राष्ट्रीय नागरिक सुरक्षा संस्कृति
National Citizens Security Culture



NATIONAL CITIZENS SECURITY CULTURE

An Initiative by CAPSI
CENTRAL ASSOCIATION OF PRIVATE SECURITY INDUSTRY

SURVEY REPORT 2024

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OBJECTIVES AND AIM OF SURVEY

National Citizens Security Culture (NCSC) is a direct reflection of the behavior of a nation's people, societal trends, value systems, the social and economic landscape, and the regional and global strategic and security environments. In the 21st century, although information-based systems assist states in implementing security solutions across various levels, these technical tools cannot replace the crucial role of human involvement in addressing security issues. Security culture embodies a mindset that shapes the creation of a unique security framework within a state.

In India, the security landscape is undergoing a transition, with new and diverse challenges emerging daily. The rise of non-state actors has transformed global security responses. Persistent issues like terrorism and religious radicalism continue to pose significant threats to internal security. Other global concerns include threats from drug, arms, and human trafficking, organized poaching, mercenaries, and modern-day piracy. Moreover, new forms of "non-traditional security threats" have surfaced, with cyberspace becoming one of the most vulnerable zones of conflict. Addressing these issues requires a well-conceived strategy, starting with fostering a security culture at the grassroots level.

The Survey on National Citizens Security Culture is the brainchild of Central Association of Private Security Industry (CAPSI). The organization is an "elite association" of national and internationally renowned security professionals managing the world's largest workforce of 10 million guardsmen and women engaged in providing private security cover across the nation. National Citizens Security Culture refers to the shared values, attitudes, behaviour and actions of citizens and society that entails creating a safe environment where all individuals feel protected, valued, and empowered to contribute to society and nation. The national mission of Viksit Bharat 2047 will face challenges of diverse kinetic and non-kinetic threats and thus needs a sustainable security national-level architecture. A National Citizens Security Culture which empowers society and people in the spirit of “Security is Everyone’s Responsibility” is the need of the hour.

The initiative has been discussed widely & accepted by the primary stakeholders in the Ministry of Home Affairs.



METHODOLOGY

The methodology used to prepare the National Citizens Security Culture report is based on two levels of data collection. The primary data was collected through the two roundtable conferences organized under the aegis of CAPSI to brainstorm the idea, concept, and process of development of the National Citizens Security Culture suitable to the Indian scenario. This entailed contributions of various stakeholders in the private security domain, academicians, think tank experts and bureaucrats. This helped prepare the groundwork for the concept paper, and recommendations were given for its implementation and adoption at various levels. The process of compiling the report included conducting an online survey of different stakeholders. Apart from this, CAPSI has collaborated with various organisations to disseminate the idea of security being everyone's responsibility. The methodology followed a balanced approach to presenting the most authentic and credible report that would help in the effective dissemination and faster implementation of NCSC. It has followed an inclusive approach to build a holistic and panoramic report on National Citizens Security Culture.



First Roundtable Conference - 15th March 2024



Second Roundtable Conference - 02nd August 2024

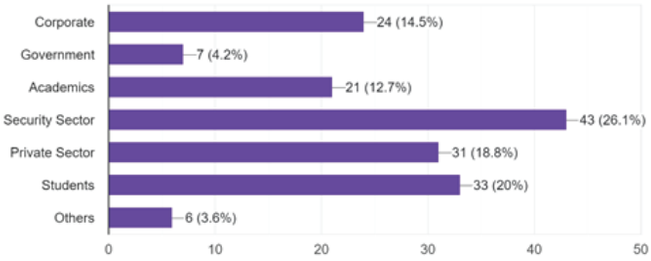


Survey Result Summary

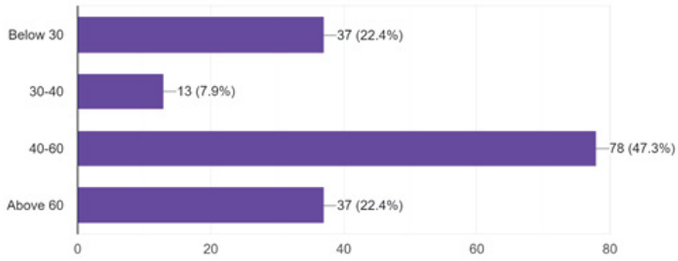
CAPSI conducted an online survey for the National Citizens Security Culture project, consisting of fifteen questions.

The survey results show that the maximum number of respondents were from the Security Sector. The most dominant age group was respondents between 40 and 60 years of age with 77 percent male respondents, followed by 23 percent female respondents. The area based analysis shows 78.8 percent repondents were from Urban Areas with Delhi topping with 45.9 percent respondents.

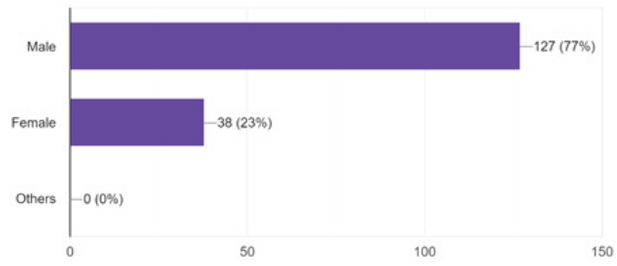
Occupational Distribution Overview



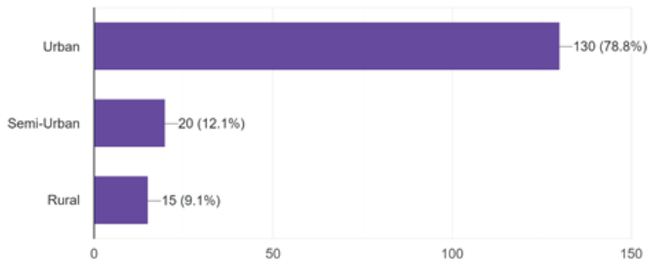
Age Group Demographics



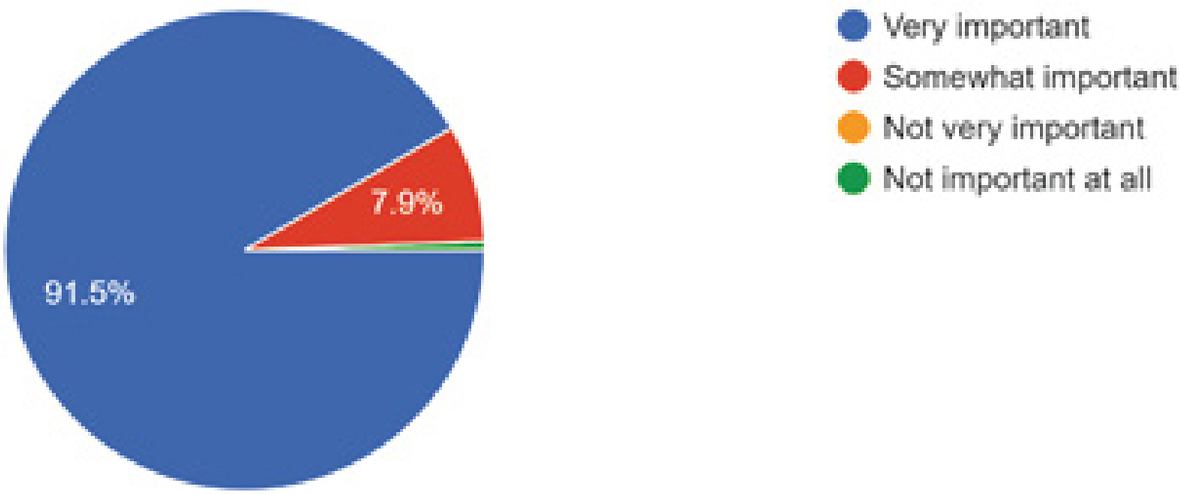
Distribution by Gender



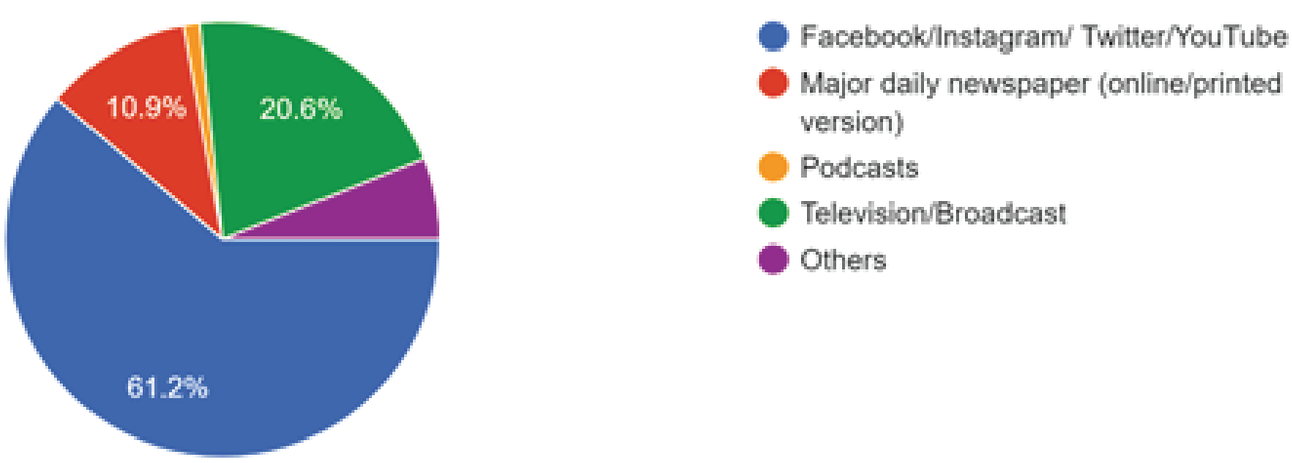
Area based Analysis



The question on the importance of National Citizens Security Culture in ensuring the security of India's citizens showed a 91.5 percent positive response in terms of being 'Very Important.' While 7.9 percent of respondents felt it to be 'Somewhat Important.'



Regarding the most effective information channels used to disseminate the idea of National Citizens Security Culture, 61.2 percent of respondents felt Social media (Facebook, Instagram, Twitter, YouTube) is the most effective way of dissemination. Television broadcasts closely follow this at 20.6 percent.



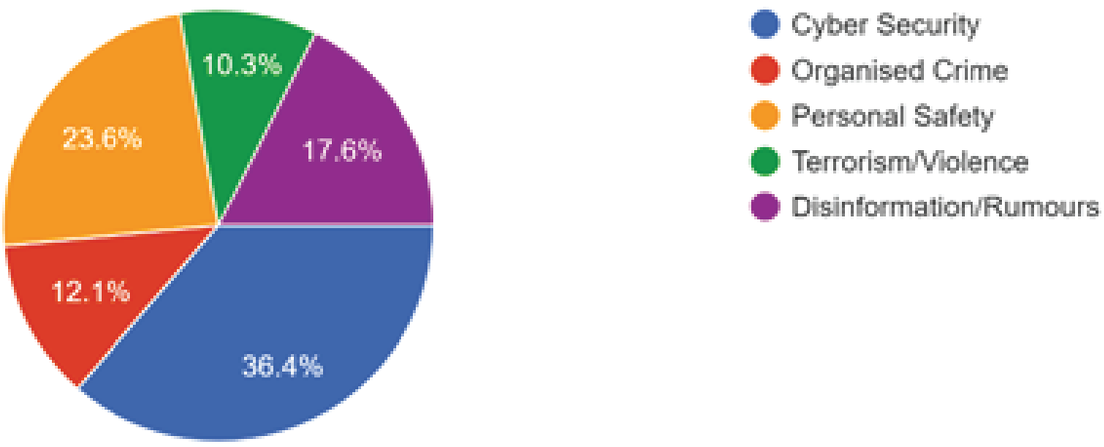
The question on the key components of a successful National Citizens Security Culture witnessed 50.9 percent of respondents believing awareness and education on NCSC to be the top priority. This is closely followed by 21.9 percent of people favouring collaboration between common masses and law enforcement agencies.



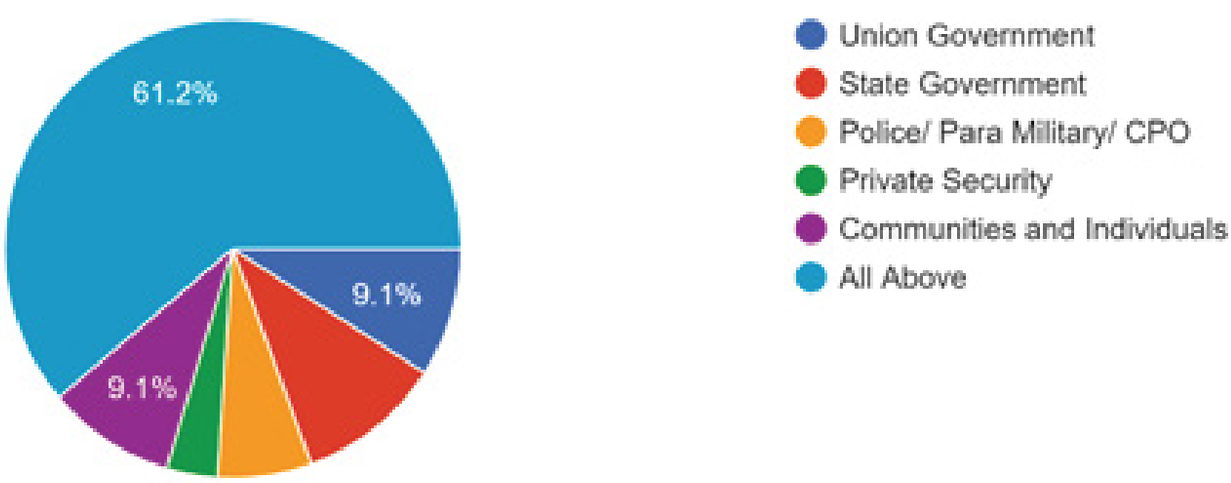
According to the data, 41.2 percent of respondents believe that fostering collaboration between citizens and authorities is difficult, while 37.6 percent see community involvement in security measures as another major obstacle.



Regarding the most critical threat that should be prioritized, 36.4 percent of respondents identified cyber threats as the foremost concern, while personal safety threats, cited by 23.6 percent, are the next highest priority.



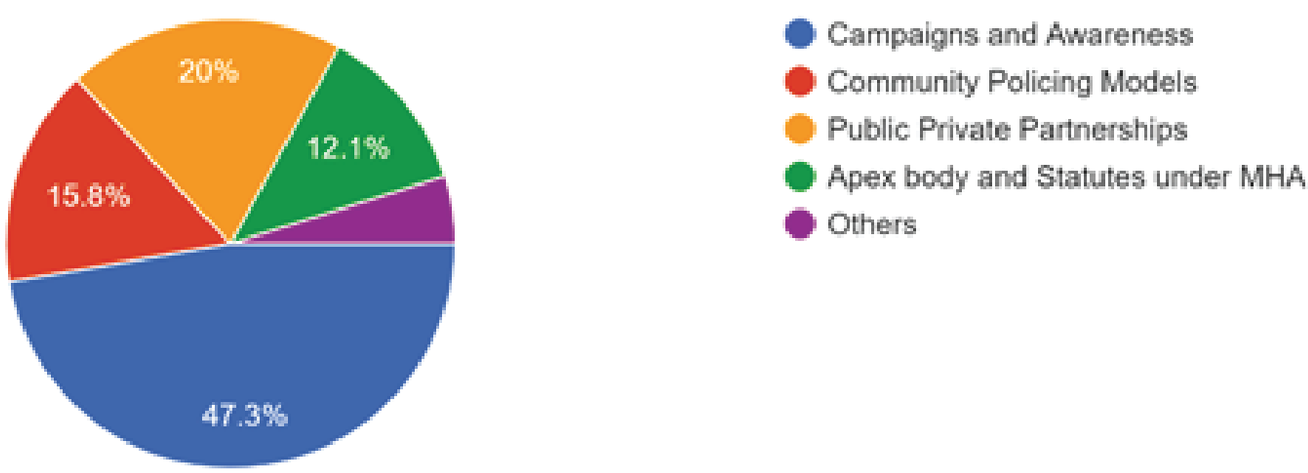
According to 61.2 percent of respondents, the primary responsibility for citizen security lies with a collaborative effort among the Union Government, State Government, Police, Private Security, and Communities. This is closely followed by 9.1 percent of respondents who believe that either the State or Union Government alone should take on this responsibility.



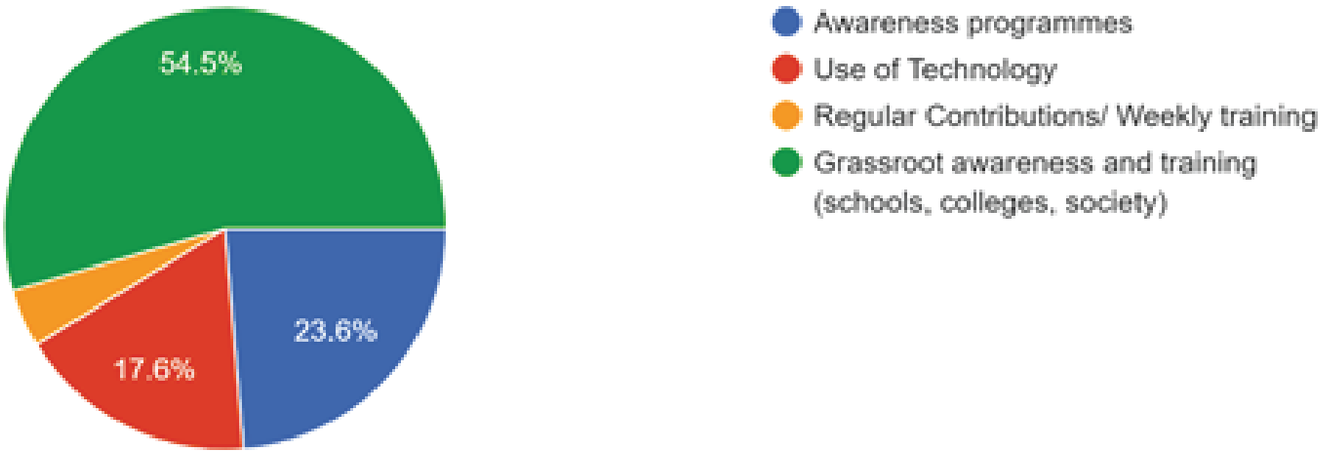
The Indian Citizen's role in contributing to National Citizen Security Culture points out to becoming a partner in securing the vicinity (46.1 percent). This was closely followed by weekly awareness programs by RWAs at 19.4 percent.



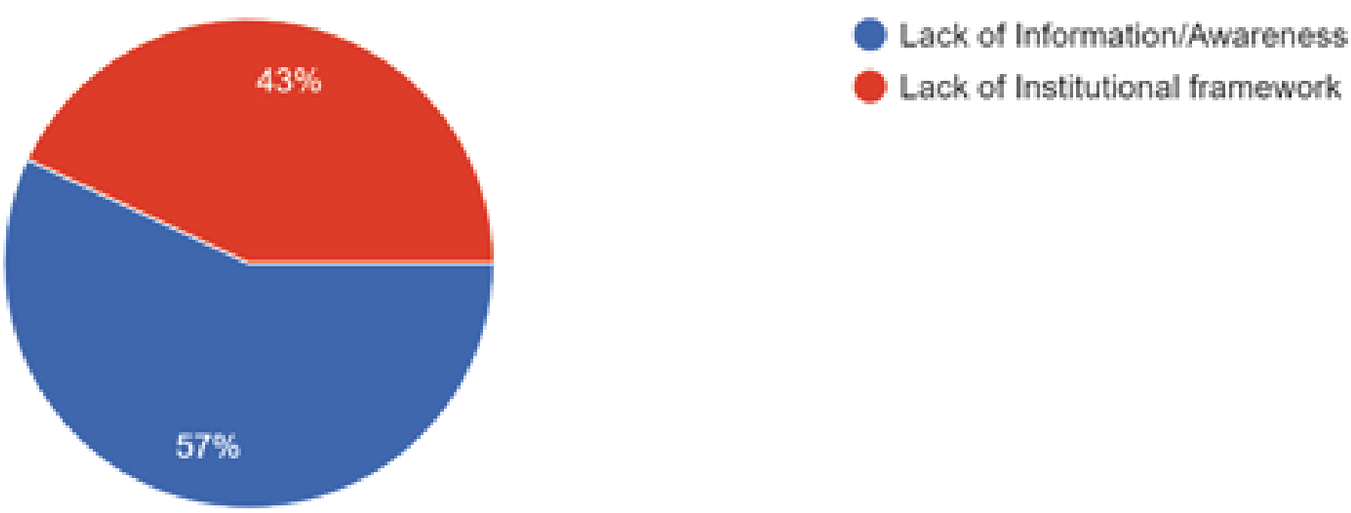
According to the findings, the majority of respondents, approximately 47.3 percent, believe that the most effective method for integrating society, the private security industry, and policymakers to implement the culture is through campaigns and awareness programs. Meanwhile, 20 percent of respondents consider that public-private partnerships could also be an effective approach.



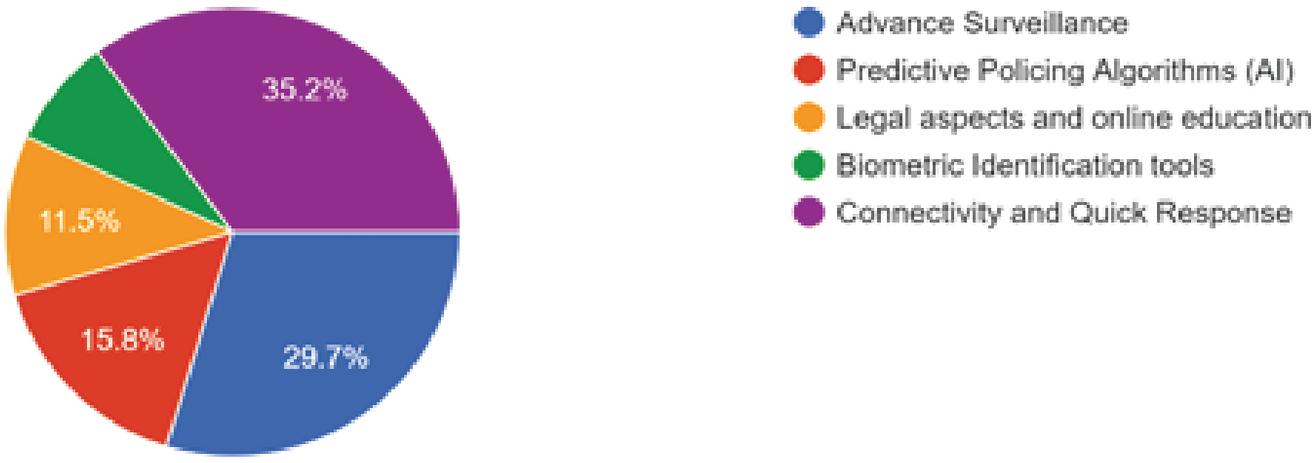
Regarding the question of how to empower communities to take a more active role in ensuring citizen security, approximately 54.5 percent of respondents believe that grassroots awareness and training initiatives in schools, colleges, and local communities are essential.



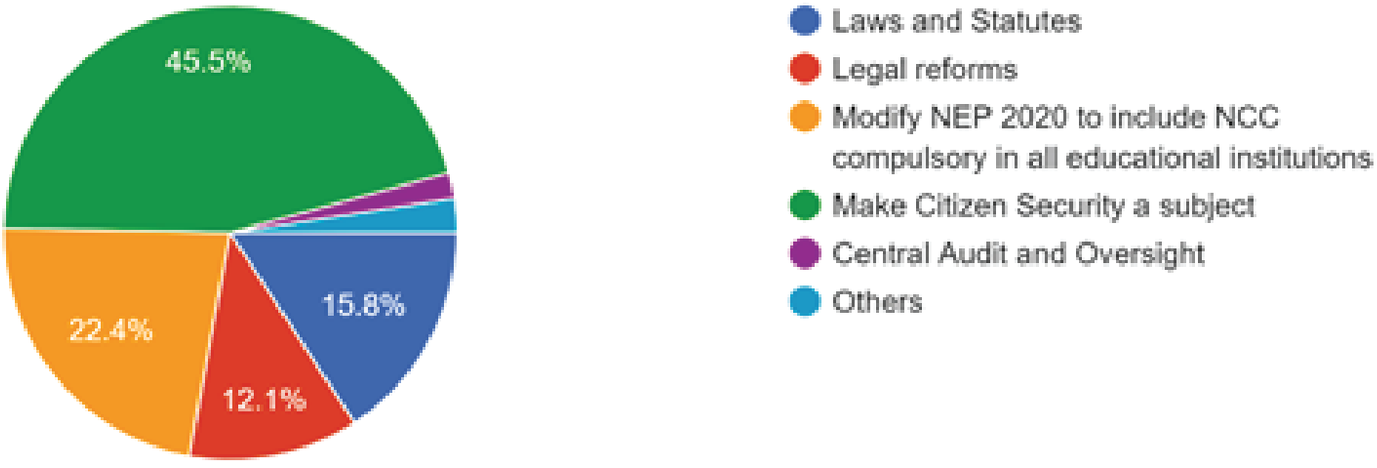
When addressing existing gaps and weaknesses in our approach to citizen security, 57 percent of respondents identified a lack of awareness and information as the most significant issue. Additionally, 43 percent highlighted the absence of a proper institutional setup as a key concern.



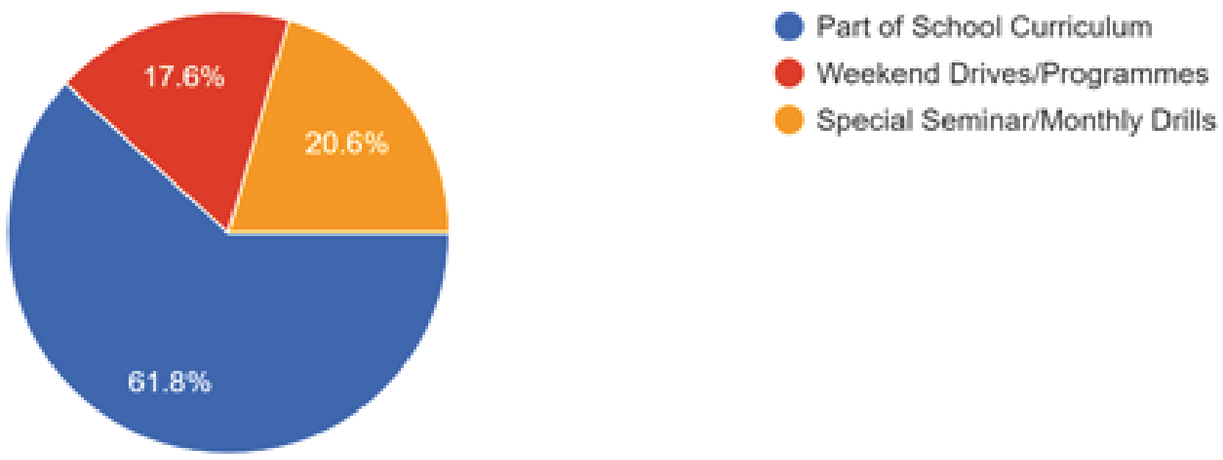
Furthermore, 35.2 percent of respondents believe that improving connectivity and ensuring quick responses can enhance citizen security efforts while respecting privacy and civil liberties. In contrast, 29 percent of respondents advocate for advanced surveillance as a means to improve security.



45.5 percent of respondents believed that integrating citizen security into the education curriculum is a valuable institutional reform necessary to address systemic challenges and boost accountability in the security sector.



Around 21 percent of respondents think that the National Education Policy 2020 should be revised to incorporate the National Cadet Corps (NCC) into the educational framework. As a result, the process of developing a mechanism and framework for shaping and institutionalizing a National Citizens Security Culture in India requires the identification of a lead agency to coordinate policies and stakeholders. This view is supported by 61.8 percent of respondents.



Furthermore, 45.5 percent believe that a lead agency, such as CAPSI or RRU, should be identified to facilitate the institutionalization and integration of policies and stakeholders.



The survey results show strong confidence in the citizens' ability to share security responsibilities with state authorities. Therefore, any security policy or initiative must center around the common person. Responses across various questions emphasized the need to strengthen the security framework at the grassroots level, followed by the integration of institutions, stakeholders, and policies. This raises the broader issue that fostering a security culture cannot be a reactive process driven by temporary measures. It begins with individuals and extends to society as a whole. The hub-and-spoke model of functional diversification could be an effective approach to embed this concept at the core of India's security mindset.

CONCLUSION AND RECOMMENDATIONS

- A comprehensive approach to security involves evaluating existing strategies and adapting them to address the interconnection of various domains—physical, economic, digital, and social security—while identifying vulnerabilities across sectors.

- Developing a national security policy requires mapping the institutional structure of internal security and identifying stakeholders. Collaboration at different levels is essential for creating a shared agenda that can be implemented locally with an inclusive approach.

- It is crucial to assess the interconnected roles of participants across different sectors and to identify the key deliverables needed to ensure effective security outcomes.

- Capacity building and enhancing capabilities are fundamental to achieving security goals. This involves ensuring that leadership is distributed effectively across sectors.

- Investing in leadership is essential for understanding how to engage the public and integrate their efforts with institutional frameworks, fostering a sense of trust between the people and those responsible for their security.

- The academic curriculum at the middle school level should incorporate a comprehensive study of internal security. To achieve this, collaboration between the Ministry and educational boards across the country is necessary, in line with the National Education Policy (NEP).

- The balance between security and citizens' rights must be managed carefully, establishing a new relationship between the state and its citizens, especially regarding the protection of personal data.

- Intelligence agencies play a critical role in security. Long-term intelligence forecasting, focused on anticipatory security planning based on actionable intelligence, should complement the immediate and short-term intelligence-gathering efforts. Cohesion and integrated intelligence sharing among agencies are vital for operational effectiveness.

- Seamless coordination between all government entities involved in intelligence gathering, along with the efficient acquisition, processing, and timely dissemination of strategic, operational, and tactical intelligence, is essential for maintaining security.

Security has traditionally been the responsibility of the police and government institutions. CAPSI's initiative to elevate this into a mass movement, involving ordinary citizens in the security framework, is commendable. Instilling a sense of duty at every level is essential for creating a vigilant society. The "See Something, Say Something" approach encourages citizens to be both aware and responsive. Fostering community bonding is key to collective action, and further deepening community-based engagement will promote inclusivity. Additionally, short educational modules can be introduced at the school level to raise awareness and develop individual skills. The vision of a 'Viksit Bharat 2047' requires a robust security framework. A strong economy relies on the secure foundation of a safe nation. Collaborating with the Ministry of Culture to spread this message through theatre, plays, and dramas can effectively reach the masses. Furthermore, international partnerships in the security sector could help adopt global standards, similar to those set by Interpol.

India is a country marked by immense diversity, and the internal security dynamics of its various states reflect this complexity. Understanding these differences is crucial when developing a framework for security culture in the nation. A one-size-fits-all approach cannot be applied. Providing economic support to neighboring countries is essential for fostering a peaceful region. Insurgencies, migration, radicalization, drug trafficking, and piracy across different states necessitate a security strategy tailored to each state's socio-economic realities. The Government of India's Neighbourhood First policy has proven resilient and should remain a cornerstone of foreign policy.

While the government has a responsibility to protect its citizens, individuals must also play an active role in their own safety. A comprehensive approach to security is necessary. Educational institutions, especially schools, colleges and Universities serve as effective platforms to instill a culture of security. Combined with the New Education Policy 2020, this culture should aim to build citizens' confidence rather than operate from a place of fear.

A National Citizens Security Culture should take a bottom-up approach, starting at the local level and expanding to a global scale. There is currently a gap between the demand for security and the supply provided by government agencies. While certain sectors of National Assets Protection remain the government's responsibility, private agencies can play a vital role in other areas. Community policing can serve as a force multiplier in these efforts.

The Central Association of Private Security Industry (CAPSI) has identified a crucial gap in the security landscape. Increasingly, the public is becoming more accepting of the idea that they, too, are stakeholders in the nation's security. A strong private policing culture, working in collaboration with government security forces, is essential to safeguarding the rapidly growing industrial, commercial, and residential sectors in India.



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Chairman, CAPSI

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