



ASPECTS OF SOCIAL SECURITY IN CZESTOCHOWA COMMUNITY

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Abstract: The sense of social security refers to the assessment of the threats and risks of a given environment or area. The perception of security in a given territory and its inhabitants invariably refers to the activities of local authorities and other institutions responsible for minimizing threats in the environment. An essential aspect of social security is also the inclusion of the inhabitants. In this article, the author presents the results of an assessment of Częstochowa residents' sense of security, which is conditioned by the involvement of local authorities, the housing company ZGM TBS and the residents themselves. The paper aims to assess the impact of the initiatives and programs undertaken by ZGM TBS entities on the residents' sense of security. The research is based on literature studies on ensuring safety in local communities and surveys conducted among the tenants of ZGM TBS. The results are analyzed using the method of structure indicators. The conducted research demonstrated that jointly implemented initiatives and programs contribute significantly to the increase of the city residents' sense of safety; therefore, they should be improved and continued

Keywords: community security, local problems, public security, management

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Introduction

Safety is treated in many areas of life as one of the most important values for people. It results from the characteristics of the environment, and more specifically from the threats that it brings. According to Korzeniowski, safety is expressed by an objective condition reflecting the lack of danger, subjectively perceived by the human (Korzeniowski 2000, p. 437). In turn, Sak sees security as a multilateral phenomenon, which is an added value resulting from the sum of the absence of threats (Sak 2004, p. XX). The World Health Organization – WHO – defines safety as the fundamental source of daily life that individuals and communities need to fulfill their needs (Whitzman, Zhang 2006, p. 6). The concept is assessed through the prism of individuals, organizations, and communities that must regularly cooperate in order to achieve a lasting, optimal level of security.

A sense of security reflects the everyday life of people and their commitment to their community. The safer people feel, the more actively and willingly they participate in the community life. The assessment of the sense of security of the local community should be considered in the dimension of territorial security, in which local authorities play an essential role. It refers to the concept of "community security", which describes the complementarity of the role of local

governments in enabling residents to live without fear of crime or anti-social behavior (*Community Safety...*, p. 5). Local security is included in the definition of public security, which in the broadest sense means a state in which no crime is committed (Korzeniowski 2007, pp. 181-192).

There are many conditions that affect the process of assessing the level of security in a given area (Tumalavičius, Ivančiks, Karpishchenko 2016, pp. 546-547):

1. The assessment of the residents' sense of security is subjective, which means that it will be treated differently depending on the life situation.
2. The threat to public order may be not only human activities but also other factors that can often be difficult to predict and utterly independent of human will or legal regulations.
3. In the face of natural hazards, crimes and other behaviors threatening the environment are only one the dimensions of security.
4. Some problematic aspects related to public order are also related to public order as an extraordinary dimension of security.

Place of the local community in activities minimizing threats

A comprehensive perception of security requires the involvement of all important entities in a given territory, in particular, local communities and private-public institutions, whose joint activities lead to the effect of synergy in ensuring public safety (Dziadkiewicz, Cichowski 2017, pp. 49). Districts seen as safe encourage social activity in the field of cooperation and communication. According to the studies by Nikartas, the society definitely overestimates the role of police officers, assuming all actions concerning their safety should be performed by the police (Nikartas 2012, pp. 12-13). The citizens' approach to the police as a dominant entity responsible for ensuring public order may even testify to underdeveloped civil society.

In order to ensure a safe residential environment, it is necessary to reduce the indifference of residents and encourage them and surrounding business organizations to engage in activities to improve security in their area. The cooperation of both public authorities and other participants in a given territory reflects a balanced approach to community security. The research carried out in this area in the city of Red Deer allowed to draw specific conclusions useful in further analyzes and research on this topic (*Toward of Vision...* 2016, p. 6). First, social security covers activities that are wider than policing and law enforcement by the police. Effectively responding to existing and emerging threats is conditioned by partnership with the environment (Bohátová et al. 2015, pp. 27-30). In addition, a full spectrum approach should be pursued in the cycle of safety management in the community: education, prevention, intervention, and enforcement. An important factor is also prevention, which includes taking preventive initiatives. In cooperation, personal awareness and responsibility of every resident are essential.

The role of local authorities in improving safety

Usually, the actions of local authorities to ensure public security are focused on reducing crime. However, this approach is incorrect and too narrow, because it does not protect the residents sufficiently. Local authorities should also pay attention to work safety, civil security and other spheres not directly related to crime. Local governments play an important role in building safe communities by (*Drugs and Crime...* 2012, pp. 81-101; Bajdor 2012, pp. 43-44):

- Providing a wide range of services and programs related to social planning, public health, health promotion, environmental protection, waste management, street lighting or public event management;
- Innovative projects for creating and promoting a safe and attractive space;
- Creating a safe, active and healthy environment;
- Conducting public consultations for the planning, program, and development of the city;
- Collaborate with partner organizations to strengthen crime and law enforcement activities by sharing local knowledge and approaches;
- Responding to emerging local problems.

The task of public authorities is to create such security programs that, through their implementation, counteract existing threats and social pathologies. The development and implementation of such programs should be preceded by a strategic diagnosis of key problems and threats occurring in a given area that affect the assessment of the level and sense of security of a given community (Nowakowska-Grunt 2010, pp. 5-7). In line with this objective, the author carried out an assessment of the sense of security of Czestochowa residents inhabiting residential areas managed by the ZGM TBS company.

Research on the perception of security by the Czestochowa residents

The research scope and the structure of the research sample

77 employees of lower and middle level participated in the study, which is 100% of the surveyed population from all six branches of the ZGM TBS Company. The quantitative structure of the sample, classified according to the branch as a workplace, is distributed evenly (on average 16%).

The same survey was also carried out among tenants selected at random. 50% of residents were examined in each branch. Ultimately, 300 tenants took part in the survey. Gender in both study groups was evenly distributed 57% of the respondents belong to the age group between 46-60. Almost one-third of employees are aged between 31 and 45 years old (29%). In the case of the tenants studied, their age was similar, the majority was aged from 31 to 60 (61%). (*Table 1*).

Table 1. Structure of the statistical sample of staff and tenants in %

Age range	Staff	Tenants
18-30	3.9	14.0
31-45	28.6	30.0
46-60	57.1	31.0
More than 60	10.4	25.0
Total	100.0	100.0

Source: Own research

Usually, the surveyed tenants live in a proprietor or rented premises. Almost half of all surveyed tenants have an employment contract (42%). Every third tenant is a pensioner (29%) (*Table 2*).

Table 2. Division of tenants due to the owned housing and professional activity

Type of premises	Tenants	Professional activity	Tenants
Proprietor	39.3	Employment contract	42.3
Social	20.3	Retired / pensioner	29.0
Rented	40.3	Casual work	12.3
Total	100.0	Lack of answer	16.4
		Total	100.0

Source: Own research

The study consisted of two parts:

1. Evaluation of general living and safety conditions in the Czestochowa commune.
2. Evaluation of initiatives taken for security by ZGM TBS.

Analysis and assessment of housing conditions in the Czestochowa commune

According to the residents' opinions (*Table 3*), Czestochowa is a rather pleasant place to live. Over 75% of employees and over 59% of tenants believe that. Every fifth employee (20%) and fewer tenants (17%) seem to have a favorable opinion.

Table 3. Is Czestochowa a good place to live?

Answers	Staff	Tenants
Definitely yes	19.5	17.1
Rather yes	75.3	58.7
Rather no	5.2	19.3
Definitely no	0.0	4.3
Total	100.0	100.0

Source: Own research

Table 4. Do you support activities to improve security in your housing complex?

Answers	Staff	Tenants
Yes	93.5	58.0
No	6.5	42.0
Total	100.0	100.0

Source: Own research

Almost all employees support activities aimed at improving safety in their housing complex (93%). However, a significantly lower number of tenants (58%) take action to promote safety in their place of residence. Almost half of the inhabitants of ZGM TBS do not show motivation to support such activities (*Table 4*).

Table 5. What, in your opinion, would reduce crime?

Activities	Staff	Tenants
Constant monitoring	64.9	66.3
Better lighting of streets and parking lots	67.5	64.3
More patrols of the municipal police	66.2	65.7
Possibility to report crimes anonymously	28.6	40.3
Involving the inhabitants	40.3	31.7

Source: Own research

Among the proposed activities that can positively affect the improvement of safety, the surveyed employees most often indicated constant monitoring, better lighting of streets and parking lots, and more patrols of the municipal police (65% on average). Likewise, the tenants indicated the same activities as important. At the same time, employees are more likely than residents to see residents' involvement as a way to reduce crime (*Table 5*).

In addition, the respondents had the opportunity to indicate initiatives and activities that should be launched to improve the level of safety. Employees in this area pointed to increased control, police and municipal police patrols, illumination of backyards and monitoring of streets and buildings, launching a special hotline for quick response to reports of vandalism, destruction of property, a separate ZGM TBS hotline, and increase the number of plainclothes police and municipal police patrols. On the other hand, the tenants mentioned activities such as more patrols, increasing the safety of children and seniors, more traffic lights, more police patrols controlling drivers and pedestrians, and self-defense courses.

Table 6. Which of the following phenomena are in your opinion the most significant problems in the area for which your branch is responsible?

Problem	Staff	Tenants
Home abuse	3.9	1.7
Alcoholism	14.3	15.0
Drug addicts	3.9	17.0
Vandalism	48.1	38.3
Demoralized youth	14.3	19.0
Drunk drivers	1.3	3.0
Theft and burglary	14.3	6.0
Total	100.0	100.0

Source: Own research

Both surveyed groups indicated as the most important problem in the area occupied by their ZGM TBS branch, vandalism (48% of indications by the staff and 39% of tenants' indications). Joint observations also concerned alcoholism (successively 14% and 15%) and demoralized youth (14% and 19% respectively). Differences in opinions between staff and tenants concerned drug addicts, where this is a problem noticed by tenants. In turn, the problem of theft and burglary was rated higher by the ZGM TBS Company's staff (*Table 6*).

Table 7. On which aspects, in your opinion, should the local government concentrate the most?

Activities	Staff	Tenants
Improving access to medical care	31.2	26.3
Development of culture, entertainment, sport and recreation	24.7	21.0
Increase in assistance to the poorest	33.8	37.3
Improving security and public order	22.1	26.3
Actions to reduce unemployment	29.9	25.7
Supporting entrepreneurship	39.0	38.7
Improving the quality of life of disabled people	54.5	45.7
Increase in the number of housing	31.2	34.3
Establishment of a social integration club	14.3	12.7
Counteracting homelessness	39.0	28.7

Source: Own research

According to the surveyed staff and tenants (*Table 7*), the government of Czestochowa should pay more attention first and foremost to improving the quality of life of disabled people (on average half of the responses) and supporting

entrepreneurship. Employees also consider it very important to counteract homelessness. Every third respondent in this group was also concerned with the improvement of access to medical care (31%), increase in assistance to the poorest (34%) or increase in the number of housing (31%). Tenants also strongly support activities supporting the development of entrepreneurial behavior (39%). They also pay attention to increasing the support for the poorest and, more often than the staff, supporting the increase in the number of housing (34%).

Table 8. Level of satisfaction with individual areas of the commune's life

Areas of community life	Satisfied		Unsatisfied	
	Staff	Tenants	Staff	Tenants
A sense of security in the city	9.1	8.3	15.6	28.0
Cleanliness in the commune	5.2	5.7	19.5	32.7
Level of primary and junior high school education	7.8	5.0	20.8	26.3
Access to kindergartens and nurseries	9.1	8.3	2.1	19.0
Transportation (urban transport, connections with other places)	5.2	5.3	50.6	45.7
Job opportunities	10.4	5.7	28.6	32.0
Availability of facilities for sports and recreation	14.3	7.3	24.7	31.0
Culture (participation in cultural and entertainment life)	27.3	15.7	2.6	12.0
The possibility of convenient shopping	9.1	10.7	14.3	15.7
Convenient use of various types of "small services "	7.8	5.0	41.6	48.7
Availability of health facilities	13.0	9.3	7.8	10.7
Quality of social welfare services	9.1	6.7	29.9	29.3
Municipal infrastructure (water supply, sewerage, electricity)	24.7	7.3	7.8	18.7
Road infrastructure (road network, quality, pavements, parking lots)	23.4	7.7	9.1	18.3

Source: Own research

Both groups are mostly satisfied with (*Table 8*) access to culture in the city (participation in cultural and entertainment life) (27% staff and 16% tenants). All respondents show a high level of dissatisfaction with the transportation system (urban transport, connections with other cities) (successively 51% and 46% of indications), and the assessment of the convenience of using various types of "small services" (successively 42% and 49% of indications). Significant differences in the perception of individual areas by staff and tenants are observed concerning the availability of facilities for recreation, municipal and road infrastructure, where the staff are much more often satisfied with these areas than

the tenants. On the other hand, the tenants are much more dissatisfied with the sense of security in the city and its cleanliness. It should be noted that on average, half of the respondents from both groups were unable to determine their opinion.

Table 9. Do you have to deal with the following phenomena in your immediate vicinity? (positive indications)

Phenomena	Staff	Tenants
Poor air quality resulting from human activities	67.5	72.0
Excessive noise caused by traffic	51.9	58.7
Burdensome neighborhood of people disturbing the social order	50.6	56.7
Fear of burglary, devastation, assault	0.0	51.3

Source: Own research

Both the staff and the tenants (*Table 9*) in the vast majority have to cope with poor air quality resulting from human activities (68% staff, 72% tenants). Both groups also complain about excessive noise and burdensome neighborhood. Only tenants fear additional burglary and devastation (51%).

Table 10. Have the living conditions in the municipality changed for better in recent years?

Answers	Staff	Tenants
Definitely for better	37.7	19.0
Rather for better	53.2	56.7
Rather for worse	3.9	17.0
Definitely for worse	5.2	7.3
Total	100.0	100.0

Source: Own research

Over 50% of the respondents in both groups believe that living conditions in the commune slightly improved (*Table 10*). Slightly over 37% of the staff even believe that these conditions changed definitely for the better. Only every fifth tenant (19%) thinks similarly. It means that the tenants assess the changes taking place in the commune less favorably than the staff.

Analysis and evaluation of the selected initiatives undertaken by ZGM TBS to improve safety

The evaluation covered seven selected initiatives taken by the ZGM TBS Company and the municipality to improve safety among tenants.

Table 11. Which of the following initiatives implemented by ZGM TBS and Czestochowa Commune are known to you?

Initiatives	I know very well / I am familiar	
	Staff	Tenants
Application CLOSE	61.1	42.4
Be safe, Senior!	80.5	69.7
Sensors for security	90.9	84.3
Stop illegal graffiti	77.9	54.7
Drink-driving is no fun	83.1	74.7
A clean backyard is a clean city	81.8	67.0
Debt program	71.4	63.3

Source: Own research

The best-known initiative in both groups is "Sensors for security" (90% and 85% respectively). Generally, among the staff, each of the evaluated initiatives is known by at least half of the respondents. However, a lower number of tenants declare that they are familiar with the above-mentioned initiatives. The Close app is known to the smallest number of the respondents (*Table 11*).

Table 12. Please specify the level of your activity in the implemented initiatives

Initiatives	I participate	
	Staff	Tenants
Application CLOSE	33.8	12.3
Be safe, Senior!	75.3	26.0
Sensors for security	87.0	43.0
Stop illegal graffiti	70.1	18.0
Drink-driving is no fun	77.9	25.7
A clean backyard is a clean city	75.3	29.0
Debt program	50.6	18.3

Source: Own research

In the evaluation of the involvement of both groups in the implemented initiatives, the number of indications is smaller (*Table 12*). Both the staff and the tenants, despite their knowledge of initiatives, are less likely to participate in them. At the same time, the staff more often than the tenants participates in activities for the benefit of safety, which may be a consequence of fulfilling professional duties. Moreover, tenants are most willing to participate in the "Sensors for security" campaign (43%). Nevertheless, more than half of the residents did not participate in the program. Only every fifth occupant actively participated in the campaign "Drink-driving is no fun" (26%).

Table 13. How do you perceive individual initiatives?

Initiatives	Useful / rather useful	
	Staff	Tenants
Application CLOSE	63.7	46.3
Be safe, Senior!	88.3	79.0
Sensors for security	93.5	85.0
Stop illegal graffiti	81.9	66.7
Drink-driving is no fun	87.0	85.0
A clean backyard is a clean city	89.6	75.3
Debt program	84.4	75.4

Source: Own research

The level of indications increases again when assessing the suitability of particular activities (*Table 13*). Consequently, in assessing the improvement of Czestochowa residents' safety, the program "Sensors for safety" is rated most useful (94% and 85% respectively). Employees more often than tenants rate all initiatives more useful but the ratings of both groups are at a high level. At the same time, according to the respondents, the Close application is least useful.

Table 14. Which initiatives did you think improve the safety of tenants?

Initiatives	Definitely influences/affects	
	Staff	Tenants
Application CLOSE	45.5	36.4
Be safe, Senior!	89.6	70.7
Sensors for security	90.9	89.0
Stop illegal graffiti	45.5	40.0
Drink-driving is no fun	88.3	77.0
A clean backyard is a clean city	61.1	46.3
Debt program	49.4	44.3

Source: Own research

Both groups (*Table 14*) believe that the "Sensors for security" campaign has the greatest impact on improving the safety of tenants (successively 90% and 89%). According to the staff, the program "Be safe, Senior!" (89% of responses) and "Drink-driving is no fun" (88%) are significant. Tenants less often than employees observe the positive impact of individual initiatives on improving their safety. The Close application is again the lowest by both groups.

Table 15. Please highlight the three most important initiatives that you think are the best to improve the safety of tenants

Initiatives	Staff	Tenants
Application CLOSE	11.7	9.7
Be safe, Senior!	67.5	68.7
Sensors for security	89.6	79.3
Stop illegal graffiti	10.4	17.3
Drink-driving is no fun	81.8	67.7
A clean backyard is a clean city	10.4	21.3
Debt program	15.6	16.7

Source: Own research

Both groups agree (*Table 15*) that the three most important initiatives affecting the improvement of safety are "Sensors for safety", "Drink-driving is no fun" and "Be safe, Senior!". Tenants also more often than staff mention the "Clean backyard is a clean city" campaign.

Table 16. Which of the initiatives, keeping in mind tenants' security, requires in your opinion changes?

Initiatives	Requires enlargement and /or continuation	
	Staff	Tenants
Application CLOSE	24.7	28.3
Be safe, Senior!	28.6	32.7
Sensors for security	16.9	33.0
Stop illegal graffiti	20.8	31.7
Drink-driving is no fun	27.3	33.7
A clean backyard is a clean city	32.5	34.7
Debt program	19.5	34.7

Source: Own research

In the opinion of the staff and tenants (*Table 16*), the program "Clean backyard is a clean city" (successively 33% and 35% of responses) requires the most significant changes. According to tenants, modifications should also introduced to the "Debt program" currently implemented at the Company. At the same time, it is observed that on average every third employee and tenant expect expansion and/or continuation in all initiatives.

Discussion

Almost half of the tenants of ZGM TBS do not show motivation to support security activities and to engage in its improvement. At the same time, tenants are less likely to rate Czestochowa as a good place to live and are less likely to assess positively the changes taking place in the commune.

The studied groups are most satisfied with broad access to culture in the city (participation in cultural and entertainment life), whereas the transportation system requires the greatest changes. The respondents complain most often about poor air quality, excessive noise, and troublesome neighborhood.

Among the proposed actions that can positively affect the improvement of safety, both groups usually suggest constant monitoring, better lighting of streets and parking lots and more municipal police patrols. At the same time, both groups indicated vandalism and alcoholism as the most important problems threatening their safety. According to the respondents, Czestochowa government should primarily pay more attention to improving the quality of life of disabled people and to supporting entrepreneurship.

The best-known action in both groups is "Sensors for security", in which half of the tenants also participate. Consequently, this program is considered to be the most useful in assessing the improvement of the safety of Czestochowa residents and is perceived by both groups as such, which significantly affects the improvement of tenants' security. Both groups agree that the three most important initiatives affecting the improvement of safety are "Sensors for safety", "Drink-driving is no fun" and "Be safe, Senior!". On the other hand, the program "A clean backyard is a clean city" and "Debt program" currently implemented in the company require major changes. At the same time, it is observed that both employees and tenants expect the initiative to be broadened and/or continued. At the same time, the application Close, which is rated as least useful and not significantly affecting the security of the residents of the commune, enjoys the smallest popularity.

Conclusions

Public security and the related maintenance and ensuring of public order are essential for every member of society, particularly those at risk of exclusion. The introduction and development of community security is an inevitable trend of economic and social development. Public order is the primary and fundamental starting point that determines the level of stabilization in the region. A secure community includes the cooperation of all participants in the environment in order to increase safety, manage risk and generally increase engagement through daily activities.

The conducted research has shown that the involvement of both the municipalities of Czestochowa and ZGM TBS contribute significantly to the sense of security of the city residents. At the same time, the residents themselves show the least involvement in the implementation of a balanced approach to cooperation against threats. Future actions of the authorities should be aimed at a more

balanced cooperation of stakeholders, including in particular the involvement of the local community and stimulating the awareness of the role of the individual in building a safe environment for everyone.

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ASPEKTY SPOŁECZNEGO BEZPIECZEŃSTWA W GMINIE CZĘSTOCHOWA

Streszczenie: Poczucie bezpieczeństwa społeczności odnosi się do oceny zagrożeń i ryzyka płynącego z danego otoczenia czy obszaru. Postrzeganie bezpieczeństwa w kategoriach danego terytorium i jego mieszkańców nieodzownie nawiązuje do działalności władz lokalnych oraz innych instytucji odpowiedzialnych za minimalizowanie zagrożeń w otoczeniu. Ważnym aspektem społecznego bezpieczeństwa jest także włączanie w te działania samych mieszkańców. Na przykładzie mieszkańców gminy Częstochowa dokonano oceny poczucia ich bezpieczeństwa w miejscu zamieszkania, warunkowanego zaangażowaniem władz lokalnych, spółki mieszkaniowej ZGM TBS oraz samych mieszkańców. Cel pracy to ocena wpływu podejmowanych inicjatyw i programów przez podmioty ZGM TBS na poczucie bezpieczeństwa mieszkańców miasta. Cel ten zrealizowano w oparciu o studia literaturowe z zakresu zapewnienia bezpieczeństwa lokalnym społecznościom oraz poprzez badania ankietowe przeprowadzone wśród lokatorów ZGM TBS. Dane przeanalizowano za pomocą wskaźników struktury. Przeprowadzone badania wykazały, że realizowane wspólnie inicjatywy i programy znacząco przyczyniają się do wzrostu poczucia bezpieczeństwa mieszkańców miasta, dlatego należy je doskonalić i kontynuować.

Słowa kluczowe: bezpieczeństwo wspólnotowe, problemy lokalne, bezpieczeństwo publiczne, zarządzanie