

Date of Event	01.10.2021 - 07.10.2021
Name and Type of Event	A study of Public Perception towards Police in Jharkhand
Conducted by	Paras Nath Mishra (NSS)
No. of Participants	55

A study of Public Perception towards Police in Jharkhand

Acknowledgement

The work of studying the perception of the general public is very important and commendable step for improving the functioning of Jharkhand Police. My heartfelt gratitude to Mr. Rajiv Ranjan Singh (DIG-Kolhan, Jharkhand) entrusting us with the responsibility of conducting survey and studying the views of the general public towards the police. we wish to express our sincere thanks and gratitude to the Jharkhand Police department for giving us an opportunity to conduct this study and contribute towards finding critical insights aimed at improvement of law and order governance in the State of Jharkhand. I would like to extend my gratitude Mohammad Arshi(SP , Saraikela) and Mr Rakesh Ranjan SDPO saraikela for supporting and facilitating a smooth conduct of this study.

We also acknowledge the ARKA JAIN University, Vice Chancellor Dr S.S.Razi, Director Mr. Amit Kumar Shrivastava and Campus Director Dr Angad Tiwary for their constant mentorship and guidance throughout the conduct of this study. Last but not the least, we also acknowledge and thank the Department of Management Studies Faculty colleagues, Staff and students for their continued support in successful completion of this study.

1. Introduction:

Jharkhand Police is the law enforcement agency for the state of Jharkhand, India. Jharkhand Police was formed in 2000, after the establishment of Jharkhand state. Jharkhand Police is headed by Director General of Police and headquartered in Ranchi, Jharkhand. Jharkhand police have 4 levels of Joining. The Top positions are filled by Indian Police Service Officers recruited by the Union Public Service Commission. The Next Level of Recruitment is at Class II Level via D.S.P Rank recruited by the Jharkhand Public Service Commission. Non-Gazetted officers are recruited at the sub inspector level by the Jharkhand Subordinate Service Commission. Other posts are filled by conducting recruitment rallies or direct recruitment examinations. The Jharkhand Police has nearly a Strength of about 149 IPS Officers. Against this sanctioned strength the State has only 100 IPS Officers allotted to it as on 2015 by the Ministry of Home Affairs (MHA) Jharkhand is among the top Indian states for total recruitment. Its organizational structure is divided into Field Posting and Non-Field Postings. The Field Postings are divided into 24 district police units in the state. The Head of the Jharkhand Police is the Director General of Police and under him are the Different Departments of:-

- Special Branch
- Crime Investigation Department(CID)
- Headquarters
- Modernisation
- Jharkhand Armed Police(JAP)
- Law and Order

These Departments are headed by IPS Officers of the Additional Director General of Police Rank. They are assisted by Officers of the ranks of Inspector Generals of Police, Deputy Inspector General of Police, Superintendent of Police and other subordinate Ranks.

Hierarchy

Officers

- Director General of Police (DGP)
- Additional Director General of Police
- Inspector General of Police (IGP)
- Deputy Inspector General of Police
- Senior Superintendent of Police
- Superintendent of Police (SP)
- Additional Superintendent of Police
- Assistant SP (IPS) or Deputy SP (JPSC)

Sub-ordinates

- Inspector of Police
- Sub-Inspector of Police
- Assistant Sub-Inspector of Police
- Head Constable
- Senior Constable
- Constable

India is a developing country and aspiring to be an economic superpower. It is having the highest demographic dividend empowered with technology, knowledge and rich heritage. The constitution of India has empowered the states of India to enact their own rules. It is very important to ensure the people of country fair justice and social security and the role of police is very important for this. The development of society and improvement in economic status has exacerbated the types of crimes throughout the country. The police has always been considered accountable and responsible for a safe and secured life to citizens of country. The word police has been derived from latin word “Politia” which means “Civil Administration”. Thus the role of police has been recognised as an

administrator and regulator of social life .The police is bound by Indian Police Act 1861 and the reforms take place time to time i.e. reforms by: National Police Commission (1979-81): Vohra Committee (1993): Ribeiro Committee (1998-99): Administrative Reform Commission II etc. The general perception of an average person about police is that the responsibility of police is to investigate and prevent crimes and maintain law and order. The status of Policing in India Report 2018: A Study of Performance and Perception states that policing is people centric. Police is being considered as the face of the State, because poor law and order is considered as failure of Governance. As per statistics The Rule of law under the World Justice Project ranks India at the 62nd position out of 113 countries, at 66th position in terms of criminal justice and in civil justice components at 97th position. The study analyses the importance of community policing, especially in developing societies, as a way forward for better police service delivery.

The report is based on these survey findings and provides a glimpse of the type of crimes happening in the State. The information about performance of police and people perception about the style of policing has also been collected through this survey. The study gives an idea of awareness level people have towards their right to get justice.

Objectives:

- To know about the types and rate of crimes in Jharkhand
- To get a holistic view about the crime situation in the State.
- To know about people perception towards police performance.
- To know about the people's awareness towards their rights to get justice.
- To analyse the factors of increasing crime in the State.
- To help police and people to improve the law and order in the state by making them aware of the causes of crimes through this survey.

Finally, every citizen and policing of this country strive for a peaceful environment .So we hope that the present study will contribute in that

Hypothesis of the Study:

H0: There is no significant difference in the respondent's satisfaction level among the people of Jharkhand regarding the activities of Police force

H1: There is significant difference in the respondent's satisfaction level among the people of Jharkhand regarding the activities of Police force.

H0: There is no significant difference in the Excellence level among the Police force

H1: There is significant difference in the Excellence level among the Police force

H0: There is no significant difference in the quality among the Police force

H1: There is significant difference in the quality among the Police force

Significances of the study:

1. Understanding the perception of people regarding Police Force.
2. Dissatisfied People never talks positive about Jharkhand government
3. This survey helps to understand the strong areas of Police Force & the areas where they should put more efforts
4. Such survey is useful to make strategic planning for the top Police Administrators.

Limitation:

1. The success of the study depends much on **reliability of data**.
2. This research is focused within the **geographical area of Eastern India (State of Jharkhand, Dist: Saraikela Kharsawan, Thana : Adityapur & Gamhariya)**. Therefore it cannot be applied to National level.
3. The study is strictly confined to **(State of Jharkhand, Dist: Saraikela Kharsawan, Thana : Adityapur & Gamhariya)**. . A larger and more

representative sample may give broader representation to the measurement of different variables under.

4. **Cost and time** constraints did not allow for a more extensive data collection



I Md. Serajuddin of ARKA Jain University would like to take the opportunity of thanking Paras Nath Mishra sir and Kadma police for giving us an opportunity to conduct the survey. Wherein we had a great experience talking to various people from different aspect of the society and got to know their views regarding the working of Police. Thank you for giving us an opportunity like this.



I Nilesch Kumar of ARKA JAIN University want to express my gratitude toward Paras Nath Mishra sir and Kadma police for allowing us a chance to lead the overview. Wherein we had an extraordinary encounter conversing with different individuals from various part of the general public and became acquainted with their perspectives with respect to the working of Police. Much obliged to you for giving us an opportunity like this.



I Rahul Gorai from ARKA JAIN University need to offer my thanks toward Paras Nath Mishra sir and Kadma police for permitting us an opportunity to lead the outline. Wherein we had an exceptional experience speaking with various people from different piece of the overall population and got familiar with their points of view concerning the working of Police. Thankful to you for giving us an opportunity like this.



Harshit Kumar

I felt so good being a Volunteer in Police-Public Relation Survey 2020, as this program was introduced for the betterment of the system.

During this survey work I came to know about different types of opinions people have on their mind.

I'm thankful to Mr Rajeev Ranjan Singh (DIG Kolhan) and Mr Paras Nath Mishra sir (NSS CO Ordinator, ARKA JAIN University) for giving us the opportunity to do this survey.



Varsha Rani

I thank you DIG sir, Police administration and Paras Nath Mishra sir for giving us an opportunity to do this survey work. I really had a great experience after doing this survey work. I came across many new things and I also felt much confidence in communicating with people, it would have never been possible in our course study to have this experience. I really feel myself lucky to be a part of this survey.



Aparajita

Thank you so much DIG sir and all the Police Officers and Paras sir for giving us the opportunity to explore more, be more fearless, and adapt to change better! Thank you for your support, you all are an inspiration! I could understand the working of police offices and actual thinking of civilians. This survey taught us many things and it was an amazing experience.

2. Research Methodology:

Research Design: Descriptive Research Design is used in this Thesis

Factors for Thesis:

1. Feeling comfort to register a complaint
2. Feeling comfortable to go police station as a witness
3. Feel safe when police personnel are nearby
4. Can police administration able to create fear among criminals?
5. Behaviour of police personnel
6. Do Police differentiate among different sections of society?
7. Like to be a part of Police force or recommend your near & dear ones
8. Is Jharkhand police fully equipped to deal with criminals?
9. Do Police have sufficient manpower?
10. Is it easy to register a complaint in police station?
11. Do Police take sufficient actions to control the criminals in your area?
12. Are Senior Police administrators easily approachable?
13. Responsiveness of Jharkhand police
14. Do police patrolling happen in those areas where the chances of crime is maximum?
15. Corruption level of Jharkhand police
16. Response rate of dialling '100'
17. Feeling safe to go out after locking down the doors
18. Maintaining confidentiality if any secrete news is passed on to Police.
19. Do people feel safe to walk alone at night?

Secondary Data: Book, Journal, Magazine, Internet

Primary Data: Population: Areas come under Adityapur & Gamhariya Thana

Sample Size:

Name Of the Thana	Total Respondent (Sample size)	Sample Type	Area
Gamhariya	100	Service man, Govt. Employee, Business man, House wife, Farmers, Labour, College students	RAC ARKA: KPS gamhariya, bhojpur colony, Shivnarayanpur
DO	50	DO	Usha more, gajendra Kumar Secretary
DO	50	DO	Mohanpur
DO	50	DO	Nirmal Path
DO	50	DO	Durga Maidan
DO	100	DO	NKS field, rapcha
Adityapur	100	DO	Naginapuri colony
DO	100	DO	Bhagwati enclave near central public school
DO	100	DO	Bhagwati enclave near meditrinaa Hari Om Nagar
DO	100	DO	Majhi Tola
DO	100	DO	Adityapur colony
DO	50	DO	Village society near S-type
DO	50	DO	Amazon Apartment near S-type

Maximum 1000 respondents' adults male & women are selected as a sample for this research

Sampling Plan: Non- probability sampling technique

Sampling Design: Convenience and Judgemental sampling techniques

Data Collection: Personal, internet and Telephone based methods are used to collect data. But in every case Questionnaire is used to collect data from the sample.

Types of data analysis: Chi-square Test is used to analyze the data

Scaling Technique: In the research the non-comparative scaling technique is used. Among non-comparative scales, Liker is used in this research project. In this checklist score 5 for "Fully

Disagree” and 1 is for “Fully agree”. As well as awarding a grade for each indicator it is important to award an overall grade for each indicator and an overall institutional grade for the quality of the entire institute.

Tools Of Data Analysis: Pie-charts, bar charts, excel and SPSS are used to analyze the collected data.

Reliability Analysis: The reliability analysis of a measuring instrument defines its ability to yield consistent measurement. In other word, reliability relates to the extent to which an experiment, test or any measuring procedure yields the same results on the repeated trials.

Internal consistency method works quite well in the field studies because it requires only one administration. The internal consistency can be estimated using reliability co-efficient.

Nominally, 1978 suggests that allowable value of reliability co-efficient is minimum .60; then it is said that sub-factors are reliable.

Table: 1 - Reliability co-efficient

Factors		Value of reliability co-efficient
Feeling comfort to register a complaint	Feeling comfortable to go police station as a witness	0.92
Feel safe when police personnel are nearby	Can police administration able to create fear among criminals	0.83
Behaviour of police personnel	Do Police differentiate among different sections of society	0.94
Like to be a part of Police force or recommend your near & dear ones	Is Jharkhand police fully equipped to deal with criminals	0.92
Do Police have sufficient manpower?	Is it easy to register a complaint in police station	0.79
Do Police take sufficient actions to control the criminals in your area	Are Senior Police administrators easily approachable	0.89
Responsiveness of Jharkhand police	Do police patrolling happen in those areas where the chances of crime is maximum	0.88
Corruption level of Jharkhand police	Response rate of dialling '100'	0.91
Feeling safe to go out after locking down the doors	Maintaining confidentiality if any secrete news is passed on to Police	0.86
Do people feel safe to walk alone at nigh		0.94

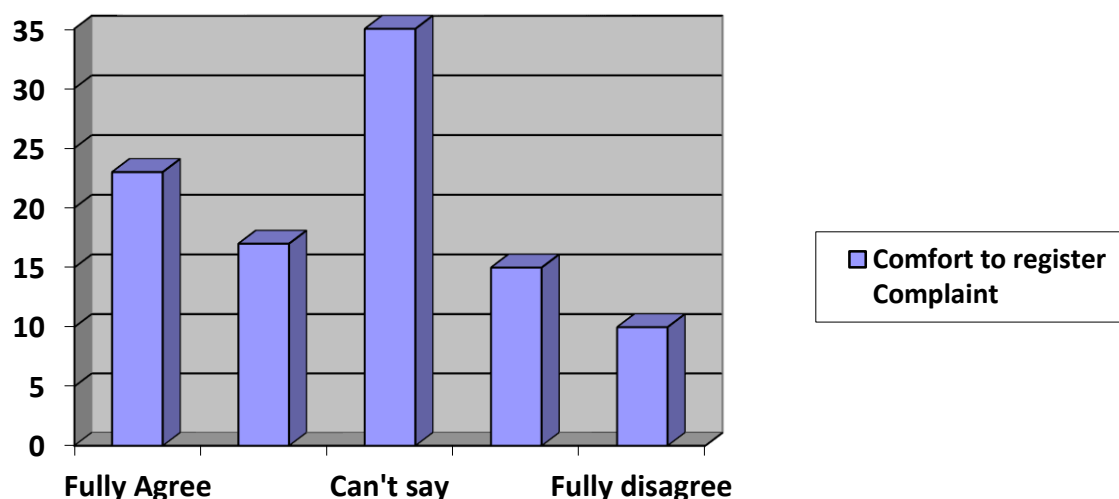
Validity Analysis: Validity is defined as the extent to which any measuring instrument measures what is intended to measure. Validity is concerned with how well the concept is defined by the measures, whereas reliability relates to the consistency of the measures. A measure has a content validity if there is a general agreement among the subjects and researchers that the instrument has measurement item that cover all the aspect of the variable being measured. The evaluation of the content validity typically involves an organized review of the survey's contents to ensure that it includes everything it should and does not include anything it should not. The main objective of the content validity is to ensure that selection of construct items extend past empirical issues and also include theoretical and practical considerations. Measurement items was mainly based on both an extensive reviews of the literature and detailed evaluations by academicians and practicing professionals.

Location	Gamhariya Thana
Total Sample Size	n= 400
Male	250
Female	150
Duration of residence	
More than 15 years	150
5 years to 15 years	150
Less than 5 years	100
Income level (INR in Lakhs)	
More than 10 Lakhs	50
3 Lakhs to 10 Lakhs	200
Less than 3 Lakhs	150
Nature of Job in the Locality	
Related to business	250
Related to Service (Govt. + Pvt.)	150

Location	Adityapur
Total Sample Size	n= 600
Male	350
Female	250
Duration of residence	
More than 15 years	300
5 years to 15 years	200
Less than 5 years	100
Income level (INR in Lakhs)	
More than 10 Lakhs	100
3 Lakhs to 10 Lakhs	400
Less than 3 Lakhs	100
Nature of Job in that Location	
Related to service	250
Related to business	350

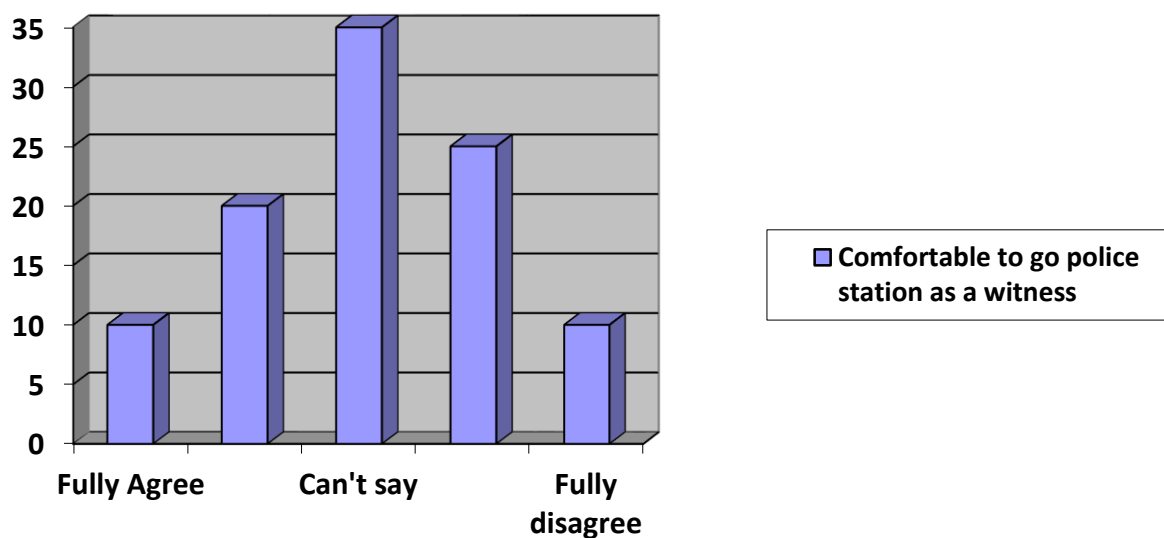
Data Analysis & Interpretation

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	230	170	350	150	100	More number of people think there should be no problem while registering a complaint. Performance satisfactory.



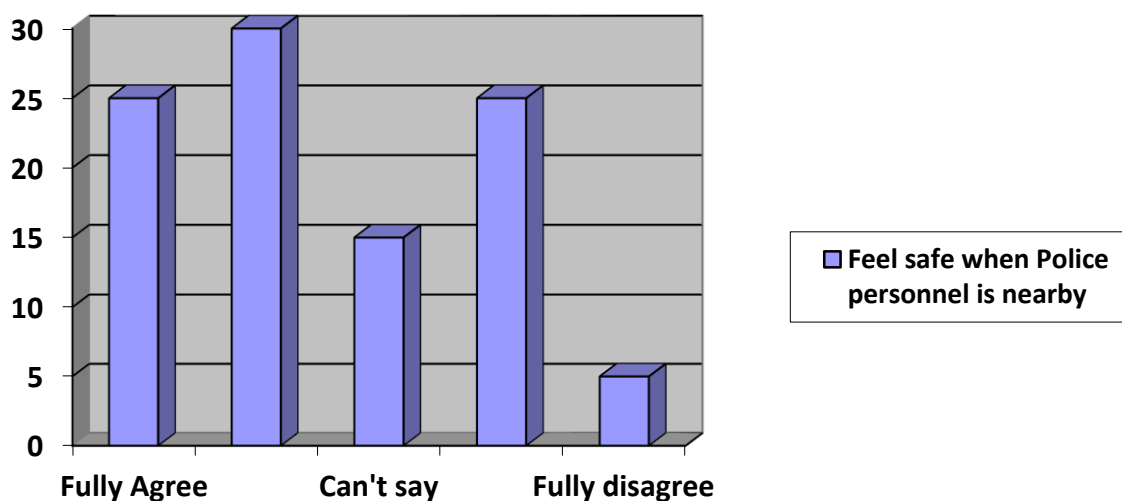
According to the first factor (Feeling comfort to register a complaint) 23% people are fully agree & 17% respondents are agree; i.e. 40% respondents think there should be no problem while registering a complaint. 35% respondents can't reply on this matter, where 15% respondents disagree & 10% respondents are fully disagree in this concern; i.e. 25% respondents feel there should be bottlenecks while registering a complaint

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	100	200	350	250	100	More number of respondents do not feel comfortable while going to police station as a witness



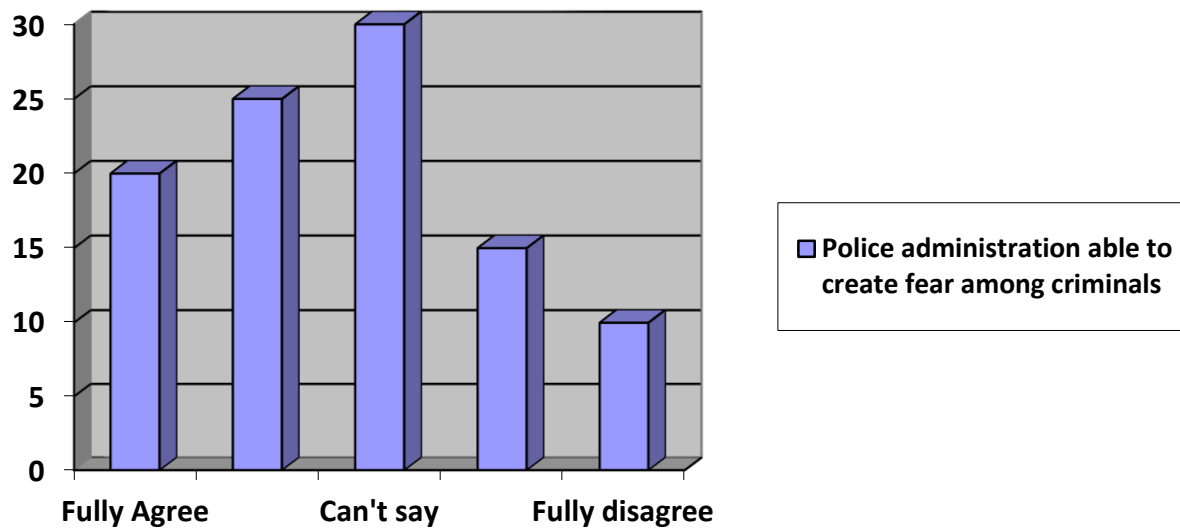
According to the second factor (Feeling comfortable to go to police station as a witness) 10% people are fully agree & 20% respondents are agree; i.e. 30% respondents think there should be no problem while going to police station as a witness. 35% respondents can't reply in this matter, where 25% respondents disagree & 10% respondents are fully disagree in this concern; i.e. 35% respondents feel there should be bottlenecks while going to police station as a witness

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	250	300	150	250	50	More number of respondents think they are safe when police is nearby. Performance Satisfactory



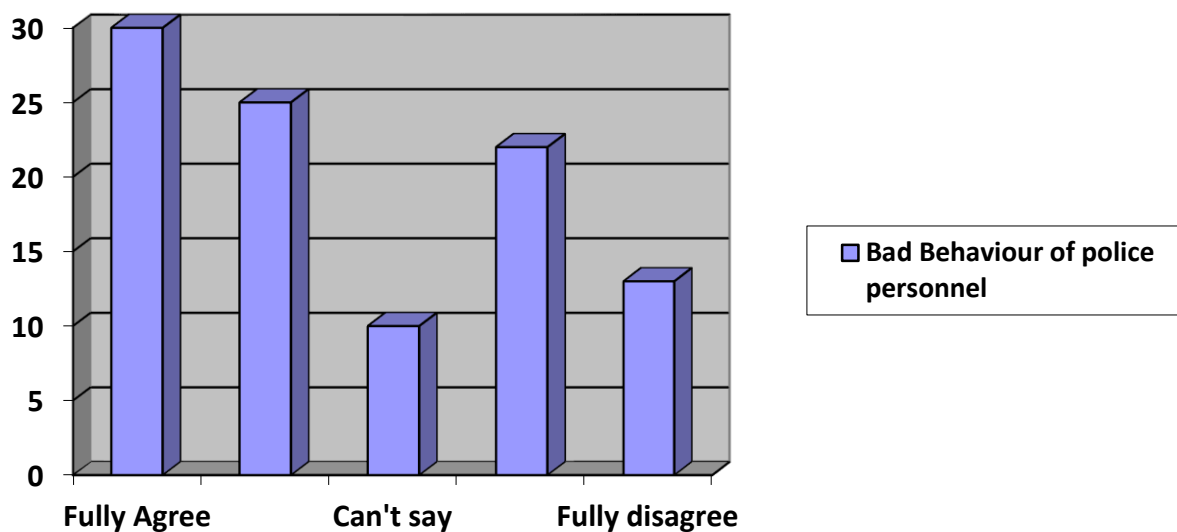
According to the Third factor (Feel safe when police personnel is nearby) 25% people are fully agree & 30% respondents are agree; i.e. 55% respondents think they are safe when police is nearby. 15% respondents can't reply in this matter, where 25% respondents disagree & 5% respondents are fully disagree in this concern; i.e. 30% respondents feel they are not safe when police is nearby

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	200	250	300	150	100	More Number of respondents think police administration able to create fear among criminals Performance Satisfactory



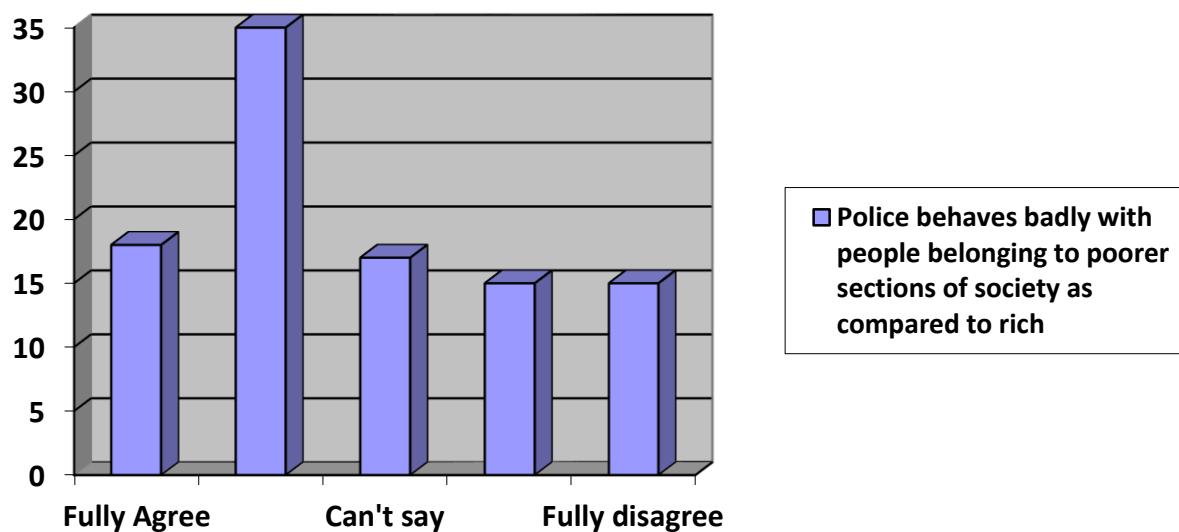
According to the fourth factor (Police administration able to create fear among criminals) 20% people are fully agree & 25% respondents are agree; i.e. 45% respondents think police administration able to create fear among criminals. 30% respondents can't reply in this matter, where 15% respondents disagree & 10% respondents are fully disagree in this concern; i.e. 25% respondents feel police administration is not able to create fear among criminals

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	300	250	100	220	130	More number of respondents think police behaves badly with general public

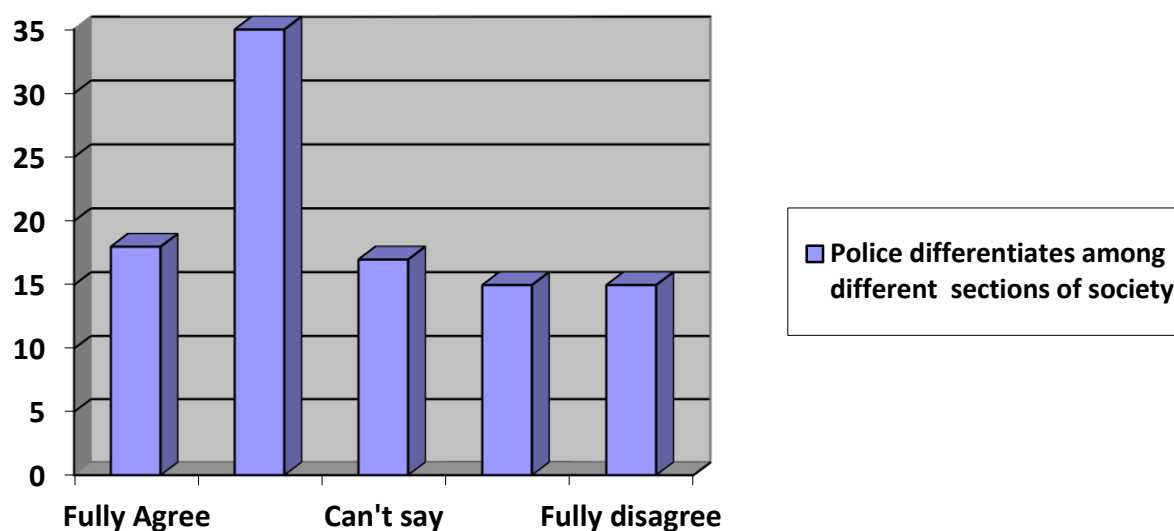


According to the fifth factor (Bad Behaviour of Police Personnel) 30% people are fully agree & 25% respondents are agree; i.e. 55% respondents think police behaves badly with general public. 10% respondents can't reply in this matter, where 22% respondents disagree & 13% respondents are fully disagree in this concern; i.e. 35% respondents feel police does not behave badly with general public

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	180	350	170	150	150	More number of respondents think police behaves badly with people belonging to poorer sections of society in compare to rich

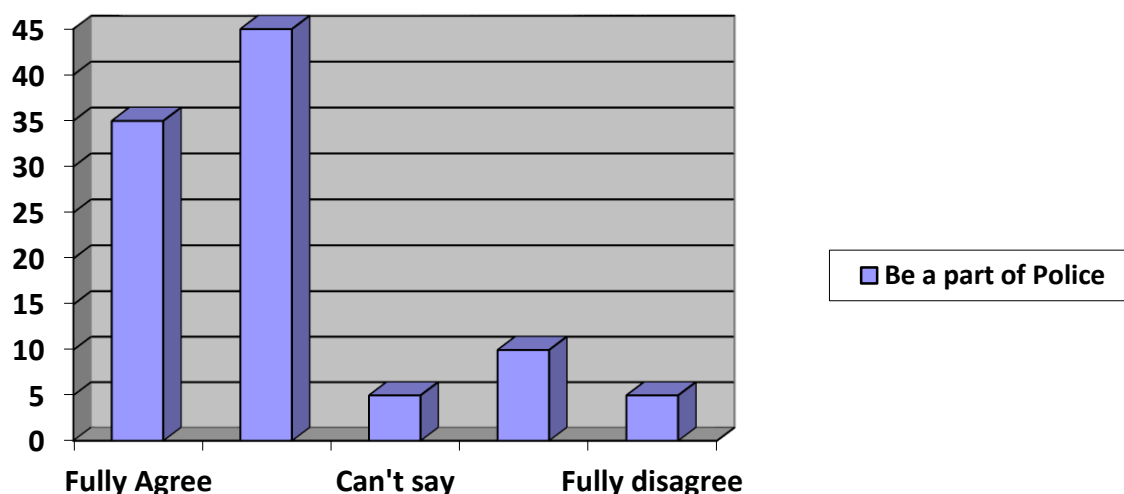


According to the sixth factor (Police behaves badly with people belonging to poorer sections of society as compared to rich) 18% people are fully agree & 35% respondents are agree; i.e. 53% respondents think Police behaves badly with people belonging to poorer sections of society as compared to rich. 17% respondents can't reply in this matter, where 15% respondents disagree & 15% respondents are fully disagree in this concern; i.e. 30% respondents feel Police does not behave badly with people belonging to poorer sections of society as compared to rich



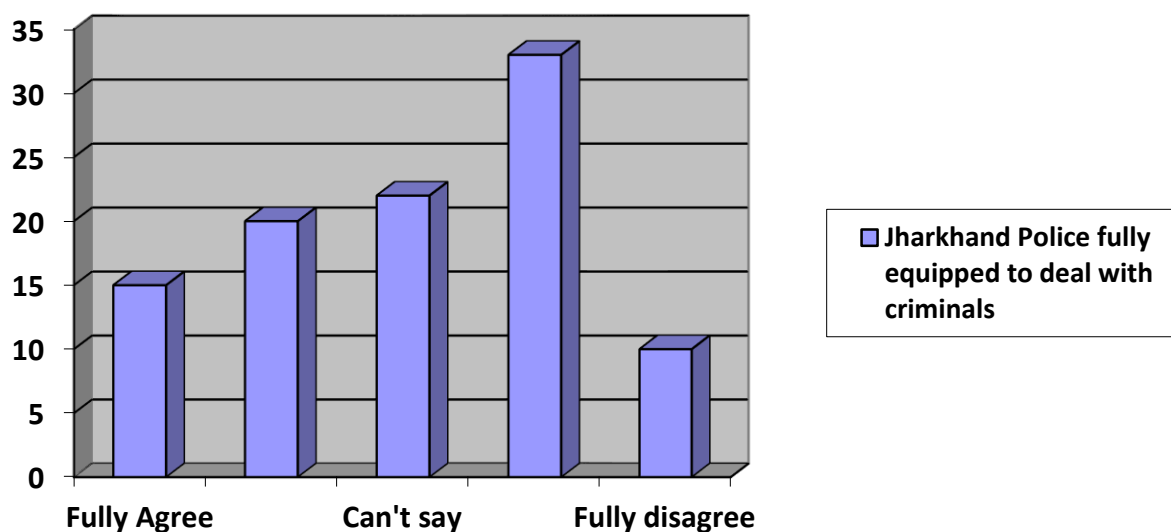
According to the seventh factor (Police differentiates among different sections of society) 18% people are fully agree & 35% respondents are agree; i.e. 53% respondents think police differentiates among different sections of society. 17% respondents can't reply in this matter, where 15% respondents disagree & 15% respondents are fully disagree in this concern; i.e. 30% respondents feel police does not differentiate among different sections of society

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	350	450	50	100	50	More numbers of respondents want to be a Part of Police force or recommend others Department has enough attractiveness in job Market



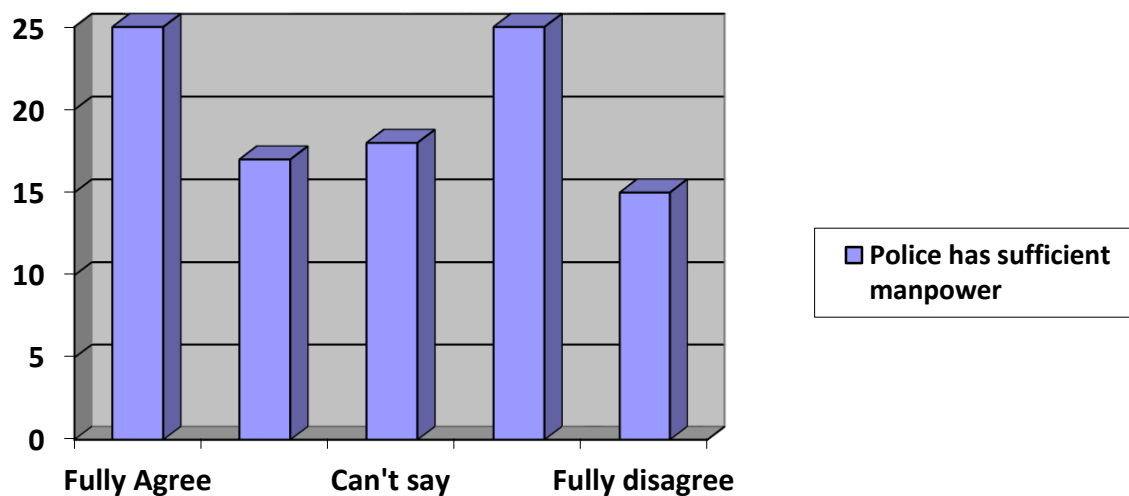
According to the eighth factor (Be a Part of Police force or recommend others) 35% people are fully agree & 45% respondents are agree; i.e. 80% respondents want to be a Part of Police force or recommend others. 5% respondents can't reply in this matter, where 10% respondents disagree & 5% respondents are fully disagree in this concern; i.e. 15% respondents feel that they don't want to be a Part of Police force or recommend others

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	150	200	220	330	100	More number of respondents feel Jharkhand Police is not fully equipped to deal with criminals Brand Image need to revive; Brand Revitalization is required



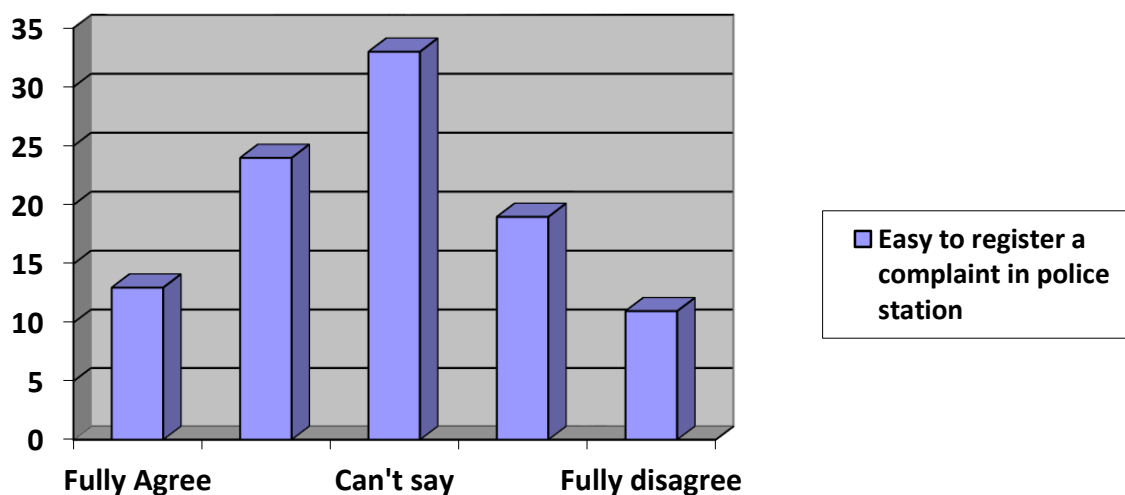
According to the ninth factor (Jharkhand Police fully equipped to deal with criminals) 15% people are fully agree & 20% respondents are agree; i.e. 35% respondents think Jharkhand Police fully equipped to deal with criminals. 22% respondents can't reply in this matter, where 33% respondents disagree & 10% respondents are fully disagree in this concern; i.e. 43% respondents feel Jharkhand Police is not fully equipped to deal with criminals

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	250	170	180	250	150	More number of respondents feel Jharkhand Police has sufficient manpower. Performance Satisfactory



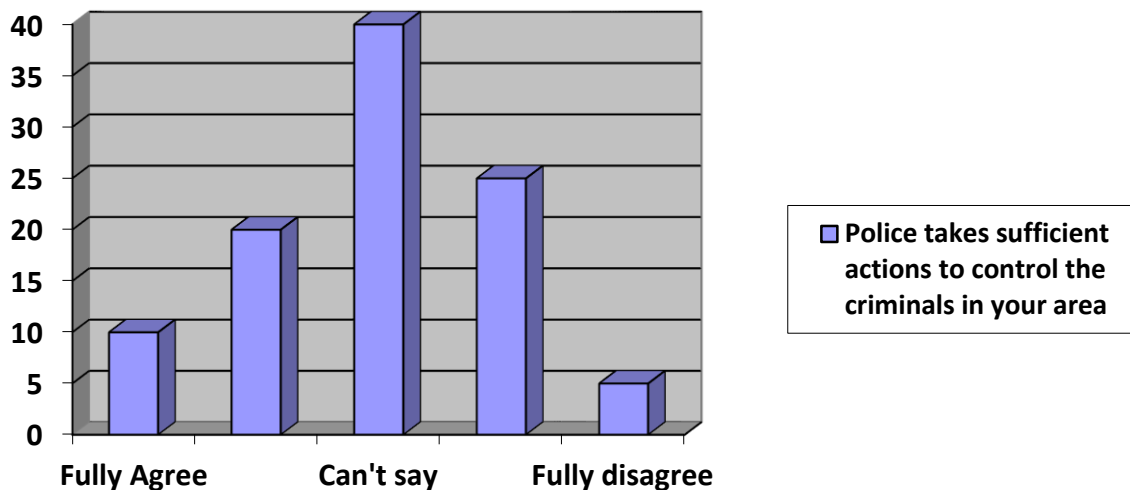
According to the tenth factor (Police has sufficient manpower) 25% people are fully agree & 17% respondents are agree; i.e. 42% respondents think Jharkhand Police has sufficient manpower. 18% respondents can't reply in this matter, where 25% respondents disagree & 15% respondents are fully disagree in this concern; i.e. 40% respondents feel Jharkhand Police does not have sufficient manpower.

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	130	240	330	190	110	More numbers of respondents think it is easy to register a complaint in police station. Performance Satisfactory



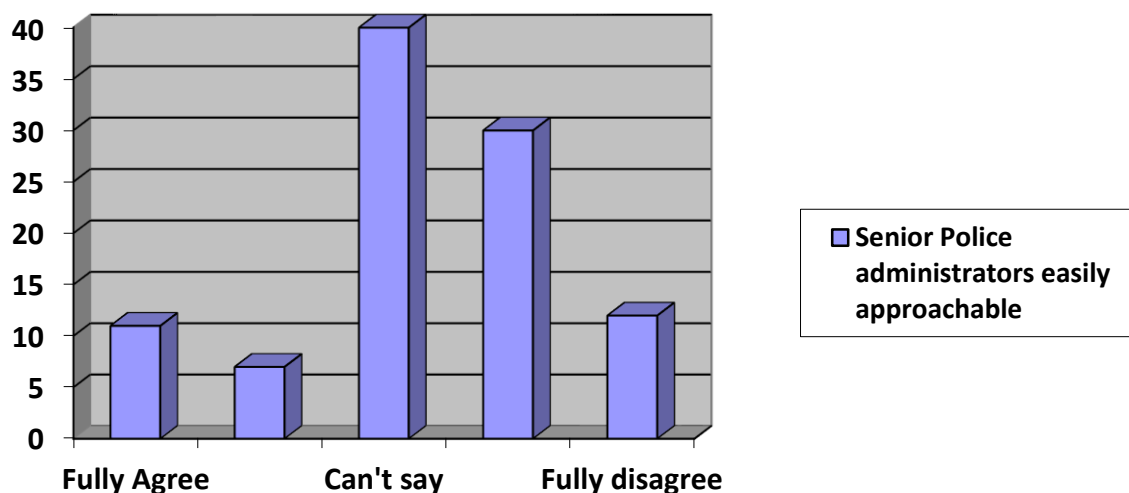
According to the eleventh factor (Easy to register a complaint in police station) 13% people are fully agree & 24% respondents are agree; i.e. 37% respondents think it is easy to register a complaint in police station. 33% respondents can't reply in this matter, where 19% respondents disagree & 11% respondents are fully disagree in this concern; i.e. 30% respondents feel it is not easy to register a complaint in police station

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	100	200	400	250	50	Respondents have indifferent view regarding "Police takes sufficient actions to control the criminals in your area"



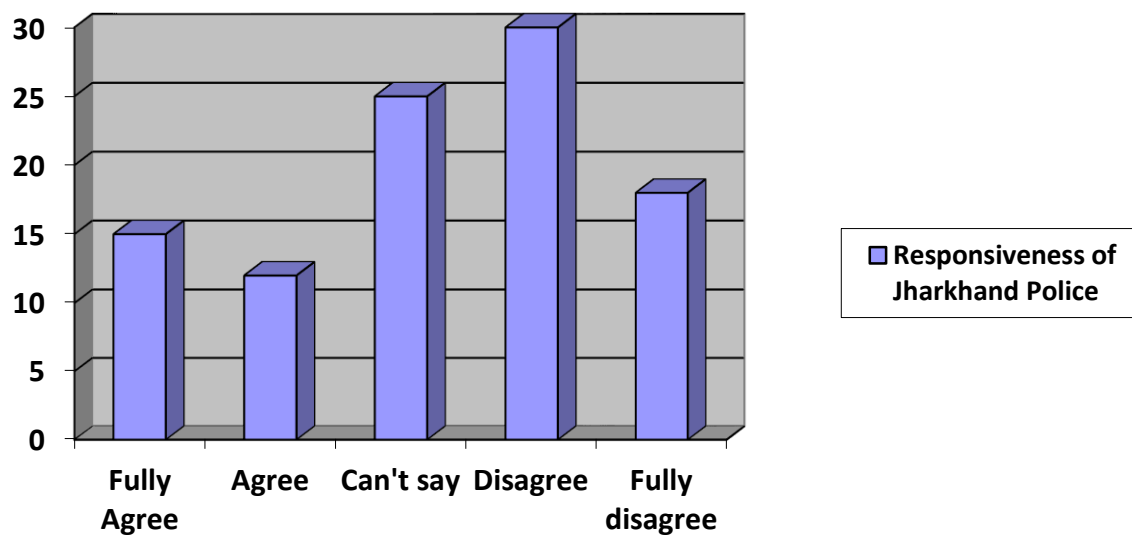
According to the twelfth factor (Police takes sufficient actions to control the criminals in your area) 10% people are fully agree & 20% respondents are agree; i.e. 30% respondents think Police takes sufficient actions to control the criminals in his area. 40% respondents can't reply in this matter, where 25% respondents disagree & 5% respondents are fully disagree in this concern; i.e. 30% respondents feel Police does not take sufficient actions to control the criminals in his area.

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	110	70	400	300	120	More number of respondents feel Senior Police administrators do not easily approachable



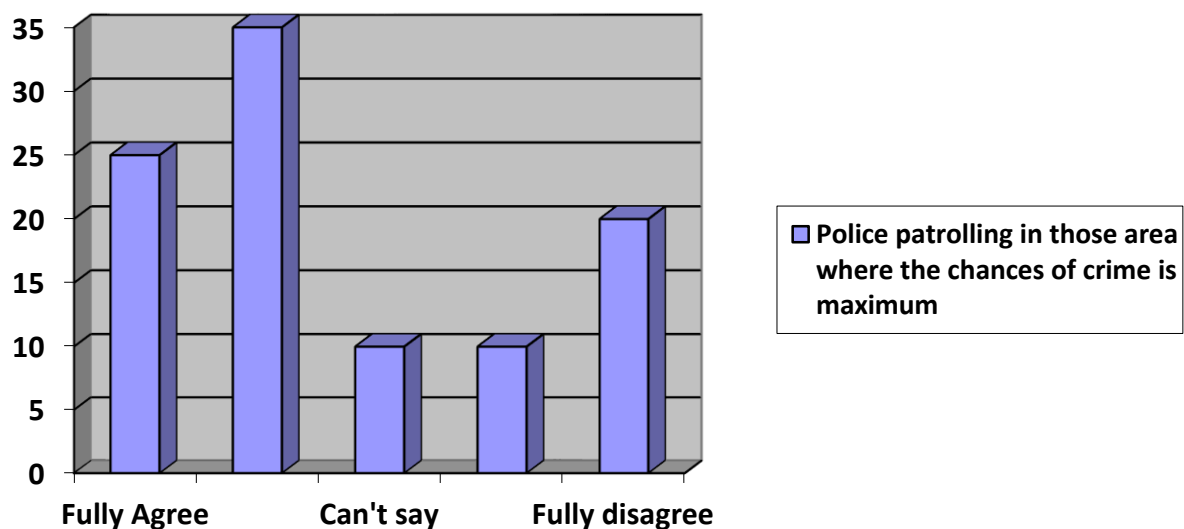
According to the thirteenth factor (Senior Police administrators easily approachable) 11% people are fully agree & 7% respondents are agree; i.e. 18% respondents think Senior Police administrators easily approachable. 40% respondents can't reply in this matter, where 30% respondents disagree & 12% respondents are fully disagree in this concern; i.e. 42% respondents feel Senior Police administrators do not easily approachable

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	150	120	250	300	180	Most number of respondents feel Jharkhand police has low responsiveness



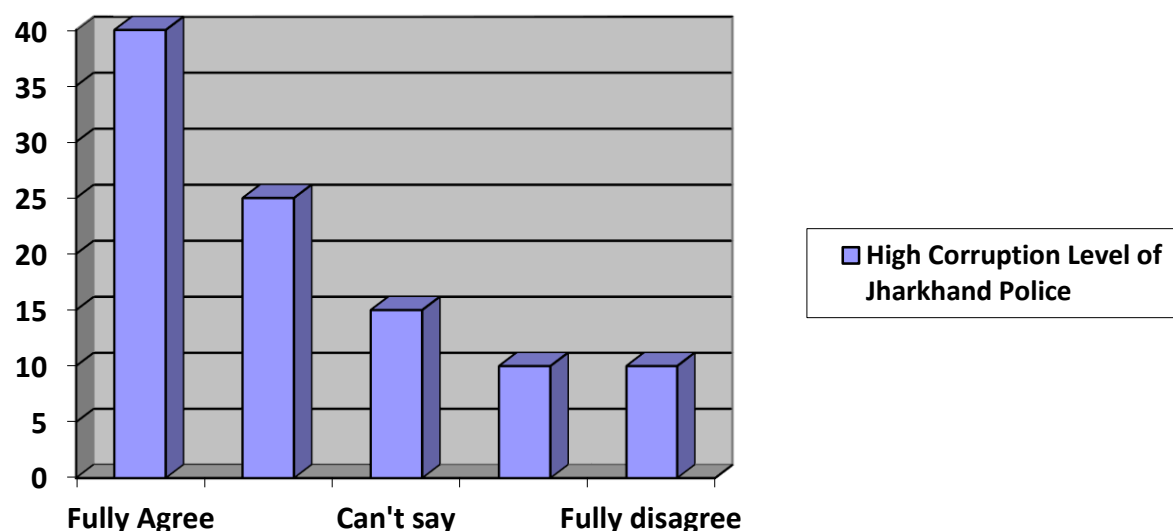
According to the fourteenth factor (Responsiveness of Jharkhand Police) 15% people are fully agree & 12% respondents are agree; i.e. 27% respondents think Jharkhand police has high responsiveness. 25% respondents can't reply in this matter, where 30% respondents disagree & 18% respondents are fully disagree in this concern; i.e. 48% respondents feel Jharkhand police has low responsiveness

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	250	350	100	100	200	More numbers of respondents think Police patrolling in those area where the chances of crime is maximum Performance satisfactory



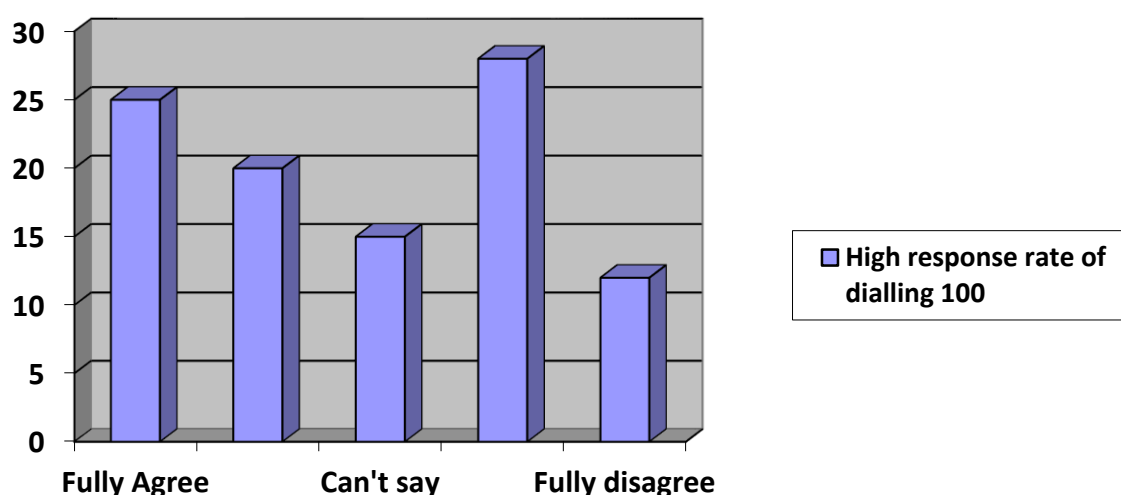
According to the fifteenth factor (Police patrolling in those area where the chances of crime is maximum) 25% people are fully agree & 35% respondents are agree; i.e. 60% respondents think Police patrolling in those area where the chances of crime is maximum. 10% respondents can't reply in this matter, where 10% respondents disagree & 20% respondents are fully disagree in this concern; i.e. 30% respondents feel Police is not patrolling in those area where the chances of crime is maximum

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	400	250	150	100	100	Most numbers of respondents think Jharkhand Police has high level of corruption



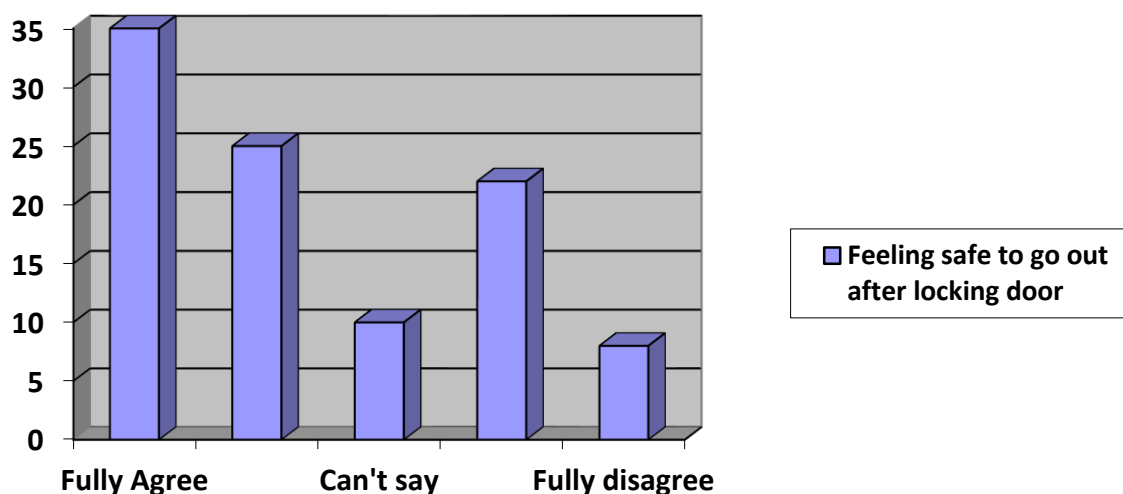
According to the sixteenth factor (High corruption level of Jharkhand Police) 40% people are fully agree & 25% respondents are agree; i.e. 65% respondents think Jharkhand Police has high level of corruption. 15% respondents can't reply in this matter, where 10% respondents disagree & 10% respondents are fully disagree in this concern; i.e. 20% respondents feel Jharkhand Police has low level of corruption

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	250	200	150	280	120	Most numbers of respondents think Jharkhand Police responds well if they call on "100" Performance satisfactory



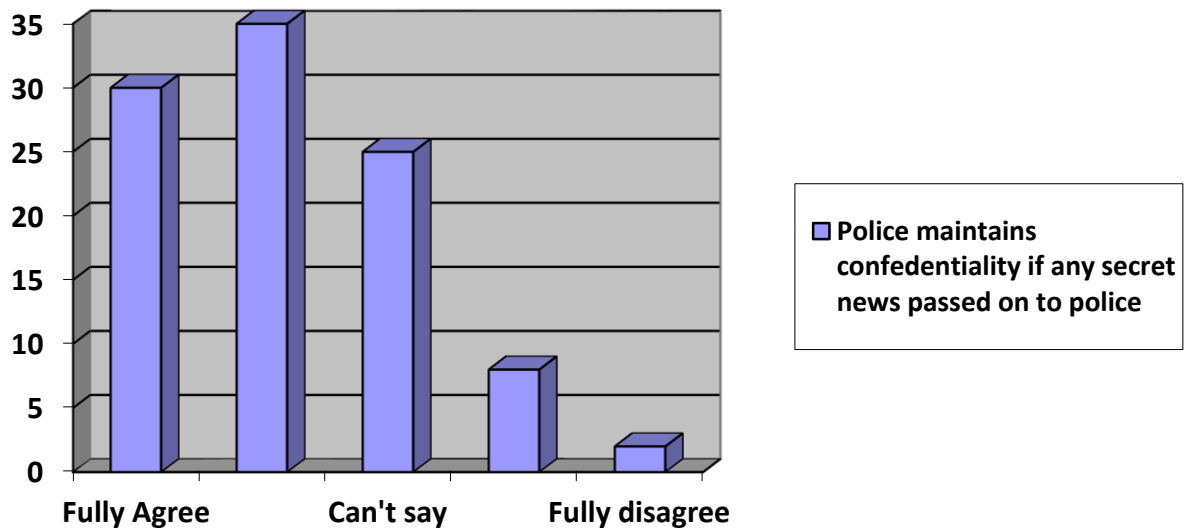
According to the seventeenth factor (High response rate of dialling 100) 25% people are fully agree & 20% respondents are agree; i.e. 45% respondents think Jharkhand Police responds well if they call on "100". 15% respondents can't reply in this matter, where 28% respondents disagree & 12% respondents are fully disagree in this concern; i.e. 40% respondents feel Jharkhand Police does not respond well if they call on "100".

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	350	250	100	220	80	Most numbers of respondents Feel safe to go out after locking door. Performance satisfactory



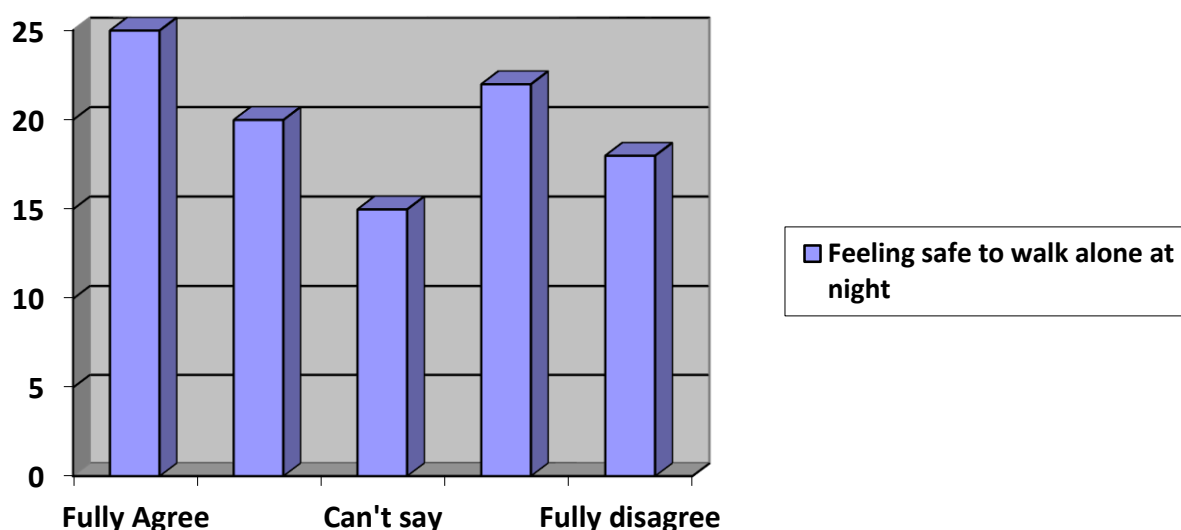
According to the eighteenth factor(Feeling safe to go out after locking door) 35% people are fully agree & 25% respondents are agree; i.e. 60% respondents think they feel safe to go out after locking doors. 10% respondents can't reply in this matter, where 22% respondents disagree & 8% respondents are fully disagree in this concern; i.e. 30% respondents think they are not feel safe to go out after locking doors.

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	300	350	250	80	20	Most numbers of respondents think Police maintains confidentiality if any secrete news passed on to them. Performance satisfactory



According to the nineteenth factor(Police maintains confidentiality if any secrete news passed on to police) 30% people are fully agree & 35% respondents are agree; i.e. 65% respondents Police maintains confidentiality if any secrete news passed on to police. 25% respondents can't reply in this matter, where 8% respondents disagree & 2% respondents are fully disagree in this concern; i.e. 10% respondents think Police does not maintain confidentiality if any secrete news passed on to police

Total No. Of Respondent	Fully agree	Agree	Can't Say	Disagree	Fully Disagree	Factor's Performance
1000	250	200	150	220	180	More number of respondents Feeling safe to walk alone at night Performance satisfactory



According to the twentieth factors (Feeling safe to walk alone at night) 25% people are fully agree & 20% respondents are agree; i.e. 45% respondents Feeling safe to walk alone at night. 15% respondents can't reply in this matter, where 22% respondents disagree & 18% respondents are fully disagree in this concern; i.e. 40% respondents think they are not safe to walk alone at night

3. Conclusion and recommendations:

- This study has been conducted over 1000 respondents spread across 2 thana of Saraikela Kharsawan in Jharkhand state.
- A balanced gender distribution was there in the respondents which avoids any biasness or skewness towards any particular gender.

- Majority of the respondents have been residing in the district for over 15 years implying they are well versed with the law and order situation in the area. This implies a reliable response to the survey questions from them.
- Majority of the respondents have annual income less than INR 3 lakhs followed by annual income between 3-10 Lakhs. Thus both lower as well as middle income respondents are included in the study. Presumable lower income level people are supposed to face a challenge in getting prompt response to their complaints so majority of the respondents have their views incorporated well in the study.
- A Majority of the respondents feel that maximum number of crimes remain unreported. This might be attributed to:
 - A) The lack of awareness about appropriate procedure to be followed during reporting of complaints. This would imply requirement of efforts to raise the awareness level of public in this regard.
 - B) Police doesn't pay adequate attention to the complainant and thus the people are hesitant in approaching police for registering the complaints. This implies a need for behavioural and soft skill training to police officials for proper interaction with public in order to boost their confidence in approaching police.
- Majority of the respondents indicated that they report to police about a crime promptly.
- Contrary to the general belief, almost half of the respondents indicated that police does reach the place of crime within time.
- A sizeable proportion of the respondents feel that the police avoids lodging complaints so that the crime rate is reflected low in their area.
- People have a mixed response in their experience with the police regarding lodging a FIR. While a decent proportion indicated being unaware in this regard, a decent proportion gave a positive response in this regard. Similarly, there was observed a mixed response related to approaching a senior police official for registering a FIR. About a third of the respondents indicated that they had to resort to approaching a senior police official(s) for getting their complaint registered.
- While a sizeable number of respondents were unaware of the relevant CRPC sections at the time of lodging complaints, about a third of the respondents felt that police deliberately tries to register complaints under easy/non-cognizable sections so that

further action on their part in the matter is avoided and the further action can be delayed on some other such as Court.

- Majority of the people felt that after reporting a complaint to a senior police, their complaint got registered. Subsequently multiple visits to police were required.
- Approximately half of the respondents felt that police took action in the lodged FIR cases.
- Most of the respondents feel that police promptly registers and acts on complaints of rich.
- An equal proportion of people feel that duration of stay in a place does not affect on the promptness of registering complaints by police.
- More than half of the respondents feel that police is available at sensitive areas such as busy traffic intersections, schools , colleges and communally sensitive areas.
- Majority of the people feel that PCR Vans, Cheetah Vehicles, Chowkis and police patrol force are available in adequate numbers in their respective areas.
- Most of the people felt that theft is the most common crime occurring in their area followed by attack.
- Majority of the respondents feel that Midnight 12:00 – 6:00 AM is the time during which majority of the crimes happen in their area. After this 6:00 PM -Midnight 12:00 is the next time slot for most of the crimes. Thus during these time slots, particular corrective measures should be adopted.
- Most of the people chose contacting the police station and/or using the emergency call number (100/112) for reporting crimes in their area.
- While majority of the respondents are unaware of the time required for reporting a crime, about a third felt that it takes 1hr – 12 hr is most of the cases.
- Majority of the people feel that in maximum cases the crimes remain unreported to avoid getting caught up in police /court cases in the matter.
- Though majority indicated being unaware, contrary to general perception, a decent proportion of the respondents felt that police behaved well when the crimes were reported.
- More that half of the respondents felt were unaware of the action taken on the complaints of crime. Thus it might be worthwhile to consider making people aware of the actions taken after a complaint has been lodged. Further, half of the people felt that

the complaints were registered and weren't sure of subsequent inquiry, arrest and/or recovery.

- People felt safe while travelling through public transport anytime.
- In these 2 thana areas, rehabilitation of beggars should be considered because they are not actual beggars. Quite a few of them have been cited to be pretending as beggars and involved in criminal activities.
- Police should be more responsible and effective. According to them, the police in 2 thana areas is not that responsible for the crimes.
- The number of police forces should be increased because they find less police around and it is very difficult to predict the person behind crime during the peak season. So, police forces should be increased.
- Most of the people expect polite behavior from police