

## A STUDY ON INFORMATION REQUIREMENT OF POLICE OFFICERS FOR EFFECTIVE POLICING

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### Abstract

*The present study focused on the information requirement of police officers for effective policing. The study has collected data from police officers of Santacruz, Khar and Vile parle police station. The study used quantitative research method. The structured questionnaire was prepared to collect data through survey method. The study revealed that police officers require information to solve cases, to prevent crimes, to make a decision related to cases filed in the police station and catch thieves/criminals. They require crime records, criminal records, forensic records, medical records, financial records, GPS records and cybercrime.*



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**Keywords:** Information requirement, Information needs, Police

### Introduction

Information requirement refers to the requirement of specific data or knowledge to fulfill any task or solve any problem. The information requirement is greatly depend on the context. Academicians and students require information for research papers, reports, preparing notes, completing assignments and general knowledge. Similarly police officers require wide range of information to perform their duties and maintain law and order. Police officer require information that may help them to solve cases, catch criminals. They may require information depending upon the nature of the crime, criminal's background, location, witnesses, victims, suspects, etc. These elements provide valuable insight to police officers to perform their duties. Police officers may require other information such as CCTV footage, laptop, mobile phone or any other physical item related to the cases. Such information help police officers for conduct of investigations. The accurate

and relevant information plays significant role in any investigation. The false and misleading information may cause serious legal consequences.

This paper focused on to identify the purpose and types of information require by police offices to perform their duties.

### **Review of Literature**

Humbhi et al. (2022) examined the information needs of the users, information sources and information seeking behavior of the library users. The study identified the challenges the undergraduate students faced while searching for their required information. Zhang et al., (2020) have focused on the relations to the information needs and learning practices of business students. The study concluded that students encountered difficulties in information searching. Teaching is based on the information and content available in books, periodicals, knowledge of peers. Raju & HimaBindu (2021) examined the acquaintance of the faculty members with the information seeking process. Laloo & Buhril (2013) explored the unique needs of special education teachers. It was revealed that the need of special education teachers is not very different than regular teachers.

### **Objectives**

- To understand the purpose of information requirement of Police Officers
- To identify the types of information required by Police Officers

### **Scope and Limitations of the study**

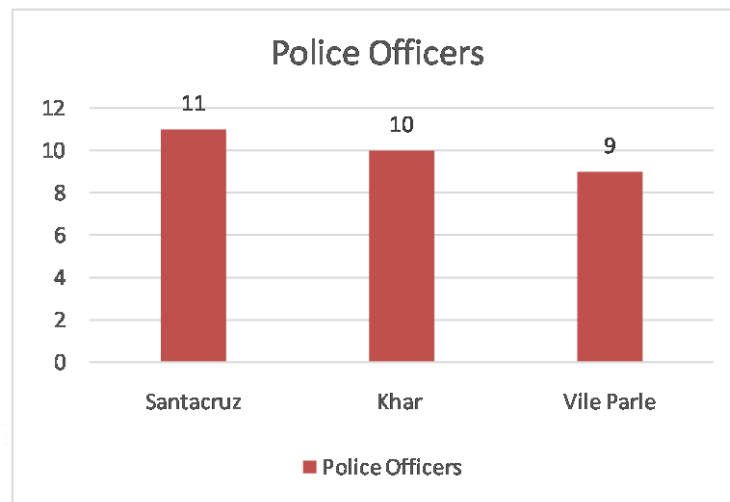
The study has considered the police officers working in Santacruz, Khar and Vile Parle police station. These police stations belong to western region of Mumbai.

### **Research Methodology**

The study has used quantitative research methodology for data collection. Through the survey method data has been collected. The structured questionnaire was prepared as a research tool to collect quantitative data.

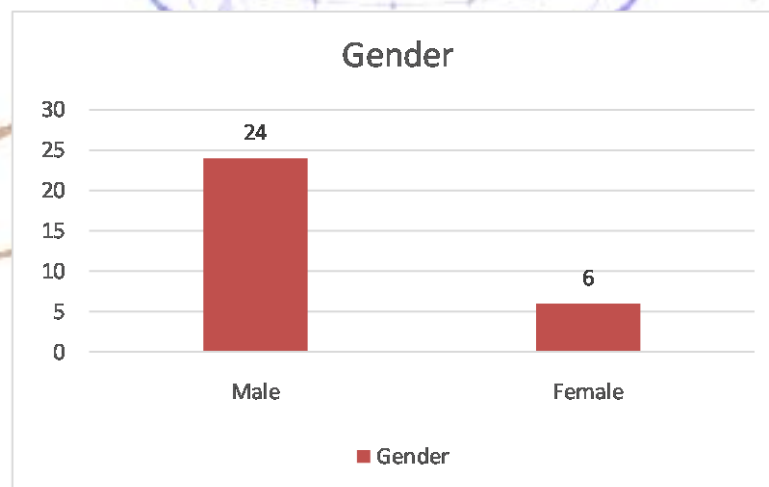
## Data Analysis and Interpretation

**Figure 1 Police Station wise Police Officers**



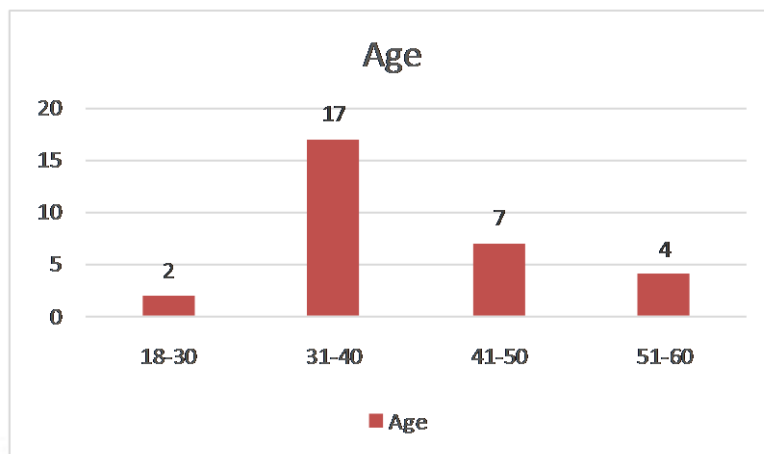
The police station wise police officers chart displays that 11 police officers belong to Santacruz police station, 10 police officers belong to Khar police station and 9 police officers belong to Vile Parle police station.

**Figure 2 Gender Profile**



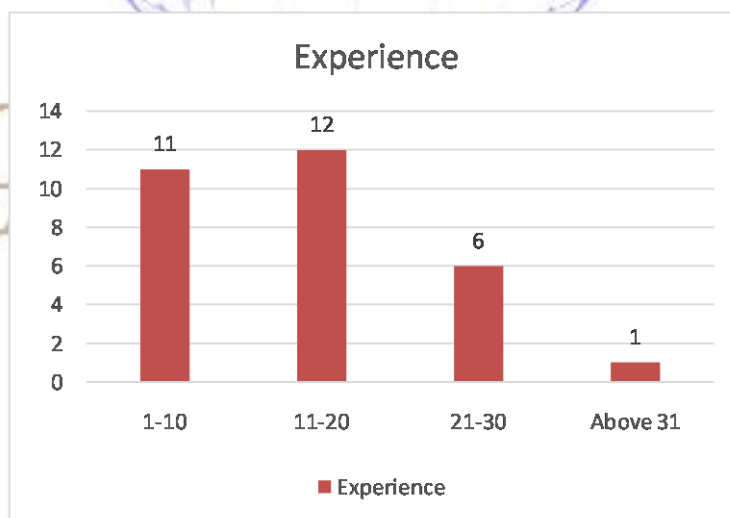
The gender profile of the respondents displays that maximum respondents 24 are male followed by female. Several aspects can be looked upon from the angle of gender in the study. There are many strains in the police for women like recruitment challenges, patriarchal attitudes, retention and promotion, infrastructure and facilities and sexual harassment. To overcome the strains police department is taking initiatives to encourage women to join the force.

Figure 3 Age Profile



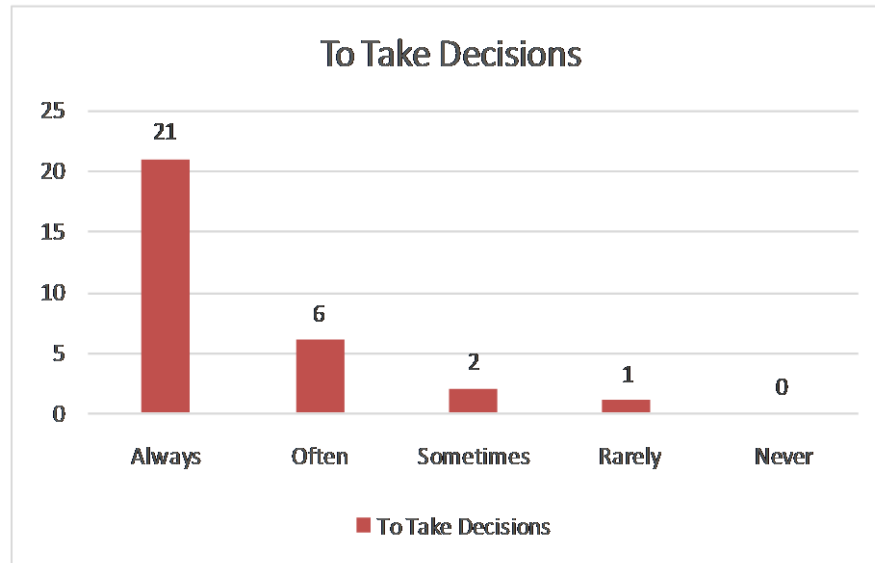
The age profile indicates that maximum respondents fall in the age group of 31-40 years followed by 41-50 years. This implies that respondents are physically and mentally fit and capable of doing their duties towards maintaining law and order in the city.

Figure 4 Experience



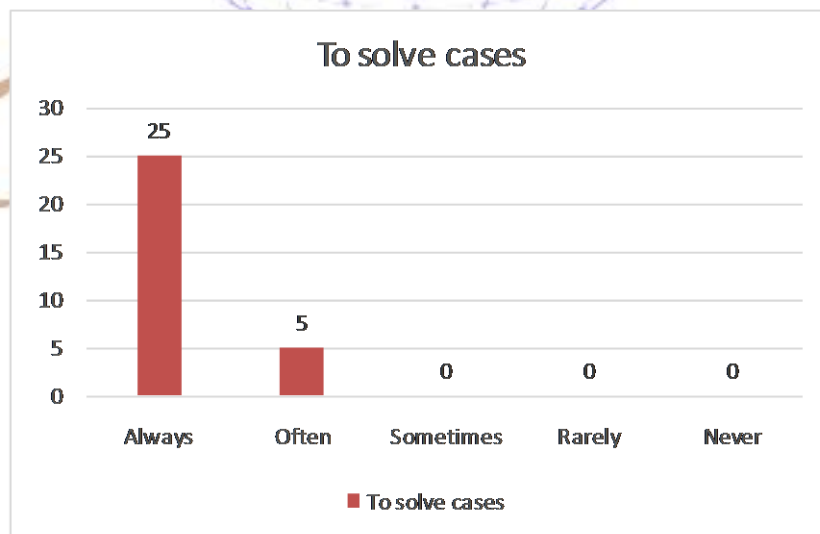
The experience chart displays that maximum number of respondents belong to 11-20 years of experience followed by 1-10 years of experience. As level of experience goes higher, the work becomes easy and simpler because with the experience humans become more knowledgeable and improve their ability to work. However, this implies that police officers have achieved quality of team work, interpersonal skills, problem solving skills and great knowledge of law enforcement.

**Figure 5 To Take Decisions**



The figure 5 indicates that police officers always require information to take decisions. As police officers deal with various cases which needs accurate and relevant information. If they get relevant information, they could take a correct decisions related to the case they are handling.

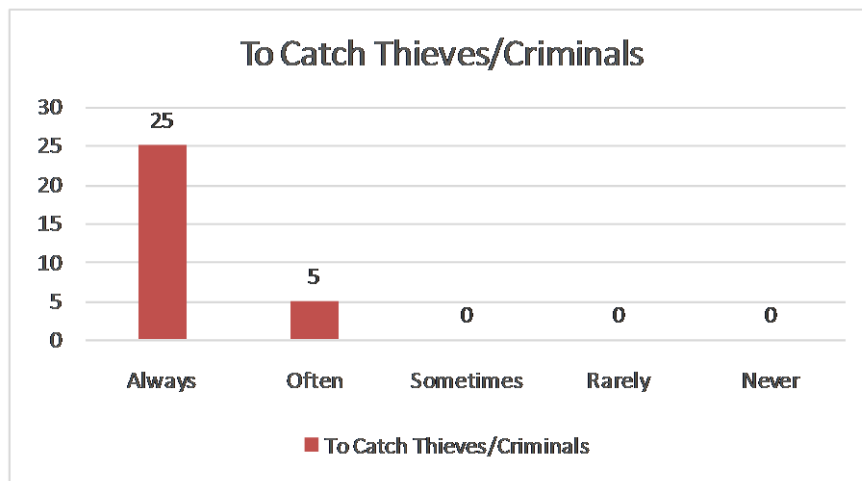
**Figure 6 To Solve Cases**



Police officers handles many cases at a time, each case requires different information. The figure 6 indicates that maximum number of respondents always require information to solve cases.

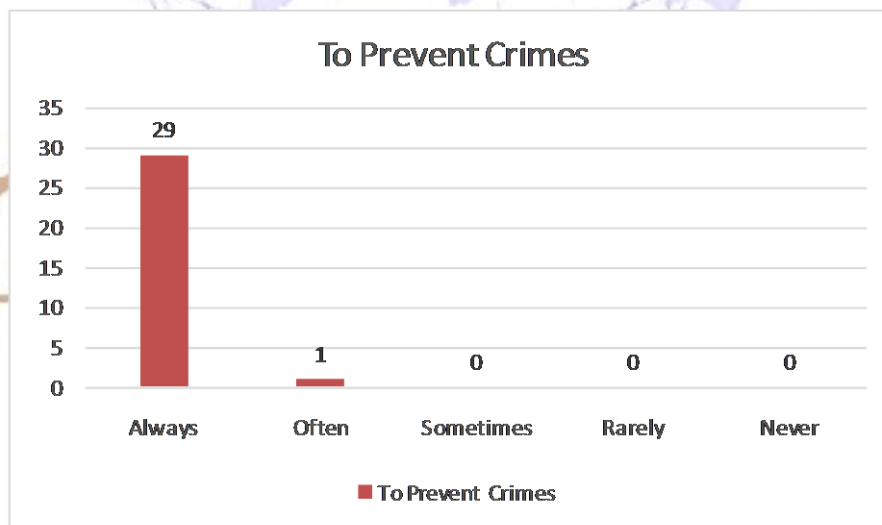


Figure 7 To Catch Thieves/Criminals



When the case is filed in the police station, it becomes police officers' duty that they have to solve the case and catch the criminals. The figure 7 displays that majority of respondents always require information to catch thieves/ criminals.

Figure 8 To Prevent Crime



Preventing any crime has an impact on the public. Preventing crime makes the human environment peaceful. Crime can be happen in any form such as cybercrime, human smuggling and human trafficking, illegal possession, fraud, real estate fraud and many more. The figure 8 indicates that to prevent any sort of crime police officers always require information.

**Table 1 Types of Information Require**

Type	Always	Often	Sometimes	Rarely	Never
Criminal Records	26	4	-	-	-
Crime Records	24	6	-	-	-
Forensic Records	16	11	3	-	-
Medical Records	17	12	1	-	-
Financial Records	15	7	6	2	-
Industrial Records	7	4	2	9	1
GPS Records	15	8	7	-	-
Cybercrime Records	22	5	3	-	-

The table 1 shows that police officers always require criminal records, crime records, forensic records, medical records, financial records, GPS records and cybercrime records. Maximum number of respondents rarely require industrial records which indicates that less number of industrial cases take place in the area of Santacruz, Khar and Vile Parle police station.

### Conclusion

The study shows that female police officers are less than male police officers in Santacruz, Khar and Vile Parle police stations. Majority of police officers are young and have capabilities to maintain law and order by doing their assigned duties. Police officers require information to take a decision related to cases, to solve cases, to prevent crime, to catch thieves/criminals. Large number of police officers require criminal records, crime records, forensic records, medical records, financial records, GPS records and cybercrime records.

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