Methodology for Impact Evaluation of Police Modernization effort.

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Introduction:-

Police as a civil defense force has existed since times immemorial. The concept and agenda of the police remained the same for a very long time as the growth of the society was at a slow pace. The problem and issues confronting the society were also similar. With the advent of modern thoughts and modernism the society has undergone a sea-change throwing a plethora of multifarious challenges. This dynamism of the society also necessitated the requirement of a civil regulatory mechanism and a force entrusted with the task of taking head on, the new trends. Police therefore was confronted with the job of not only playing a regulatory role but also had its hands full with dealing in newer trends in crime. The Police have to change and Modernization of the Police is the only culpable mechanism to rise up to the occasion.

With the advent of the 21st Century modern concepts were introduced in the police organization. After lapse of a reasonable period of time it will be prudent to analyze the impact of modernization of police as an organization. The assessment of the result and effect of the conceptual changes have to be assessed scientifically to suggest further decision if needed or to increase the pace of modern technologies if found wanting to bring in the desired responsiveness of the system. Thereby, scientific mode of assessment variants needs to be evolved.

ASSESSMENT VARIANTS.

A. <u>HUMAN INDEX:</u> - Police is basically an organization dependent on human resources. The quality as well as the quantity, many times determines the outcome of a particular task. The introduction of newer technology has to be adjusted with human indices already available and the technology which is required or is designed to be introduced has to be adjusted for its use. The training of the personnel has to be accordingly titrated to achieve maximum benefit. The analysis therefore has to be on two accounts. Firstly, the assessment of human parameters and secondly, the assessment of technology utilization. Example, how has a Sub Inspector of Police investigating a case helped himself with the CCTNS

scheme and alternatively how the CCTNS functions to enrich the system with a growing database with continuous application.

The methods for assessing human parameters.

— Questionnaire / Tests / Simulation exercises.
— Feedback after training
— Utilization index after training etc.

The methods for assessing technology utilization
— User frequency / New training needs
— Increasing database of software in use etc.

B. <u>TARGET GROUP INDEX: -</u> any organization sets its goal for achieving satisfaction for both its clients and members of the organization undertaking the exercise. The methodology to assess the satisfaction of clients of police goal can be anything from questionnaire to individual interview. The members of the police organization cater to the needs of various requirements of the people, which may be direct or general. Hence the methodology has to be designed separately for each identified requirement being addressed by the police.

The evaluation of policemen' satisfaction has to be assessed in terms of their individual satisfaction in respect of personal growth and achievement. In addition group psychodynamics has to be closely monitored and tools need to be evolved for such judgments.

C. <u>ORGANIZATION INDEX</u> :-

The entire exercise of modernization is to adjust the organization (of police) to survive in competitive environment and deliver results. It envisions itself to latest tends of problems to be addressed and ways to enable itself to prepare to take on the challenges. How it has excelled need to be analyzed for a focused change. This analysis shall entrust itself firstly, with assessing the members of the organization, their place and growth, and the final achievable location of each individual member within the organization. Secondly, it involves judging the target group for their deriving result by the task they entrust to the police directly or the benefit they enjoy generally by the effective functioning of the police as an organization. Finally, the assessment of the organization as a whole has to be addressed. This is important because a viable growing and

dynamic organization not only benefit itself but the members also benefit by the respectability of the organization.

MODERNIZATION INPUT

With a brief overview of the assessment requirements and their possible mechanism of evaluation we shall corroborate them with **certain illustrations** of introduced modernization schemes in the police organization.

(i) CCTNS (Crime and Criminal Tracking Network system). Computerization of records and reference to a readily available statewide and nationwide database through this software enables growth in all the three levels; Human, Target and organizational. An assessment now needs to be undertaken to streamline, habituate and improve its use across the country. **A sharing with international database may also be undertaken as a future pioneer project of globalizing the India Police.**

(ii) Advanced Training inputs – Helps in achieving positive Human index.

(iii) Better Arms and Ammunition – Has positive bearing on Human and target group indices.

(iv) Better amenities and facilities to personnel - enhance human index positively.

(v) Better communication network – Organizational index markedly shows positive confirmation and as a corollary human and there by target indices shows healthy change.

(vi) Safety devices – Adds to Human and organizational index achieving the goal of the organization in a fast mode.

Conclusion

The goal of modernization effort is to result in wider appreciable acceptability of the police as an organization and thereby providing job satisfaction and consumer satisfaction. This shall make it viable and shall attract the best talent resulting in a cascading effort of achieving the goal of organization in a fast mode. In a welfare State (not a Police State) if the police functions as an organization and achieve results rapidly, it no doubt ameliorate the sufferings of people. **The evaluation formula proposed above is but a part of ongoing process of making Government Organizations more accountable to themselves and finally thereby to the people.**