	2
Don't know	90
No Answer	99

- b) If no, given the choice would you quit police force to join other job?

Yes	1
No	2
Don't know	90
No Answer	99

- 18 How well do you know the citizens living in your area of work?

Very well	1
Well	2
Fair	3
Not Well	4
Not at All	5
Don't know	90
No Answer	99

19

a) How often do you have to visit the homes of citizens? (If the respondent answers 'Never' skip to question 20, if they answer very frequently, frequently, or sometimes continue to 19 b)

Very frequently	1
Frequently	2
Sometimes	3
Never	4
Don't know	90
No Answer	99

b) When visiting the homes of citizens, what do you find their reaction is to your visit?

Positive	1
Neutral	2
Negative	3
It depends	4
Don't know	90
No Answer	99

c) Why do you believe this is the case?

---



---



---



---

20

a) What has been the opinion of citizens towards police interactions with citizens such as the Mohalla committee and RWAs?

Positive	1
Neutral	2
Negative	3
It depends	4
Don't know	90
No Answer	99

b) Why do you believe this is the case?

---



---



---



---

21

a) In your experience do casual interactions between the Police and citizens occur outside of police duties such as dealing with unlawful activity?

Very frequently	1
Frequently	2
Sometimes	3
Never	4
Don't know	90
No Answer	99

b) Why do you believe this is the case?

---



---



---

22

a) Do you get support from citizens in your area of work when you investigate a case?

Very frequently	1
Frequently	2
Sometimes	3
Never	4
It Depends	5
Don't know	90
No Answer	99

b) Why do you believe this is the case?

---



---



---

23

I am going to read out the list of criminal activities, please tell me how often citizens come to a police station to report these crimes

	Activities	Very Frequently (1)	Frequently (2)	Sometimes (3)	Never (4)
A	Chain snatching				
B	Pick-pocketing				
C	Theft				
D	Land Grabbing				
E	Rape				
F	Eve-teasing				
G	Domestic violence				
H	Physical Assault				
I	Negligent driving				
J	Drunkenness				
K	Hooliganism				
L	Missing Children				
M	Human Trafficking				
N	Money Laundering				
O	Illicit liquor				
P	Any Other_____				
	_____				

- 24 In your experience, for the following crimes, who usually reports the crime in the police station: victim or person related to victim or someone else?

	Activities	Victim (1)	Person related to victim (2)	Sometimes (3)
A	Chain snatching			
B	Pick-pocketing			
C	Theft			
D	Land Grabbing			
E	Rape			
F	Eve-teasing			
G	Domestic violence			
H	Physical Assault			
I	Negligent driving			
J	Drunkeness			
K	Hooliganism			
L	Missing Children			
M	Human Trafficking			
N	Money Laundering			
O	Illicit liquor			
P	Any Other_____			
	_____			

- 25 a) In your opinion, are there any major impediments citizens might face towards reporting crime to the police?

Yes	1
No	2
Don't know	90
No Answer	99

b) If yes, what are these?

---



---



---

- 26 How do you think media such as T.V. news-shows and newspapers represent the police?

1	Overly Positive
2	Accurately
3	Overly Negative
90	Don't Know
99	No Answer

- 27 How do you think media such as movies and T.V. serials represent the police?

1	Overly Positive
2	Accurately
3	Overly Negative
90	Don't Know
99	No Answer



- 28 In the past year, how many times have you attended meetings organized by resident associations in your area? (Nos)

---

---

---

- 29 a) In the past year, have you discussed a security related issue with any resident or resident associations? (Explain if necessary: These discussions are those outside of discussions directly related to investigating/reporting or solving a crime)

Yes	1
No	2
Don't know	90
No Answer	99

b) If yes, please elaborate?

---

---

---

- 30 a) In the past 5 years, have there been any joint actions by you in cooperation with the residents of your area of work to solve a security related issue?

Yes	1
No	2
Don't know	90
No Answer	99

b) If yes, please elaborate?

---

---

---

- 31 In your opinion, what is a Community Policing program? (Be sure to record as much information as possible, if a short answer is given say: "Can you please be more specific" or "Can you please elaborate further")

---

---

---

- 32 a ) Do you think a Community Policing program would be an effective intervention in your area of work to decrease citizens' security concerns?

Yes	1
Maybe	2
No	3
Don't know	90
No Answer	99

b) Why do you believe this is the case? (Be sure to record as much information as possible, if a short answer is given say: "Can you please be more specific" or "Can you please elaborate further")

---

---

---

- 33 a) Have you been aware of a community- policing program running in your area/past areas of work?

Yes	1
No	2
Don't know	90
No Answer	99

b) If yes, describe the program? (IF NO GO TO QUESTION 35)

---

---

---

- 34 What has been the response of other police officers or your colleagues towards the program?

Positive	1
Neutral	2
Negative	3
Don't know	90
No Answer	99

b) Why do you believe this was the case? (Be sure to record as much information as possible, if a short answer is given say: "Can you please be more specific" or "Can you please elaborate further")

---

---

---

- 35 Do you think community- policing will help in addressing the security concerns of the people? (Be sure to record as much information as possible, if a short answer is given say: "Can you please be more specific" or "Can you please elaborate further")

---

---

In order for a Community Policing program to be effective in reducing citizen's security concerns what should be the program's mandate/structure? I.e. which areas of work should Community Policing address in order to be effective?

---



---



---

Please thank the respondent for their time. Ask if he/she has any questions.

SEC_G	QUESTIONS FOR THE INTERVIEWER			
G*1	How many visits were made where the interview took place?	<input type="text" value="1"/>		
G*2	Language used for conducting the interview?			
G*3	How often did the respondent consult with others for information needed to answer the questions?	1	Very frequently	<input type="text" value="1"/>
		2	Frequently	
		3	Sometimes	
		4	Never	
G*4	Which of the questions did the respondent show hesitation in answering? (Enter question numbers)			
G*5	Regarding the respondent's attitude towards you during the interview: was he/she...	1	Interested	<input type="text" value="1"/>
		2	In-between	
		3	Bored	

# APPENDIX 2

## Appendix 2 | Security Perception Index Questionnaire: Citizens

### JANAAGRAHA CENTRE FOR CITIZENSHIP AND DEMOCRACY AREA SURAKSHA MITRA PRE-PROGRAM SURVEY

#### Consent Form

Good Day! My name is \_\_\_\_\_ and I work for the Janaagraha Centre for Citizenship and Democracy, a not-for-profit organization based in Bangalore that focuses on improving the quality of life in Urban India. I am part of a research team that is conducting research to learn more about crime and safety in your area. We are interested in speaking to a range of different people to learn more about the experiences people like you might have regarding safety. This study is only for purposes of research in order to know more about your life experiences and your views in this matter. There is no right or wrong answer. We only want to learn more about your opinion.

Your participation in this project is voluntary. You may withdraw or discontinue your participation at any time. You have the right to decline answering any question and/or to end the interview at any time. Your confidentiality as a participant in this study will remain secure. We will not identify you by name in any of the reports, documents, and articles produced based on these interviews.

Are you willing to continue with the interview? Yes ☐ No ☐

Thank you.

Signature of the interviewer: \_\_\_\_\_

----- Tear

here-----

If you feel you have been treated unfairly, or you have questions regarding your rights as a research subject or the research project, you may contact the Manager at

Janaagraha, Mr. Santosh More,

4th Floor, UNI Building, Thimmiah Road, Vasanth Nagar, Bangalore – 560052,

Ph: +91-80-40790400, Fax:+91-80-41277104

LOC_000	Location Contact												
Interview carried out by (surname):			LOC_002	A	A	A	AA	A	A	A	A	A	A
Date on which interview was carried out:			LOC_004	YY	Y	Y	YA	-	M	M	-	D	D
Outcome of appointment and interview at this location:			Interview initiated and completed Interview initiated but not completed due to refusal to carry on by the respondent Appointment could not be made as an entry to the building could not be secured Appointment was made but not honoured by respondent after 3 attempts and thus abandoned					LOC_000		1		1	
LOC_100	Location Information												
Ward:													
Polling part:													
RAS_004	Classify the type of dwelling you are surveying?	Free Standing House (Single Family) = 7										1	
		Free Standing House (Multi Family) = 6											
		Apartment (Single Family/Self) = 5											
		Apartment (Multi-Family/Sharing with others non-related) = 4											
		Hostel, Dormitory, Boarding House = 1											
		Self-Built/Informal Housing/Shack/ Shelter= 2											
RAS_005.1		Other House type (Specify)											
LOC_200		Quality Check Information											
Data validation done by:		LOC_201 (Name)											
Is the questionnaire:		Complete		Complete with errors		Incomplete		LOC_201		1			
List question numbers with errors:													

You can only survey an individual who is 18 years old and who has lived in this neighbourhood for at least one year.

Gender of Respondent  
FEMALE = 1  
MALE = 2

1 Compared to the situation 10 years ago, do you think that the level of crime in Karnataka has:

Increased a lot	1
Increased	2
Stayed the same	3
Decreased	4
Decreased a lot	5
Don't know	90
No answer	99

- 2 a. Compared to the situation 3 years ago, do you think that the level of crime in Bangalore has:

Increased a lot	1
Increased	2
Stayed the same	3
Decreased	4
Decreased a lot	5
Don't know	90
No answer	99

b.(If the respondent has suggested there has been an increase in crime ask the following question) Why do you think there has been an increase in crime?

Police force does not have enough resources	1
Delay in justice system	2
Powerful people interfering with police activity	3
Failure of people to cooperate with police	4
Increasing liquor consumption in the area	5
Glorification of crime by the media	6
Increased anti-social tendencies among the public	7
Lack of Legal Employment Opportunities	8
Others	9
Don't Know	90
No answer	99

- 3 I am going to read out some examples of unlawful activities. Please tell me which of these threatens you most in your area.

	Activities	No Threat (1)	Some Threat (2)	High Threat (3)	Don't know (90)	No Answer(99)
A	Chain snatching					
B	Pick-pocketing					
C	Theft					
D	Land Grabbing					
E	Rape					
F	Eve-teasing					
G	Domestic violence					
H	Physical Assault					
I	Negligent driving					
J	Drunkenness					
K	Hooliganism					
L	Missing Children					
M	Human Trafficking					
N	Money Laundering					
O	Illicit liquor					
P	Any Other_____					
	_____					

4

To the best of your knowledge, in the last year which of these unlawful activities have taken place in your neighbourhood?

	Activities	No Occurrence (1)	Some Occurrence (2)	High Occurrence (3)	Don't know (90)	No Answer(99)
A	Chain snatching					
B	Pick-pocketing					
C	Theft					
D	Land Grabbing					
E	Rape					
F	Eve-teasing					
G	Domestic violence					
H	Physical Assault					
I	Negligent driving					
J	Drunkenness					
K	Hooliganism					
L	Missing Children					
M	Human Trafficking					
N	Money Laundering					
O	Illicit liquor					
P	Any Other_____					
	_____					

5

Please tell me if these activities have increased, decreased or stayed the same in your area.

	Activities	Increased (1)	Same (2)	Decreased (3)	Don't know (90)	No Answer(99)
A	Chain snatching					
B	Pick-pocketing					
C	Theft					
D	Land Grabbing					
E	Rape					
F	Eve-teasing					
G	Domestic violence					
H	Physical Assault					
I	Negligent driving					
J	Drunkenness					
K	Hooliganism					
L	Missing Children					
M	Human Trafficking					
N	Money Laundering					
O	Illicit liquor					
P	Any Other_____					
	_____					



6

If any of your neighbours have fallen victim to unlawful activities taking place in your neighbourhood, would you help him/ her and report it to the police? (If no skip to q 6C)

a)

	Activities	Wont report (3)	Maybe report (2)	Definitely report (1)	Don't know (90)	No Answer(99)
A	Chain snatching					
B	Pick-pocketing					
C	Theft					
D	Land Grabbing					
E	Rape					
F	Eve-teasing					
G	Domestic violence					
H	Physical Assault					
I	Negligent driving					
J	Drunkeness					
K	Hooliganism					
L	Missing Children					
M	Human Trafficking					
N	Money Laundering					
O	Illicit liquor					
P	Any Other_____					
	_____					

c) If No, why wouldn't you report these activities to the police?

Reason to be recorded-

---



---



---

7

If you or any of your family members have fallen victim to unlawful activities taking place in your neighbourhood, would you report it to the police?

a)

	Codes
Yes	1
Maybe	2
No	3
Don't know	90
No Answer	99

b) If Yes or Maybe, which of these activities would you report to the police?

	Activities	Wont report (3)	Maybe report (2)	Definitely report (1)	Don't know (90)	No Answer(99)
A	Chain snatching					
B	Pick-pocketing					
C	Theft					
D	Land Grabbing					
E	Rape					
F	Eve-teasing					
G	Domestic violence					
H	Physical Assault					
I	Negligent driving					
J	Drunkeness					
K	Hooliganism					
L	Missing Children					
M	Human Trafficking					
N	Money Laundering					
O	Illicit liquor					
P	Any Other _____					

c) If No, why wouldn't you report these activities to the police?

Reason to be recorded-

---



---



---

8

In your family till what time does the head of the household feel is comfortable for the family members to stay out of the house?

		Till 6 pm (5)	Till 8 pm (4)	Till 10 pm (3)	Till midnight (2)	Any- time (1)	Don't know (90)	No Answer (99)
Children (till 10 yrs)	a. Boys b. Girls							
Teenagers (between 10-20 yrs)	c. Boys d. Girls							
Adults (20 yrs and above)	e. Male f. Female							
g. Senior citizens								

- 9 If you are faced with a security threat in your house, who would you call or ask for help first?

Inform	Codes
Police	1
Immediate Neighbour	2
Relative/ Friend who is not immediate neighbour	3
Respond in any other way- -----	4
Don't know	90
No Answer	99

- 10 In your neighbourhood, how regularly do the police make the rounds?

	Codes
Thrice a day	1
Twice a day	2
Once a day	3
Once in 2 days	4
Once a week	5
Sometimes- not regularly	6
Rarely/ Does not come at all	7
Don't Know	90
No answer	99

- 11 Are the police successful in preventing small crimes like pickpocketing and vandalism?

Yes	1
Mostly	2
Somewhat	3
A little	4
No	5
Don't Know	90
No answer	99

- 12 Are the police successful in preventing major crimes like rape and murder?

Yes	1
Mostly	2
Somewhat	3
A little	4
No	5
Don't Know	90
No answer	99

- 13 a) Have you encountered a situation when the police failed to attend to their duty/ responsibility?

	Codes
Yes	2
No	1
Don't Know	90
No answer	99

b) If Yes, please elaborate-

---



---



---

- 14 How long ago did you last speak to a police personnel, more than just saying hello in the street?  
(If never, don't know or No answer , move to Q 16)

Days Ago	1
Weeks Ago	2
Months Ago	3
Years Ago	4
OR	
Date: DD/MM/YY:	
[ ][ ]/[ ][ ][ ][ ]/[ ][ ][ ][ ]	
Never	5
Don't Know	90
No answer	99

- 15 What was the purpose of this conversation?

Just to chat	1
To ask for directions	2
To Report a Crime	3
To follow up on a crime that was already reported	4
To complain about police conduct	5
To ask for assistance with a non-criminal emergency	6
Other:	7
Don't remember	8
Don't Know	90
No answer	99

16 When was the last time you visited a police station? (if never, don't know or no answer move to Q 19)

Days Ago	1
Weeks Ago	2
Months Ago	3
Years Ago	4
OR	
Date: DD/MM/YY:	
[ ][ ]/[ ][ ][ ][ ]	
Never	5
Don't Know	90
No answer	99

17 Which police station did you visit?

---

18 What was the purpose of this visit?

Filing an FIR	1
To get information	2
As a community observer	3
Recovering vehicle taken by the RTO/police	4
Seeking mediation for a dispute.	5
Accompanying another complainant	6
To complain about police conduct	7
As a witness	8
To post bail	9
Other	10
Don't Know	90
No answer	99

19 Is it necessary to have connections to powerful people in order to get the police to do their job?

Yes Always	1
Usually necessary	2
Rarely necessary	3
Never necessary	4
Don't Know	90
No answer	99

20 Do policemen violate the law more or less than the average citizen?

More	1
The Same	2
Less	3
Don't Know	90
No answer	99

21 How do the police treat the people that they have arrested or are holding in custody?

Always fair treatment	1
Usually fair treatment	2
Rarely fair treatment	3
Never fair treatment	4
Don't Know	90
No answer	99

22 Do policemen work more or less hard than the average person?

More hardworking	1
The same	2
Less hardworking	3
Don't Know	90
No answer	99

23 Do you think that the working conditions for the police are more difficult, easier, or the same as those in other jobs?

More difficult	1
The same	2
Easier	3
Don't Know	90
No answer	99

24 In your opinion, in general how do citizens treat the police ?

With gratitude	1
Ungratefully	2
Cooperative	3
Uncooperative	4
They are afraid of the police	5
Others	6
Don't Know	90
No answer	99

25 How do you think media such as T.V. news-shows and newspapers represent the police?

Overly Positive	1
Accurately	2
Overly Negative	3
Don't Know	90
No Answer	99

26 How do you think media such as movies and T.V. serials represent the police?

Overly Positive	1
Accurately	2
Overly Negative	3
Don't Know	90
No Answer	99

27 Do the police have enough Human resources to do the work required of them?

Yes, they have enough	1
No, they need more	2
Don't know	90
No Answer	99

28 Do the police have enough money and resources to do the work required of them?  
(This does not mean salary.)

Yes, they have enough	1
No, they need more	2
Don't know	90
No Answer	99

29 Should the size of the police force be increased, decreased, or stay the same?

Increased	1
Stay the same	2
Decreased	3
Don't know	90
No Answer	99

30 Are criminals afraid of the police?

Yes	1
It depends	2
No	3
Don't know	90
No Answer	99

31 Are law-abiding citizens afraid of the police?

Yes	1
It depends	2
No	3
Don't know	90
No Answer	99

32 Who behaves better: police officers or constables? (it depends on what)

Officers	1
It depends	2
Constables	3
Don't know	90
No Answer	99

a) Have you ever lived in an area which had a community-based security Program? ( if no skip to question 35)

	Codes
Yes	1
No	2
Don't know	90
No Answer	99

b) What was the purpose of this program? (if the respondent knows the name of the program, record this also)

---

---

---

c) Was the program successful?

	Codes
Yes	1
No	2
Don't know	90
No Answer	99

d) Why or why not do you believe this was the case?

---

---

---



d) Why or why not do you believe this was the case?

---

---

---

34

a) What has been the response of other citizens in your neighbourhood to the program?

Positive	1
Neutral	2
Negative	3
Don't know	90
No Answer	99

b) Why do you believe this was the case? (Be sure to record as much information as possible, if a short answer is given say: "Can you please be more specific" or "Can you please elaborate further")

---

---

---

35

a) Janaagraha Centre for Citizenship and Democracy along the Police have started a program of Community Policing. (Details of the Program) Since this project is being established in your neighbourhood, would you reach out to them in case you are faced with some security concerns?( If No please go to Q 36)

	Codes
Yes	1
Maybe	2
No	3
Don't know	90
No Answer	99

b) If yes or maybe, would you or any of your family members be willing to be a part of the program?

	Codes
Yes	1
Maybe	2
No	3
Don't know	90
No Answer	99

c) If No, why not-

---

---

---

- 36 a) Do you think a Community Policing program would be an effective intervention in your Neighbourhood to decrease citizens' security concerns?

Yes	1
Maybe	2
No	3
Don't know	90
No Answer	99

b) Why do you believe this is the case? (Be sure to record as much information as possible, if a short answer is given say: "Can you please be more specific" or "Can you please elaborate further")

---



---



---

- 37 What are the two most important things that you would expect the Community Policing program to address

---



---



---

- 38 In your opinion, what type of qualities should an Area Suraksha Mitra have and what should be expected of them? (explain what is an ASM)

---



---



---

c) Was the program successful?

		Yes (1)	No (2)	Don't Know(90)	No Answer (99)
a	Crime rates will decrease				
b	Citizens awareness of crime will increase				
c	Police apathy will decrease				
d	Police responsiveness will increase				
e	It will assist police in becoming more effective				

Please thank the respondent for their time. Ask if he/she has any questions.



**Janaagraha Centre for Citizenship and Democracy**

4th Floor, UNI Building, Thimmiah Road, Vasanth Nagar  
Bangalore - 560052

Ph: +91-80-40790400 | Fax:+91-80-41277104

[www.janaagraha.org](http://www.janaagraha.org)