<u>DISCLAIMER</u>

EDITORIAL TEAM

Raju Narayana Swamy (IAS) Indian Administrative Service officer

Dr. Raju Narayana Swamy popularly known as Kerala's Anti Corruption Crusader is the All India Topper of the 1991 batch of the IAS and is currently posted as Principal Secretary to the Government of Kerala . He has earned many accolades as he hit against the political-bureaucrat corruption nexus in India. Dr Swamy holds a B.Tech in Computer Science and Engineering from the IIT Madras and a Ph. D. in Cyber Law from Gujarat National Law University . He also has an LLM (Pro) (with specialization in IPR) as well as three PG Diplomas from the National Law University, Delhi- one in Urban Environmental Management and Law, another in Environmental Law and Policy and a third one in Tourism and Environmental Law. He also holds a post-graduate diploma in IPR from the National Law School, Bengaluru and a professional diploma in Public Procurement from the World Bank.

Dr. R. K. Upadhyay

Dr. R. K. Upadhyay is Registrar, University of Kota (Raj.), Dr Upadhyay obtained LLB , LLM degrees from Banaras Hindu University & Phd from university of Kota.He has succesfully completed UGC sponsored M.R.P for the work in the ares of the various prisoners reforms in the state of the Rajasthan.

Senior Editor

Dr. Neha Mishra

Dr. Neha Mishra is Associate Professor & Associate Dean (Scholarships) in Jindal Global Law School, OP Jindal Global University. She was awarded both her PhD degree and Associate Professor & Associate Dean M.A.; LL.B. (University of Delhi); LL.M.; Ph.D. (NLSIU, Bangalore) LLM from National Law School of India University, Bengaluru; she did her LL.B. from Faculty of Law, Delhi University as well as M.A. and B.A. from Hindu College and DCAC from DU respectively. Neha has been a Visiting Fellow, School of Social Work, Michigan State University, 2016 and invited speaker Panelist at Global Conference, Whitney R. Harris World Law Institute, Washington University in St.Louis, 2015.

Ms. Sumiti Ahuja

Ms. Sumiti Ahuja, Assistant Professor, Faculty of Law, University of Delhi,

Ms. Sumiti Ahuja completed her LL.M. from the Indian Law Institute with specialization in Criminal Law and Corporate Law, and has over nine years of teaching experience. She has done her LL.B. from the Faculty of Law, University of Delhi. She is currently pursuing Ph.D. in the area of Forensics and Law. Prior to joining the teaching profession, she has worked as Research Assistant for projects funded by different agencies of Govt. of India. She has developed various audio-video teaching modules under UGC e-PG Pathshala programme in the area of Criminology, under the aegis of an MHRD Project. Her areas of interest are Criminal Law, Law of Evidence, Interpretation of Statutes, and Clinical Legal Education.

Dr. Navtika Singh Nautiyal

Dr. Navtika Singh Nautiyal presently working as an Assistant Professor in School of law, Forensic Justice and Policy studies at National Forensic Sciences University, Gandhinagar, Gujarat. She has 9 years of Teaching and Research Experience. She has completed her Philosophy of Doctorate in 'Intercountry adoption laws from Uttranchal University, Dehradun' and LLM from Indian Law Institute, New Delhi.

Dr. Rinu Saraswat

Associate Professor at School of Law, Apex University, Jaipur, M.A, LL.M, Ph.D,

Dr. Rinu have 5 yrs of teaching experience in renowned institutions like Jagannath University and Apex University. Participated in more than 20 national and international seminars and conferences and 5 workshops and training programmes.

Dr. Nitesh Saraswat

E.MBA, LL.M, Ph.D, PGDSAPM
Currently working as Assistant Professor at Law Centre II, Faculty of Law, University of Delhi. Dr. Nitesh have 14 years of Teaching, Administrative and research experience in Renowned Institutions like Amity University, Tata Institute of Social Sciences, Jai Narain Vyas University Jodhpur, Jagannath University and Nirma University.
More than 25 Publications in renowned National and International Journals and has authored a Text book on Cr.P.C and Juvenile Delinquency law.

Subhrajit Chanda

BBA. LL.B. (Hons.) (Amity University, Rajasthan); LL. M. (UPES, Dehradun) (Nottingham Trent University, UK); Ph.D. Candidate (G.D. Goenka University)

Subhrajit did his LL.M. in Sports Law, from Nottingham Trent University of United Kingdoms, with international scholarship provided by university; he has also completed another LL.M. in Energy Law from University of Petroleum and Energy Studies, India. He did his B.B.A.LL.B. (Hons.) focussing on International Trade Law.

ABOUT US

WHITE BLACK LEGAL is an open access, peer-reviewed and refereed journal providededicated to express views on topical legal issues, thereby generating a cross current of ideas on emerging matters. This platform shall also ignite the initiative and desire of young law students to contribute in the field of law. The erudite response of legal luminaries shall be solicited to enable readers to explore challenges that lie before law makers, lawyers and the society at large, in the event of the ever changing social, economic and technological scenario.

With this thought, we hereby present to you

A STUDY ON CITIZEN PARTICIPATION IN SMART POLICING

AUTHORED BY - DR. CHANDRASHEKAR.S.V

Abstract

This study examines the complex relationship between citizen participation and cooperative behaviour within the context of smart policing initiatives in Karnataka State. The study involved 174 non-randomly selected respondents from various districts in Karnataka state and administered the questionnaire through Google Forms. Employing dichotomous and Likert-scale questions, the survey aimed to discern the patterns of citizen participation and cooperation behaviour in the smart policing efforts made by the Government of Karnataka and Karnataka State Police organization. Spearman Rank-Order Correlation was employed to ascertain the significance of differences between citizen participation and cooperative behaviour, particularly in urban and rural settings. Chi-Square employed to explore participation behaviour categories (e.g., participation, nonparticipation) and cooperation behaviour (cooperation with police smart policing efforts/non-cooperation). The results revealed that there was no significant correlation between citizen participation and cooperative behaviour. Further, there is insufficient evidence to establish a significant association between the geographical location of respondents and their cooperative behaviour in smart policing services. In addition, this paper discusses the efforts of digital initiatives in policing and provides suggestions for improving smart policing to reach people.

Keywords: Smart Policing, Participation and Cooperation Behaviour, Digital Policing Initiatives

Introduction

Smart policing refers to the use of technology and data-driven strategies to improve the efficiency, effectiveness, and performance of police organizations. Integration of techno-savvy tools to combat crime and improve public safety. Recent developments in modern policing have drastically changed, with significant efforts to overcome the colonial systems incorporated into police functions and administration. To enhance the image of police through

the implementation of Smart policing in India, is one of the ventures under the Digital India campaign initiated by Government of India to transform police and policing with citizen centric services.

Smart policing initiatives is to build location based (Hotspot) policing to explore the solutions for public safety problems and criminogenic instances(Medaris, Senior and Advisor, 2009). Citizen participation in smart policing is essential and allows dual functioning. *First*, it offers various services for people to use through internet-based web portals and software applications that are popularized for instant communication. *Second*, the services are available merely to the police, where they have interoperable facilities with many departments in governance to share information and exchange data. Citizens active participation and cooperation with police are very pivotal understanding in community policing relationship, people cooperation with law enforcement more broadly can improve the police accountability(Denny *et al.*, 2022a) without any cooperation and assistance from the citizens, policing is often helpless to solve crime problems(Robinson, Seaman and Sarahne, no date).

Significance of Study

The significance is the implementation of smart policing in India to reach rural regions. Police citizen-centric services should reach the rural population, and there is a need for time to get community involvement. Whereas in urban locations, people are using police social media to report incidents, social media plays a significant role in citizen participation, and thus police social media are reaching people, where police can create sensitization programs about new forms of crimes with exemplary demonstrations of modus operandi and visual-based incident reporting. Citizen participation in smart policing will enhance public outreach so that the police can perform transparent and proactive functions. This study explores the significance of citizen participation and their cooperation in joining their hands with the police to enact a newer form of community policing. Hence, there is a need to assess the people, especially the younger generation who are willing to participate and cooperate with police, analysing location-based policing in urban and rural population regions, and whether they adopt and use police services. These are essential in modern policing to combat crime problems.

Background of the study

There are intersections between two crucial elements in contemporary law enforcement and governance: citizen participation and smart policing. The advent of technology and its integration into various aspects of society has led to the concept of Smart Policing. This enhances its efficacy, responsiveness, and implementation. Citizen participation is considered the cornerstone of modern democratic governance. The involvement of citizens in decision making fosters transparency and accountability to the community. Citizen contributions certainly matter in the development of effective policing strategies. The choice of Karnataka State as the vital point is one of the leading states in socio-economic conditions, urbanization, and the potential for smart policing. Karnataka has metropolitan cities and rural regions and a rich information technology centre that helps in policing interventions.

Factors influencing citizen participation and cooperation Behaviour in Policing

Citizen participation includes both formal and informal activities for common interests. Citizen participation may be an individual or community, especially to achieve a common interest or to get some services. Citizen cooperation is essential to ensure community safety, and police agencies across the globe are analysing the proper assessment to ensure people's participation and cooperation in policing. This concept is community policing, and people's cooperation with law can improve local security outcomes(Denny *et al.*, 2022b). For that persistence, police are being relayed on the services provided to people. There are three aspects of influencing factors for the deliberations,

- Smart Policing faces huge challenges in reaching the community and in implementing smart policing initiatives. Many types of strategic tasks are required to reach and engage with the community. These perspectives should fulfil community policing objectives.

- Trust**,** the first step towards gaining people's cooperation, is to establish trust and honesty in work, ensure justice, and exhibit a high sense of professionalism. Improving public relations and fostering a sense of trust between the police and public are essential. Many higher police officials are interacting with the public through social media, for outreaching, developing police social media to gather intelligence and there is a need for social media patrol and monitoring(Chandrashekar SV, 2021).

- Perceptions**:** Many people believe and often worry about how the police treat people. Traditional policing has hindered colonial practices and created fears. Police should

work to ensure positive perception and respectful police behaviour. The image of the police in the past was not good because of colonial anxiety. Actual participation behaviour in the policing has different psychological drive such as Attitude, values, and emotions(Schreurs *et al.*, 2018a). The broad categories of participation behaviour are social controls, responsive participation (calling the police), collaborative participation (meeting with the police officer and detection (joining a neighbourhood watch), and citizens are expected to play a participatory role in society, which increases the need for them to prepare themselves. (Schreurs *et al.*, 2018b). A prominent kind of self-organisation through WhatsApp crime prevention groups, members are the residents of the same street, in case of suspicious circumstances to safeguard themselves(Schreurs *et al.*, 2020).

Communication and public engagement strategy by Police

Effective communication and public engagement strategies are crucial for police to build good trust and positive relationships with the community.

- Outlining goals for public engagement.
- To Know the people interests and preferences
- Emphasizing transparency, accountability, and Community safety
- Leveraging various communication tools, such as social media, Press and Community meetings. Should reach in both digital and traditional ways.
- Prompt responses to the inquiries.
- Hosting joint events.
- Rapid response protocols.
- Feedback system.
- Highlighting success stories, crime detentions, and legal procedures.
- Acknowledgement of community responses.

Objectives of the study

- To analyse citizens' participation and cooperation behaviour in smart policing efforts.
- To explore the effectiveness of various communication and engagement strategies used by law enforcement agencies to promote citizen involvement in smart policing.
- To identify best practices and recommendations for enhancing citizen participation and cooperation in smart policing programs.

Methods

The study was conducted in Karnataka, India, with a sample size of 174 citizens aged between 20 and 45 years, with 100 male and 74 female participants who provided their responses. Responses were gathered from respondents across 29 districts of Karnataka. The study used a non-random purposive sample method and a questionnaire with closed-ended, Likert scale (5 points, Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree) and dichotomous questions (Yes, No). Data were collected using Google Forms and distributed to both urban and rural populations. While answering the question, respondents were given the option to choose their native place between a rural or urban area. Major cities and semi-urban areas were classified as urban respectively, [i]to assess the effectiveness of police efforts and citizen reactions to them. The responses were then compiled and analysed statistically. Citizen participation and cooperation behaviour in smart policing was analysed with Spearman Rank-Order Correlation to ascertain the significance of differences between citizen participation and cooperation behaviour, particularly in urban and rural settings. Chi-Square employed to explore participation behaviour categories (e.g., participation, nonparticipation) and cooperation behaviour (cooperation with police smart policing efforts/non-cooperation).

Results

1. The table below shows the total number of respondents and their age categories.

Age Group	Male	Female	Frequency
20-25	40	34	74
26-30	16	13	29
31-35	24	08	32
36-40	08	09	17
41-45	12	10	22
Total	100	74	174

The purpose of this study is to determine the effectiveness of smart policing in the age range of 20 to 45 years. The study was designed for a younger generation that is familiar with modern gadgets and devices, as well as the Internet, to deal with smart policing initiatives. Participating in the study requires knowledge of the use of the internet and smartphones. Thus, 74 respondents were aged 20–25 years. The study expects that the younger generation will be more involved in smart policing. A total of 100 males and 74 females participated in the study.

2. **The following tables show the number of participants with the cross-tabulation indication of gender and region.**

Gender * Rural / Urban Crosstabulation

Count

		Rural / Urban		Total
		Rural	Urban	
Gender	Female	28	46	74
	Male	48	52	100
Total		76	98	174

The table above shows the gender and region of the participants: there were 100 male and 74 female participants (n=174). 76 respondents were from rural areas (48 men and 28 women), while 98 were from urban areas (52 men and 46 women). Respondents were given the option of selecting their region. Although the urban population is larger, the rural population contributes significantly to research participation. This region-wise analysis has also helped determine the effectiveness of smart policing among the rural population in the Karnataka state.

3. **The table below shows the mean values of participation and cooperation behaviours to determine the Spearman rank-order correlation.**

Correlations

			1	2
Spearman's rho	Participation Behaviour	Correlation Coefficient		$.606^{**}$
			.	
	Cooperation Behaviour	Correlation Coefficient	$.606^{**}$	

**. Correlation is significant at the 0.01 level (2-tailed). n=174.

To check the Spearman rank-order correlation and coefficient, the variables were grouped, and

mean values were used for the analysis. A Spearman correlation coefficient of 0.606 suggests a moderate to strong positive monotonic relationship between participation and cooperation behaviours. The only sign is that when participation behaviour increases, the rank of cooperative behaviour also tends to increase. In other words, more individuals who tend to show higher levels of participation tend to exhibit higher levels of cooperation.

1. **The table below depicts people's regions and their cooperation with police, with results from chi-square analysis and cross tabulation.**

Location	Cooperation with police in smart policing		Total	df	Chi Square value
	Cooperation behaviour	Non-Cooperation Behaviour			$x^2 = .015^a$ Sig .902
Rural	48	28	76	1	
Urban	61	37	98		
Total	109	65	174		

Pearson's chi-square test was used to determine any significant association between two categorical variables. In this case*, Ho* states that there is no association between the location of respondents and their cooperation behaviour in smart policing, *H1* is there is an association between these two variables $x^2 = 0.015$ and p=0.902 (2 sided), P Value .902 is much higher than the level 0.05. Hence there was insufficient evidence to reject the null hypothesis. Therefore, these results agree with the null hypothesis. The chi-square value is also very small, indicating a low degree of deviation from that of the expected outcome. In other words, the results do not have sufficient evidence to conclude that cooperation behaviour among citizens in smart policing varies significantly based on the locations of respondents.

2. **The table below depicts people's region and their participating behaviour with police, results from chi-square analysis, and cross tabulation.**

Location	Participation Behaviour in Smart Policing		Total	df	Chi Square value
	Participation	Non-			

	Behaviour	Participation Behaviour			$x^2 =$ .052[a]
					Sig .819
Rural	57	19	76	1	
Urban	72	26	98		
Total	129	45	174		

The above table shows the results on the hypothesis H_o is "there is an association between the location of the respondents and their participation behaviour in the smart Policing" and H_1 is "There is no association between these two variables. A value of $x^2 = 0.052$ and a significance level of 0.819 (two sided). The p-value is higher than 0.05, indicating that there is not enough evidence to reject the null hypothesis, and that there is insufficient support to conclude that there is an association between the location of respondents and their participation behaviour in smart policing. In addition, the chi-square value of 0.052 is relatively small, suggesting a low degree of deviation from the expected assumptions of an association. Therefore, the study did not find enough evidence to reject the null hypothesis. However, study does not prove the null hypothesis is true, rather it suggests that there is enough evidence.

3. **The following table displays a cross-tabulation of Factors Affecting Citizen Participation and Cooperation with the region where they belong.**

			Yes	No	Total	X^2	Phi Cramer's V
Complication Of Legal Procedures	Urban	Count	59	39	98	.095	0.23
		Expected Count	58	40	98		
	Rural	Count	44	32	76	p=.759	p=.759
		Expected Count	45	31	76		
	Total	Count	103	71	174		
		Expected Count	103	71	174		
Stigma	Urban	Count	59	39	98	.018	0.010
		Expected Count	58.6	39.4	98		
	Rural	Count	45	31	76	p=.895	p=.895
		Expected Count	45.4	30.6	76		
	Total	Count	104	70	174		

		Expected Count	104	70	174		
Trust	Urban	Count	48	50	98	3.479 *p=.062*	-141 *p=.062*
		Expected Count	54.1	43.9	98		
	Rural	Count	48	28	76		
		Expected Count	41.9	34.1	76		
	Total	Count	96	78	174		
		Expected Count	96	78	174		
Transparency	Urban	Count	30	68	98	.748 *p=.387*	-0.66 *p=.387*
		Expected Count	32.7	65.3	98		
	Rural	Count	28	48	76		
		Expected Count	25.3	50.7	76		
	Total	Count	58	116	174		
		Expected Count	58	116	174		
Fear	Urban	Count	59	39	98	.018 *p=.895*	0.01 *p=.895*
		Expected Count	58.6	39.4	98		
	Rural	Count	45	31	76		
		Expected Count	45.4	30.6	76		
	Total	Count	104	70	174		
		Expected Count	104	70	174		

Above table displays a cross-tabulation of Factors Affecting Citizen Participation and Cooperation with the region where they belong.

Discussion

Although the smart policing initiatives in India started in the latter half of 2017, the country's police modernization debate began in 2011 when the then-prime minister spoke about the internal security situation during the chief ministers' conference on the subject. The program was designed to discuss potential approaches to addressing the issues at hand, which included the persistence of ethnic violence, religious fundamentalism, cross-border terrorism, and left-wing extremism.

During the 49th director generals and inspector general's conference in 2014, when India's government was reorganized, the new prime minister introduced the idea of "SMART" policing. This suggests being alert and accountable, modern, and mobile, sensitive, and strict,

dependable, and responsive, tech-savvy and trained. For online complaints, verifications, and other uses, citizens can use the Digital Police platform. The aggregated statistics about crimes nationwide is shared on this platform. Additionally, this site supports a variety of incident trends and thematic reports. The Indian Ministry of Home Affairs' Smart Policing effort is called Digital Police.

Younger generations should make use of the services, and public involvement in police operations will be used to gauge the success of smart policing. Since the current generation is highly skilled at using technology, smart policing in public areas needs to be more widely known and visible. The success of smart policing will be aided by digital literacy and youth participation. In nations like India, which have both rural and urban parts, smart policing techniques would be crucial in rural areas. The most easily accessible educational institutions should be used by police to engage youth, as should police-friendly gatherings where officers may engage with the public and show off the response system.

Factors Affecting Citizen Participation and Cooperation in Smart Policing

In smart policing, several elements impact public collaboration and engagement, reflecting the complex interplay between organizational, social, and technical processes. In the context of smart policing, these are some typical elements that typically influence citizen cooperation and engagement.

Legal Complications: The findings show that there are no major discrepancies in the occurrence of legal procedures complication given the high p-value (0.759), it can be established that there are no differences between settlements and towns. This leads to the assumption that the legal procedures may not be determined by the geographical position of the population in the sample. Additionally, further research may be able to address other factors which may affect the complications. People may fear legal complications for various reasons and these fears can influenced by many factors. The legal system can be intricate and challenging to comprehend for individuals those who are not aware of procedures. People may also think legal complication are unnecessary troubles which will put them in trouble in life.

Social Stigma: People hesitate to involve with policing because of Social Stigma, people will think of their reputation, this can vitally discourage people from taking part in smart policing initiatives.

Citizen participation and cooperation are interdependent. If participation increases, so will cooperation. The most difficult factors are maintaining a positive image of the police and establishing public trust. The following activities can be initiated:

a. **Community outreach programmes and education**: Police should conduct outreach programmes to demonstrate how smart policing works, including its benefits and positive outcomes.

b. **Community Needs**: Police should seek out specific needs and concerns, which they can do through community surveys, focus group discussions, and collaboration.

c. **Online platforms and Mobile applications:** Mobile apps and online platforms can be used for easy communications. User friendly interfaces for reporting crimes, updating news.

d. **Community Policing Officer:** In India, community policing officers must be suggested, particularly in rural areas. This will improve the positive relationship between police and citizens.

Citizen participation and Cooperation in smart policing programs.

Enhancing citizen participation and cooperation is decisive in the success of Smart Policing. Smart policing becomes responsive and accountable, builds trust, improves public safety. The strategies are,

- Community policing: This is purely shared responsibility of citizens to fosters the sense of partnership. A group of people of residential area, residential colony, apartment or of residential layout or streets. There shall not merely partnership, real time community engagement through regular meet.

- Public Awareness campaigns: Public awareness campaigns to educate the citizen about smart policing goals.

- Police social media usage and regular engagement.

Conclusions

This study investigated the relationship between citizen participation and cooperation behaviour in the context of smart policing, focusing on the Karnataka state. Several findings emerge from the comprehensive analysis of empirical data. The study found that citizen participation and cooperation play an important role in smart policing. There is a moderate to strong positive monotonic relationship between Participation behaviour and Cooperation

behaviour, when the participation behaviour increases, the rank of cooperation behaviour is also tending to increase. In other words, more individuals who tend to show higher levels of participation tend to exhibit higher levels of cooperation. The use of technology, such as social media, mobile applications, and online reporting systems, has allowed for a more seamless flow of information between citizens and law enforcement. Finally, the study provides a useful roadmap for moving forward with smart policing efforts in Karnataka. In the future, the study's nature may take on new dimensions, and a larger population survey would establish a model for smart policing.

References

Chandrashekar SV (2021) 'Public Usage of Police Social Media Applications', *Quest Journals Journal of Research in Humanities and Social Science*, 9, pp. 2321–9467.

Denny, E.K. *et al.* (2022a) 'Citizen Cooperation with the Police: Evidence from Contemporary Guatemala', *https://doi.org/10.1177/00104140221139379* [Preprint]. Available at: https://doi.org/10.1177/00104140221139379.

Denny, E.K. *et al.* (2022b) 'Citizen Cooperation with the Police: Evidence from Contemporary Guatemala', *https://doi.org/10.1177/00104140221139379* [Preprint]. Available at: https://doi.org/10.1177/00104140221139379.

Medaris, B.M., Senior, B.J.A. and Advisor, P. (2009) 'Smart Policing Initiative', 42(September), pp. 1–2.

Robinson, P.H., Seaman, J. and Sarahne, M. (no date) 'STANDING BACK AND STANDING DOWN: CITIZEN NON-COOPERATION AND POLICE NON-INTERVENTION AS CAUSES OF JUSTICE FAILURES AND CRIME'.

Schreurs, W. *et al.* (2018a) 'Citizen participation in the police domain: The role of citizens' attitude and morality', *Journal of Community Psychology*, 46(6), pp. 775–789. Available at: https://doi.org/10.1002/JCOP.21972.

Schreurs, W. *et al.* (2018b) 'Citizen participation in the police domain: The role of citizens' attitude and morality', *Journal of Community Psychology*, 46(6), pp. 775–789. Available at: https://doi.org/10.1002/JCOP.21972.

Schreurs, W. *et al.* (2020) 'Why do citizens become a member of an online neighbourhood watch? A case study in The Netherlands', *Police Practice and Research*, 21(6), pp. 687–701. Available at: https://doi.org/10.1080/15614263.2020.1712202.

---

ii