Deliver us from man's annoyances...; a psychological approach
G. Breeuwsma

This article starts with the thesis that people encounter interpersonal problems in situations where the boundaries between private space and public space are threatened. Even though this might be considered to be a sociological problem in the first place, psychology can be of some help in explaining the effects of experienced annoyances and inconveniences in the individual. The author goes into the meaning of the experience of the psychological environment, the effects of arousal and stress on behavior, the experience of control over the environment and the extent of stimulus screening in the processing of information about the environment. It is stated that the tension between private and public space may be relieved by restricting personal autonomy and at the same time protecting the individual life space.

Unsafety in the city
J.P.L. Burgers

From the nineteenth century onward, fear of crime and feelings of unsafety are typical urban phenomena. Although it is hard to assess whether in recent years crime and fear of crime have increased, it can be argued that cities have specific characteristics which create favorable conditions for both criminal activities and feelings of unsafety. More in particular, the urban public sphere, the presence of a critical mass of people for all kinds of activities and subcultures, and the presence of deprived neighborhoods, generate or facilitate deviant and criminal activities which, in their turn, cause feelings of fear for both visitors and inhabitants of cities. Where increasing globalization and mobility may further increase crime and fear of crime, the use of new technological devices and the socio-economic emancipation of minority groups may have the opposite effect.

'Once upon a time the Netherlands were safe'
G.N.G. Vanderveen

When reading newspapers, watching television, one could easily get the impression that the Netherlands are becoming less safe and people feel more fearful than they used to. In this article, two questions will be addressed. Firstly, has the intensity of the experience of unsafety changed and, secondly, has the nature of the experience of unsafety changed? To study these questions, it is important to look at the history of measuring the experience of unsafety. Since the 1970's, fear of crime became a social issue and several surveys have regularly been executed. From the figures of these surveys, the intensity of the experience of safety doesn't seem to have
changed that much. Several transformations in Dutch society, like individualisation, the weakening role of religion and the explosive growth of the mass media have resulted in so called 'riskism', the need for a riskless society. In this society, risks have become a social problem. The article concludes by stating that the experience of unsafety has certainly changed, since once upon a time it didn’t even exist!

**Intolerance; typical for youths?**
Q.A.W. Raaymakers, J.T.C. van Hoof and T.F.M. Ter Bogt

Youth’s growing number of aggressive and violent actions in the public domain is sometimes attributed to their growing intolerance, which is believed to be, at least in part, an effect of parents not being able to transfer tolerant values to their offspring. To investigate this assumption the authors compare the development of intolerant values of Dutch youth since 1970 with that of adults. In addition, we determine the amount of intergenerational transfer of these values for the years between 1991 and 1997. The development of intolerance in Dutch youth and adults appeared to be very much alike, showing a consistent rise of intolerance in the economic domain while the reverse was true for the development of intolerance in the cultural domain. In the former domain no significant differences between the age groups could be observed, in the latter, however, young people systematically showed lower levels of intolerance. The intergenerational transfer of these values was substantive, showing an effect of parental values on youth’s attitudes that is comparable to the effect of education. The authors conclude that recent manifestations of intolerant behavior in the public domain cannot be attributed to specific changes in attitudes of the younger generation; they rather reflect general developments in society of which the growing intolerance in the economic domain is most salient.

**Faded authority; individualisation and individuation**
C.H.C.J. van Nijnatten

The decline of public authority is a general phenomenon in most western societies. This decline is related to personality changes in modern man. Modern man has become more individualized than individuated. In the past, authority was characterized by the capability to keep oneself under control, a capacity developed during childhood but in permanent need of 'care for the self'. Wealthy societies that hardly know any restrictions, that support equality, and in which power is invisible, easily lead to an 'egocracy'. This individualized man is modeled by disciplines of modern society but he has nevertheless the illusion of being the centre of the universe. This goes along with short lasting relationships, characterised by only differences of competence. But can modern man do without continuity, history and certainty?

**The authority of the police**
C.D. van der Vijver en L.G.H. Gunther Moor

The authority of many institutions in society seems to be declining. Church, police, government, schools and even doctors are confronted with citizens that do not listen to them as they used to. Individualism in society means that many citizens do not accept 'to be told how to behave'. They claim the freedom to decide for themselves, unfortunately however without taking other peoples rights into consideration.
According to many, the result of this development is the augmentation of violence and other kinds of deviant behaviour, eventually leading to a society in decay. There is an increasing call for harsh measures in order 'to teach those guys some lessons in decency'. Law and order should be brought back into society. This has resulted in developments like zero tolerance policing. A Foucauldian perspective in the maintenance of public order and crime should bring back the authority of the police. This article describes another approach: in several cities in the Netherlands, the police have tried to improve their authority and the acceptance of their activities by community oriented policing. In several troubled neighbourhoods, where the acceptance of police was extremely low, it turned out that after implementing community oriented policing, one police constable became responsible for 'organising safety in a given area'. The citizens, living in that area, judged the police the far more positive afterwards: knowing the constable by name, where to reach him, knowing his or her capacity to solve problems was an important element in 'getting the problems under control'.

Do hooligans conquer the public domain?
H.B. Ferwerda and L.H.M. Gelissen

In order to answer the question of whether hoolganism changes from soccer stadiums to the public domain, the authors shed light on the meaning of hooliganism and the backgrounds of hooligans. Hooligans have been divided in three groups of which hardcore hooligans are - according to the authors - calculating, well organised criminals who make use of modern communication instruments. A number of incidents is described indicating that hooliganism is not only related to a soccergame and the location of the soccer stadium. The main reason for the increase of incidents in the public domain is the fact that the hooligans try to minimalise the chance of being caught by the police.

Angry aggression in traffic; an emotional-theoretical context
P.B.M. Levelt

This article concentrates on 'angry' aggression in traffic, within an emotion-theoretical context. An analysis of newspaper reports shows that excessively aggressive acts ('road rage') are relatively uncommon and not relevant for traffic safety. Publicity campaigns aim at preventing all kinds of violations and dangerous acts, which arouse irritation and aggression. The author proposes to distinguish between two forms of aggression: angry aggression and all other aggressive acts. The last acts are of all sorts and cannot be studied within one theoretical frame. Angry aggression is prompted by a feeling of anger at perceived hindrance or injustice, and leads to a tendency to cause damage or to threat to cause damage. Some studies on angry aggression are mentioned. First data on frequency of events causing anger on the road were found, and relations were assessed between moods and emotions on the one hand and dangerous acts on the other. A number of preventive actions are suggested by the emotion-theoretical approach.

Public transport passengers; aggression and social insecurity
A.R. Hauber
Aggression and violence are no new phenomena in public transport. Since one
decade however this unpleasant behaviour tends to occur more frequently and
incidents are more serious. The article focusses on the development of these
emotional outbursts, the factors that attributed to the present situation and, finally, the
possible combination of actions which could significantly improve the social unsafety
in public transport. Amongst interviewed train conductors 75% responds that
aggressive and violent behaviour is increasing. A bit less than half of them feel
sometimes insecure during their work, especially during night hours. This situation
generally causes a demotivation to check tickets at night. Passengers experience this
lack of control and react differently, one category by taking advantage of this situation
by not buying tickets, another category by feeling insecure because the conductor is
not showing up. The main recommendations to improve social security in public
transport are: increasing the staff, closing the main stations by tourniquets, increasing
the frequency of ticket control in the trains, reducing anonymity in the trains by a
more personal approach of the train crew and finally by improving the co-operation
between public transport authorities, police, school and social agencies.