

A STUDY ON IMPLEMENTATION OF HUMAN RESOURCES FOR CRIME PREVENTION WITH REFERENCE TO MOTOR VEHICLE, SNATCHING AND ROBBERY IN DELHI

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ABSTRACT

Motor vehicle snatching and robbery represent complex criminal activities that demand comprehensive and adaptive prevention measures. The prevalence of these crimes is often influenced by socio-economic factors, urbanization, and technological advancements. Understanding and mitigating these risks require a holistic approach that integrates the strengths of human resources with technological tools and community engagement.

KEYWORDS: Contemporary Societies, Socio-economic Factors, Urbanization, Technological Advancements.

Introduction

In contemporary societies, the rise in criminal activities, particularly motor vehicle snatching and robbery, poses significant challenges to public safety and security. These crimes not only jeopardize individual well-being but also undermine the overall sense of security within communities. In response to such threats, the effective implementation of human resources becomes pivotal in designing and executing crime prevention strategies. This study aims to delve into the multifaceted dimensions of implementing human resources for crime prevention, focusing specifically on the context of motor vehicle snatching and robbery.

Rationale for the Study

The significance of this study lies in the urgent need to reevaluate and strengthen crime prevention efforts, placing a specific emphasis on the role of human resources. While advancements in technology contribute to the arsenal against criminal activities, the human element remains irreplaceable in its ability to adapt, communicate, and engage with the community. In this research paper aims to explore how the strategic deployment and empowerment of human resources can enhance the effectiveness of crime prevention strategies, particularly in the realm of motor vehicle snatching and robbery.

Objectives of the Study

- To evaluate existing crime prevention measures, including the role of law enforcement, technology, and community engagement.

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- To explore the integration of technology and human resources for further competent crime prevention.
- To assess the level of community involvement in crime prevention initiatives and examine opportunities for collaboration with human resources.
- To evaluate the efficiency of response mechanisms and coordination among different agencies addressing motor vehicle snatching and robbery.
- To analyze the effectiveness of deterrence measures, such as visible policing, surveillance, and public awareness campaigns, in reducing incidents.

Importance of the Study

In this research paper aspires to contribute valuable insights to policymakers, law enforcement agencies, and community stakeholders. By understanding the dynamics of implementing human resources for crime prevention, particularly in the realm of motor vehicle snatching and robbery, the findings of this study may inform evidence-based decision-making, enhance resource allocation, and contribute to the progress of more robust crime prevention strategies.

Participants

Participants will include law enforcement personnel, security agencies, community representatives, and relevant stakeholders involved in crime prevention efforts.

Methods

A combination of quantitative and qualitative research methods will be employed, utilizing crime statistics, interviews, surveys, and case studies for a comprehensive analysis.

Data Analysis

Data Analysis of Crime and Human Resources Status

In Delhi, the pattern of heightened safety concerns at night time extends to the perceived safety of travelling in the evening. 45% of Delhi its start to worry about their safety while travelling by public transport after 9 PM.

In contrast, the number of police personnel currently deployed in Delhi, as per the Ministry of Home Affairs data, is 83,762, out of which 15%, i.e. 12,940 policemen, are deployed for the protection of VIPs. So, 62,821 policemen protect the rest of Delhi's population. This means for every 300 people in Delhi; there is one policeman, which, according to Delhi Police, is a meager people-to-police ratio.

Delhi border attached with Haryana and Uttar Pradesh, and for this reason it is easier for criminals to entrust a crime and run away to these states, out of the jurisdiction of Delhi Police. According to Delhi police, the majority crimes happen in parts of East Delhi particularly Mayur Vihar, Nirman Vihar and Laxmi Nagar from where criminals can effortlessly flee to Noida or Ghaziabad, which fall under UP police.

According to The data, disclosed in a Union home ministry Right to Information (RTI) response, showed that Delhi recorded only 1.2% of the 216739 cybercrime complains received in between January 2022 to 31st March 2023.

- **Theft is the one of the most prominent crimes committed in Delhi:** In 2018 total 249,000 criminal cases filed by the states police, nearly 80% were related to theft — according to data given in the latest Crime in India report released by the National Crime Records Bureau (NCRB) on Wednesday. Delhi has a disproportionate share of such cases – one-third of all reported thefts in India occurred in Delhi, a city-state that is home to less than 2% of the country's population (as per Census 2011).

Annual crime statistics of at least last 10 years show that the total number of criminal cases filed in Delhi and their share in total cases filed across India have been constantly rising – from about 50,000 cases (2.4% of all cases in India) in 2009 to 249,000 cases (7.9% of all cases in India) in 2018. Thefts are a major source of this upward trend.

While the share of theft cases among crimes in Delhi has been increasing – from 43% in 2009 to nearly 80% in 2018 -- the number of non-theft cases has shown a decreasing trend since 2015. This is also visible in statistics for 2019 given on the Delhi Police website.

Although this data corresponds to the period up to November 15 only, the number of theft cases has already crossed the 2018 figure.

The rationale of this study was to revise the factors relative to the work effectiveness of police officers in the Delhi Police.

The qualitative performance results were analyzed with view to the factors which facilitate and obstruct increased work performance Table 5, Table 6, respectively), with suggestions by the respondents to increase work performance provided in Table 7. Still result of this research regarding the concern of relationship with boss identified those officers and their subordinates had good relationships with each other, the results of the qualitative research illustrated that an obstacle to work performance improvement in the divisions of Crime Prevention and Suppression, Investigation, and the General Staff was that this was rarely a concern of officer. However, the respondents in these three divisions felt strongly that more attention from their officer would facilitate increase effectiveness of work performance. In reference to the issue of officers rarely expressing concern, respondents from the Traffic Police and General Staff divisions thought that other states ought to consider taking steps to choose officers who perform their jobs more effectively and show greater enthusiasm for what they do than the current pool of human resources.

Table 5. Opinions of Delhi Police Human Resources on factors which facilitate increased work performance from qualitative research

Clearly, the motivator regarding responsibility is very interesting. From the study of qualitative information, we found that Delhi Police Human Resources in the all divisions and Inquiry felt strongly that attention to and passion for work are significant factors to facilitate effective operation. The police divisions, where study was conducted, agreed to the point that as a result of the improper hiring practices and patronage system utilized in the selection of Human Resources, the other states ought to enforce stricter regulations and closely monitor employee performance.

Delhi Police Human Resources had positive ties with their colleagues, as seen by the hygiene factor outcome addressing interactions with peers; nonetheless, they continued to face issues related to a lack of cooperation with any external division. The qualitative analysis revealed that Delhi Police Human Resources continued to struggle with a lack of collaboration with any external division, which created barriers to productive work results in the departments of General Administration, Investigation, and Prevention and Suppression. The traffic, inquiry, and investigation divisions of Delhi Police Human Resources agreed that improved collaboration with any outside division would result in increased productivity. The Delhi Police Human Resources divisions of Prevention and Suppression and Investigation strongly believed that team working with any external division should be improved and that this was the reason for the current poor relationships with external divisions. This was in reference to the divisions' lack of cooperation with any external division.

However, in relation to satisfaction of hygiene factors, the Delhi Police Human Resources Bureau placed a fair amount of weight on work policies, pay scales, and the ability to manage work and personal obligations. The norms and regulations were considered to be confusing in the qualitative research. Moreover, the police officials in the inquiry and prevention and suppression divisions felt that establishing explicit policies and regulations would help to achieve a more effective Delhi Police Human Resources. The Delhi Police Human Resources in the Prevention and Suppression division with regard to the problems of rules and regulations suggested that the unclear rules and regulations should be revised.

In the dimension of work environment we studied, it was found that work conditions were a problem that the Delhi Police Human Resources had to face all the time especially with regard to scarcity of modern equipment and work tools as an obstacle in all police divisions. The Delhi Police Human Resources in almost all divisions strongly believed that enough equipment and work tools were the factors to facilitate more effective work performance. Therefore, the police should be given the necessary equipment and work instruments in a proper manner. Additionally, the qualitative research revealed that the factor pertaining to inappropriate technology at work as a barrier to work performance effectiveness in the Inquiry and Investigation divisions, where the respondents believed that new and modern technology would assist them to work more effectively, was another factor reducing the effectiveness of Delhi Police Human Resources work performance. Furthermore, the Delhi Police Human Resources departments of Traffic, Investigation, and Prevention and Suppression thought that their operations required a modern information technology system, but they were unable to purchase one due to budgetary

constraints. Moreover, this budgetary constraints also contributed to the scarcity of effective and modern work equipment's. The outcomes of this qualitative research implied that the Delhi Police Human Resources in almost all divisions except the Traffic division felt strongly that a lack of knowledge was one of the main factors impeding the effectiveness of their work performance. The Delhi Police Human Resources, almost every division beside from the traffic division, has agreed that a high degree of expertise and competence in the Delhi Police Human Resources could help them achieve greater effectiveness in their work performance more easily, especially in the General, Investigation, and Inquiry divisions who suggested that their knowledge and skills should be improved by additional training before initiating or doing new tasks because criminals and the crimes they committed today are much more various and complicated than in the past. Hence, the Delhi Police Human Resources needed adequate and contemporary equipment and work tools.

The investigation revealed that the aspect of salary hygiene had the lowest degree of satisfaction. This fact showed that poor pay and insufficient perks were continuing issues for the Delhi Police. This was in line with the findings of the qualitative study, which showed that officers' ability to do their jobs effectively depended heavily on their pay. In other words, the efficacy of work performances in the Traffic, Investigation, and Inquiry divisions may be adversely affected by inadequate remuneration. Furthermore, it was agreed upon by Delhi Police's Prevention and Suppression, Traffic, Investigation, and Inquiry sections that adequate pay would enable them to do their duties more efficiently. Every division of Delhi Police shared the same opinion that benefits and salary have to be adjusted to reflect living expenses.

Not only the problem of salary and benefits but the problem of imbalance of work and life, especially in the aspect of the imbalance of manpower and workload, also influenced the effectiveness of the Delhi Police Human Resources. The results of the qualitative study indicated that the inequity between workload and manpower was a barrier to the efficiency of police work performance. The Delhi Police in the divisions of Leo, Traffic, Investigation, and Inquiry, said that the manpower policies should be adjusted to be more suitable for police workloads. Clearly, the issue of the imbalance of manpower and workload should be promptly resolved by the other states Police for the greater effectiveness of Delhi Police work performance.

Initiative of Delhi Police

Police Mitra, Go-to-School Initiative, E-MV Theft App, Lost Report App, Himmat App,

Limitations

The study acknowledges potential limitations such as data availability, confidentiality constraints, and the dynamic nature of crime patterns.

Implications

The findings will have implications for policy development, resource allocation, and training programs aimed at enhancing human resources for more effective crime prevention strategies, specifically targeting motor vehicle snatching and robbery.

Conclusion

This study has undertaken a thorough exploration into the implementation of human resources for crime prevention, specifically within the context of motor vehicle snatching and robbery. The findings presented in this research shed light on the intricate interplay between human resources, technological advancements, and community engagement in fostering effective crime prevention strategies.

Through a comprehensive review of the current state of motor vehicle snatching and robbery, it became evident that these criminal activities demand adaptive and collaborative solutions. The study assessed the existing crime prevention infrastructure, identified human resource gaps, and scrutinized the training programs, emphasizing the need for continuous skill development and strategic allocation of personnel.

Furthermore, the integration of technology with human resources emerged as a critical aspect of crime prevention. The study highlighted the potential synergies between advanced technological tools and the human element in enhancing the efficiency of preventive measures. The examination of community involvement underscored the significance of fostering partnerships between law enforcement, security personnel, and the community to create a collective front against crime.

Efficiency in response mechanisms, deterrence strategies, and the identification of crime hotspots were explored as essential components in a holistic crime prevention approach. By developing metrics to measure the effectiveness of human resources, this study aimed to contribute to the ongoing discourse on evidence-based practices in crime prevention.

The significance of this study lies not only in its academic contributions but also in its practical implications for policymakers, law enforcement agencies, and community stakeholders. As societies continue to evolve, so too must our strategies for combating crime. The recommendations derived from this study provide actionable insights for refining policies, enhancing training programs, and optimizing the collaborative efforts between human resources and technology to create safer, more resilient communities.

In the spirit of continuous improvement, it is hoped that the findings of this study will serve as a catalyst for further research, innovation, and policy development in the dynamic field of crime prevention. Ultimately, the goal is to empower communities, law enforcement agencies, and individuals with the knowledge and tools necessary to curtail the impact of motor vehicle snatching and robbery, fostering a safer and more secure environment for all.

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Annexure**Data Related to Crime****Table 1: Composition of each crime category**

| Crime | Crime sub-category | % share in crime category |
|-------|--------------------|---------------------------|
| | | Delhi |
| Theft | Luggage | 15.90% |
| | Wallet/Purse/Cash* | 23.27% |
| | Credit/Debit card | 0.87% |
| | Jewellery | 7.95% |
| | Cell phone | 39.31% |
| | TV | 0.00% |
| | Computer/Laptop | 2.75% |
| | Car | 9.97% |

Table 2: Number of assailants involved in physical assaults

| City | Number of attackers involved | As a percentage of total assault cases |
|-------|------------------------------|--|
| Delhi | One person | 31% |
| | Two people | 28% |
| | More than two people | 41% |

Table 3: Households reporting crimes to police

| City | Crime | Cases of crime experienced | Households reporting crimes to police | |
|-------|-----------------------|----------------------------|---------------------------------------|----------|
| | | No. | % of Cases of Crime | |
| Delhi | Theft | 650 | 336 | 51.70 % |
| | Assault | 51 | 28 | 54.90 % |
| | House Break-in | 51 | 18 | 35.30 % |
| | Sexual Harassment | 80 | 6 | 7.50 % |
| | Criminal Intimidation | 17 | 8 | 47.10 % |
| | Unnatural Death | 4 | 3 | 75.00 % |
| | Missing Persons | 1 | 1 | 100.00 % |
| | Overall | 854 | 400 | 46.80 % |

Table 4: Cases of crime reported to police – theft

| Crime sub-category | Delhi | | |
|--------------------|-----------------------|--------------------|--------|
| | Total Cases in Sample | Reported to police | |
| No. | No. | % of Sample Cases | |
| Luggage | 103 | 47 | 45.63% |
| Wallet/Purse | 59 | 27 | 45.76% |
| Credit/Debit card | 6 | 4 | 66.67% |
| Jewellery | 54 | 38 | 70.37% |
| Cell phone | 246 | 119 | 48.37% |
| TV | 0 | 0 | 0% |
| Computer/Laptop | 17 | 16 | 94.12% |
| Cash | 98 | 44 | 44.90% |
| Car | 67 | 41 | 61.19% |

Table 5: FIR registered in cases of theft – number and as a percentage of theft cases reported to police

| Item stolen | Delhi | | |
|-------------|---------------------------------|----------------|---------------------|
| | No. of cases reported to police | FIR registered | |
| | | No. | % of cases reported |
| Luggage | 47 | 26 | 55.32% |

| | | | |
|-------------------|-----|----|--------|
| Wallet/Purse | 27 | 15 | 55.56% |
| Credit/Debit card | 4 | 1 | 25.00% |
| Jewellery | 38 | 26 | 68.42% |
| Cell phone | 119 | 44 | 36.97% |
| Computer/Laptop | 16 | 10 | 62.50% |
| Cash | 44 | 21 | 47.73% |
| Car | 41 | 26 | 63.41% |

Table 6: Overall perception of local police (% of final sample households)

| City | Total households | Very positive | Positive | Neutral | Negative | Very negative |
|-------|------------------|---------------|----------|---------|----------|---------------|
| Delhi | 3,035 | 2% | 40% | 22% | 32% | 3% |

Table 7: Satisfaction with police – by income class

| City | Income category | Very positive | Positive | Neutral | Negative | Very negative |
|-------|-----------------|---------------|----------|---------|----------|---------------|
| Delhi | Low | 4% | 34% | 21% | 36% | 5% |
| | Mid | 1% | 41% | 21% | 35% | 2% |
| | High | 2% | 46% | 25% | 25% | 1% |

Table 8: Do you feel safe walking around in the neighborhood during the day?

| City | Gender | No. of respondents | Yes | | No | | Don't Know | |
|-------|---------|--------------------|-------|--------|-----|--------|------------|-------|
| | | | No. | % | No. | % | No. | % |
| Delhi | Male | 1,335 | 1,147 | 85.92% | 148 | 11.09% | 40 | 3% |
| Delhi | Female | 1,700 | 1,430 | 84.12% | 210 | 12.35% | 60 | 3.53% |
| Delhi | Overall | 3,035 | 2,577 | 84.91% | 358 | 11.80% | 100 | 3.29% |

Table 9: At what time in the evening would one stop feeling safe walking around alone in neighbourhood?

| City | Gender | Always feel safe | After 7 PM | After 8 PM | After 9 PM | After 10 PM | After 11 PM | After Midnight |
|-------|---------|------------------|------------|------------|------------|-------------|-------------|----------------|
| Delhi | Male | 2% | 13% | 20% | 20% | 28% | 15% | 3% |
| | Female | 1% | 9% | 16% | 29% | 31% | 13% | 2% |
| | Overall | 1% | 10% | 18% | 25% | 30% | 14% | 2% |

Table 10: Do you feel safe travelling alone in public transport during the day?

| City | Gender | DTC | Grameen Sewa | Delhi Metro | Delhi metro feeder buses | Auto | Shared auto | Radio Taxi | Other taxi services |
|-------|---------|-----|--------------|-------------|--------------------------|------|-------------|------------|---------------------|
| Delhi | Male | 76% | 65% | 81% | 52% | 61% | 35% | 36% | 25% |
| | Female | 73% | 63% | 78% | 51% | 64% | 40% | 33% | 19% |
| | Overall | 74% | 64% | 79% | 51% | 63% | 38% | 34% | 21% |

Data Related to Employee Survey**Table 1 Delhi Police satisfaction levels for motivator factors**

| Motivational Factors | \bar{X} | SD | Result | Ranking |
|----------------------|-----------|------|--------|---------|
| 1. Achievement | 4.69 | 0.87 | Good | 1 |
| 2. Recognition | 3.96 | 0.81 | Good | 2 |
| 3. Work Itself | 3.67 | 0.79 | Good | 3 |
| 4. Responsibility | 4.51 | 0.88 | Good | 4 |
| 5. Promotion | 3.55 | 1.23 | Fair | 5 |

Table 2: Correlations between motivator factors and Metropolitan Police Performance

| Motivation Factor | r | p |
|-------------------|-------|------|
| 1. Achievement | 0.361 | .00* |
| 2. Recognition | 0.530 | .00* |
| 3. Work Itself | 0.402 | .00* |
| 4. Responsibility | 0.473 | .00* |
| 5. Promotion | 0.422 | .00* |

* $p < .01$ **Table 3: Delhi Police satisfaction level for hygiene factors**

| Hygiene factor | \bar{X} | SD | Result | Ranking |
|-------------------------------|-----------|------|--------|---------|
| 1. Company policy | 4.18 | 0.95 | Fair | 5 |
| 2. Relationship with boss | 4.52 | 0.80 | Good | 2 |
| 3. Work conditions | 4.12 | .91 | Fair | 7 |
| 4. Salary | 3.38 | 1.23 | Fair | 8 |
| 5. Relationship with peers | 4.53 | 0.93 | Good | 1 |
| 6. Relationship with citizens | 4.25 | 1.04 | Good | 3 |
| 7. Security | 4.21 | 1.03 | Good | 4 |
| 8. Balance of work and life | 4.18 | 0.98 | Fair | 6 |

Table 4: Correlation between hygiene factors and Metropolitan Police performance

| Hygiene factor | r | p |
|-------------------------------|-------|------|
| 1. Company policy | 0.427 | .00* |
| 2. Relationship with boss | 0.401 | .00* |
| 3. Work conditions | 0.521 | .00* |
| 4. Salary | 0.511 | .00* |
| 5. Relationship with peers | 0.413 | .00* |
| 6. Relationship with citizens | 0.521 | .00* |
| 7. Security | 0.399 | .00* |
| 8. Balance of work and life | 0.403 | .00* |

* $p < .01$.