

Effectiveness of Information and Communication Technology (ICT) in Policing in Nigeria

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Abstract

This paper examined the impact of Information and Communication Technology (ICT) in Effective Policing. It is an indisputable fact that the problem of crime has become acute that the police force as a government apparatus has no choice other than to employ the use of technologies to curb crime. However, in order to achieve the objective of the work, cross sectional survey method was used as a research method and instrument to collect data from respondents on the area of enquiry. The respondents were selected using the Multi-stage, Simple (probability) Random Sampling and Purposive Technique, six hundred sample sizes were chosen. The data collected was analyzed using the Statistical Package for Social Sciences (SPSS). Hypotheses were formulated and tested using the Pearson's Product Moment Correlation. It was found out that the use of ICT and other Technologies enhances the performance and effectiveness of the Police.

Keywords: ICT, Nigeria Police Force, Crime control, Law enforcement

1. INTRODUCTION

The Nigeria Police Force (NPF) has been trying to operate a means to ensure that the internal security of the country is maintained, but in spite of this effort, there appears to be growing uncertainty in public order, as reports of high crime rate such as armed robbery, assassination, kidnapping and child trafficking seem to be on the increase (Punch Newspaper, May 29, 2009, Pg. 7). With increasing anxieties of the fast growing cities and slums full of poor, anonymous and potentially dangerous classes, it has been argued that the police hardly see itself as the law enforcer and the defender of the society against lawbreakers. As such, this is responsible for the public criticism of the inability of the police to fight crime in the society, as the police morale has also been dampened over the years. There is no doubt that the need for technologies to help the police fight crime can never be over-emphasized as the relationship between both the police and technologies goes a long way in the determination of the achievement and sustainability of their ultimate goals, and also, the success and well-being of the nation at large. The role of technology in police institutions and police practices has long been recognized as relevant and ambivalent (Ogunbameru, 2008). Technological advances are particularly relevant for policing because they are seen to influence the organization and practices of police in the ways that intimately connect to the police function of crime control. New and more efficient means of crime detection, communication among police, and police transportation, all these influence how successful police is doing its job as a group of crime fighters, and additionally affecting the level of legitimacy police receive from the public and relevant bodies of governments (Simon, 2004).

Striking a more general theme of societal modernization in the development of policing, police's reliance on technology generates some tension between demands for effective crime control on the one hand, and a continued and revived focus on issues of justice and rights, on the other hand. The increasing use of technology in police institutions was virtually synonymous with advancing progress and civilization. However, soon after technologies were introduced and applied by police, suspicions also mounted against an excessive and unbalanced reliance on technology. In particular, civil-liberation currents sought to curb technologically driven police practices that were motivated by a blind reliance on the often assumed, but largely unproven merits of technologies at the expense of concerns of civil rights and constitutional demands of due process. The tension between a need for efficacy in crime control and the recognition and respect for citizen and human rights has remained a central topic of controversy since when technologies were applied in policing.

We are in the era of law enforcement where ICT and other advanced technologies are becoming a powerful tool for responding to criminals, engaging in hotspots policing, solving violent crimes, monitoring employees' performance and many other functions. Technologies, such as video cameras, data mining systems, heat sensors, biometrics, GPS tracking, Internet and telecommunication systems are being used for the detection, investigation, prosecution and prevention of crime in the law enforcement community. As it did in the middle of the 20th century, technology is beginning to alter the nature of policing and to impact on the management and delivery of police services. Emerging models of policing in the 21st century demand accurate real-time information for strategic planning, problem analysis, deployment decisions, community interface, inter-organizational communication, accountability, threat detection and many other functions.

The new "information imperative" for police organizations would have been impossible to satisfy only a decade ago, but it is now feasible because of affordable advances in information technology and the intense pressure on police to detect threats in advance. While we can expect more tactical and strategic changes in the near future as diverse forms of

technology take center stage today, the largest influence on police decision making has come from data mining systems.

This paper is organized as follows: Section one examined the background which includes introduction that gave insight and helpful hints on the subject matter. Section two attempted a related empirical and theoretical literature review of the work done by scholars and researchers in the area of inquiry of the study. Section three formulated the two hypotheses used in the study. Section four enumerated the methodology of the study; primary and secondary sources of data were employed to obtain information from the sampled respondents. Section five covered the data presentation and analysis, that is, the organization, manipulation and interpretation of data gathered were done using Statistical Package for Social Sciences (SPSS). Section six gives an in-depth discussion on the findings of the study. Section seven is the concluding section of this research study. It also contains the summary of the work, conclusions, recommendations, and suggestions for further studies on the basis of the study.

2. Historical Role of Technology in Support of Police Work

The issue of crime is a social problem that needs to be seriously dealt with. However, it has become a threat to the citizenry and it also concerns various governments of the world most especially the developing countries (Agre, 2003). The latest round of innovation in policing has occurred during the information technology era (Cowper, 2003). This is a very exciting and provocative time in the law enforcement as agencies explore a wide array of technological tools to fight crime. As agencies seek to adopt the latest applications of technology and the most popular strategies for fighting crime, this is also a time for reflection and caution. While police organizations should fully exploit information technology toward the goal of increase public safety, at the same time, they must be continuously vigilant to ensure that strategies and tactics are both effective and fair for all segments of our society. Information and communication with distant colleagues through other technologies is an emerging phenomenon in the business world.

The police have a long tradition of supporting geographically distributed work through the employment of state-of-the-art technologies. From the introduction of the telegraph in the late 1800s to the usage of two-way radios and computer-aided dispatching during the 1900s (Agar, 2003), ICTs have radically changed the organization of police work and the expectations of various police services. The advent of the Internet age has fuelled the boom in Internet cafes, though Internet access rate is currently very low in numbers. This is bound to pick up with the development of mobile telephony networks to support Internet access. The importance of the latest developments in technology, as seen with mobile telephony, cannot be overemphasized in enhancing effective, responsive and efficient policing to the community. Since the year 2000, police agencies for instance in the United States and all over the world are applying this technology for patrol operations by equipping their vehicles with mobile video recording equipment.

Although the early attempts to place cameras in patrol vehicles were plagued with technical and safety problems, miniaturization and advances in technology have made the use of the mobile video recorder practical and affordable. As technology in the field of audio/visual recordings evolves, equipping police vehicles with in-car cameras was the norm and no longer the exception (Rosenblatt et al. 2004). The next step was wireless communication. In 1921, the Berkeley Police Department put two-way radios in police cars for the first time (Vila & Morris, 1999). By the mid 1930s, police departments around the nation had adapted two-way radio communication for patrol cars and motorcycles. Radio certainly helped the police to respond to calls quicker and also allowed stations to keep an eye, or ear, on their units patrolling the

streets. The two-way radio technology is still being used today as the main method of communication between officers and their central dispatch. Hand-in-hand with communication advancements, the development of better transportation also changed the way police did its job. Foot patrols were often inefficient, and even as late as the 1920s, many cities operated patrols under plans that had not changed in over fifty years, failing to take into account the dramatic changes such as urbanized growth and wrought on cities across the United States (Wadman and Allison, 2004). Walking a beat of several square blocks meant that the single-foot patrolman could not be everywhere at once. Foot patrolmen were predictable and regular in their beats. All would-be criminal needed to do then was to wait for the officer to pass and then commit the crime (Fosdick, 1969).

In 1881, the Chicago Police Department started using horse and wagon to transport officers to patrol different areas, and this eased the burden on police departments somehow. Along with improved communication, wagons enabled police to concentrate large numbers of men at a central point to respond to larger emergency situations, such as manhunts and riots (Flinn & Wilkie, 1971). The New York City Police Department introduced a bicycle squad in the mid-1890s. With only 29 officers, the New York Bicycle Squad made over thirteen hundred arrests in its first year of operation. Ultimately, the squad would grow to over one hundred officers who did everything from arresting drunks to chasing down runaway carriages, all on bicycles (Berman, 1987). With the car, a patrol could cover more ground faster than ever before (Wadman & Allison, 2004). Kansas City and Berkeley were the first large cities to try automobiles as replacements for foot patrols. Berkeley Police Department made a successful switch to cars, finding out that a patrol officer, in a small Ford, could cover one thousand street miles per month. Moreover, patrol officers in-cars could respond to calls faster, not tired out when they arrived the scene of the crime, and overall could perform much more effectively and efficiently (Fosdick, 1969).

Photography was one of the earliest technological developments to impact on police work (Richardson, 1970). Police and technology now go hand-in-hand. Technological advances in communication, transportation, criminalistics, and other areas combined with the police's use of science and scientific methods, gave the public an image of the police as leaders of progress. Early Video Cassette Recorders (VCRs) were massive devices, and their size and power requirements made them unsuited for mobile use (Dees, 2003). The first video tape recording systems became available in the early 1960s. However, video technology of the 60's, was not conducive to the mounting of cameras in police vehicles. In the late 1960s, the Connecticut State Police installed a video camera and recorder in a patrol car. The camera was on a small tripod that required the full passenger side of the front seat with the back seat fully loaded with a recorder and cables that connected the two devices. While the equipment was far too cumbersome to make it practical for routine use in patrol vehicles, this experiment illustrated that video recording could play an important role in patrol operations (Rosenblatt et al. 2004). This increased use of technology may be a clear indication that more specific algorithms will be used in the future, which will allow for better intelligence for upcoming crimes. Also, the use of technology has made crime mapping reports more accessible and easier to produce. This may suggest that future reports may be distributed daily, or even by shift, to keep officers better informed and allocate patrol most effectively. Lastly, the improvements in technology have allowed for the definition of more specific areas as hot spots. This focus implies that future crime mapping will be extremely precise, identifying exact areas of distinct crimes.

Hot spot policing uses computer technology to disseminate and illustrate statistical trends in criminal data. This technique, also called crime mapping, is built off the premise that

crime is distributed unevenly across an area. These problem areas can be targeted by increased police patrols in an attempt to reduce specific crime problems within that area (Braga, 2007; Sherman et al., 2002). Crime mapping is a broad term, broken down into two categories: statistical spatial analysis and spatial modeling, both of which focus on the distribution of crime within an area, but with two main differences. Statistical spatial analysis concentrates primarily on the spatial relationship between datum points of crime activity in a specific region. The analysis is conducted exclusively on spatial patterns of similar crimes and offender demographics. On the other hand, Spatial modeling focuses on the technology and the application of data into an understandable grid (Ratcliffe, 2004). Today, spatial modeling uses computers to map statistical data taken from law enforcement agencies. The advantage of using this technology is that data can be easily entered and viewed by using demographics, type of crime, and many other variables. Using the variables of crime to create maps enables an individual to analyze effectively specific types of crime patterns, which can be useful in the future prevention of that particular crime. Although, the early attempts to place cameras in patrol vehicles were plagued with technical and safety problems, miniaturization and advances in technology have made the use of the mobile video recorder practical and affordable. As technology in the field of audio/visual recordings evolves, equipping police vehicles with in-car cameras will be the norm and no longer the exception.

4. Research Methodology

Research methodology is a specification of procedure for collection and analyzing data necessary in carrying out a research study. A research may be defined as a systematic activity which leads to reach a set of organized knowledge. Choosing a particular research method depends on the objectives and type of subject the researcher is working on. Therefore we can decide on the research methodology when the purpose and domain of the research are well recognized thereby we can reach the objectives easily, inexpensively and exactly. This method analyzes the various methods used in the collection of information. With the information gathered, the researcher will be able to obtain a comprehensive data on the possible impact of ICT and others technologies on effective policing. The purpose of research design therefore, is to minimize the possible errors by maximizing the reliability and validity of the data. It also guides a researcher in the process of selection of the respondents. It also defines the relevance of specific research instruments, methods and levels, and more importantly, in choosing appropriate sample size which must be representative of the study population.

In order to ascertain the role of ICT and other technologies in effective policing, the primary data of this study were gathered quantitatively through cross-sectional survey method. Cross sectional survey method was adopted because data were collected at a particular point in time from the selected sample and their responses were used to describe and explain the characteristics of the entire study population. The sample size for this study was six hundred (600) police officers which were randomly selected in ten different departments of the Police Headquarters, Ikeja Area, Lagos State. Data for the study was collected in the various departments across the ten departments. Multi-stage and Simple Random Sampling and Purposeful Techniques were adopted for the selection of the respondents. Interview schedule and questionnaire were used as research instruments. Pearson's Product Moment Correlation Statistical Test was used for the testing of the hypotheses using the Statistical Package for Social Sciences (SPSS). This enabled us to establish the relationship between the identified variables.

This work is meant to investigate and critically ascertain the impact of information technology and other technologies on effective policing, but due to logistic, resources and time,

the objectives will be unrealistic. This is the reason why the study limits its scope to Police Headquarters at Ikeja Area, Lagos State. Data for the study were collected in various departments across the departments of the Police Headquarters, while respondents were selected among the police officers. Interview was scheduled and copies of questionnaire were used as the research instrument to collect primary data required for the study. The secondary data were sourced from textbooks, journals and articles etc.

One of the critical issues to consider at this stage is the decision on whom to interview or how the researcher should go about selecting the sample. It is desirable that the selected sample should be unbiased. Otherwise, there will be sampling bias. The aim is to generalize the findings of the study to the wider population. The sampling technique includes probability and non-probability sampling techniques. For the purpose of this study, the multi-stage, simple random sampling and purposive sampling was adopted. The following strategy was put in place to select the respondents:

Stage 1: Multi-stage was used to select ten departments. Each department was divided into sections; ideally, multi-stage is used in the study because it helps in breaking the stages into steps. Such as: DEPARTMENTS – SECTIONS– UNITS.

Stage 2: This stage is a very crucial stage to the researcher. However, since the departments have been divided into sections; it is impossible for the researcher to cover all the sections in the various departments in Police Headquarters, Ikeja Area, Lagos State. The researcher therefore, picked six sections from each of the departments. More so, the researcher moves to the selected sections and randomly selects ten police officers from each section chosen.

Stage 3: This stage enables the researcher to randomly select sixty (60) respondents from each department. (How? Since six sections were chosen from each of the departments and 600 police officers were randomly selected i.e., $6 \times 10 = 60$. $60 \times 10 = 600$).

Stage 4: This stage is a stage that enables the researcher to select her respondents, which was done through purposive sampling technique. The researcher move strength to the selected sections and purposively samples each police officer allocated to the sections. The 60 police officers in a section were represented in each department. Sixty in a department and 600 (six hundred) police officers in 60 sections make up the sample size.

Source of Data

Primarily, the method of data collection can only be done in two ways: i.e. which are survey and non-survey methods; but the relevant method for this study is the survey method of data collection because it entails a direct contact between the researcher and the respondents available for interview. Survey methods can be further broken down into two main types, according to their time span. They are cross-sectional survey and longitudinal survey. For the purpose of this study the conditions encapsulate the use of cross sectional survey method for the collection of data; this is because we collect data at a particular point in time from a selected sample of respondents in order to describe or explain characteristics of the larger population at a particular point in time. Therefore, for this study, the research instrument that was adopted as a source of data collection is the Questionnaire, which was used to generate information from the respondents on the phenomenon under study. Structural questionnaire was adopted because it gives an opportunity to interact one –on- one with the respondents and it also gives room for self- assessment.

5. Research Hypotheses

To empirically carry out this work and come up with findings that validate fact and figures, the following hypotheses were tested;

- 1) **H₁**: The use of ICT and other technologies does not enhance the performance and effectiveness of the police.
- 2) **H₁**: The use of ICT and other technologies enhances the performance and effectiveness of the police.

5.1. Testing the Use of ICTs on Performance and Effectiveness of the Police.

Hypotheses one

H₀: The use of ICT does not enhance the performance and effectiveness of the police

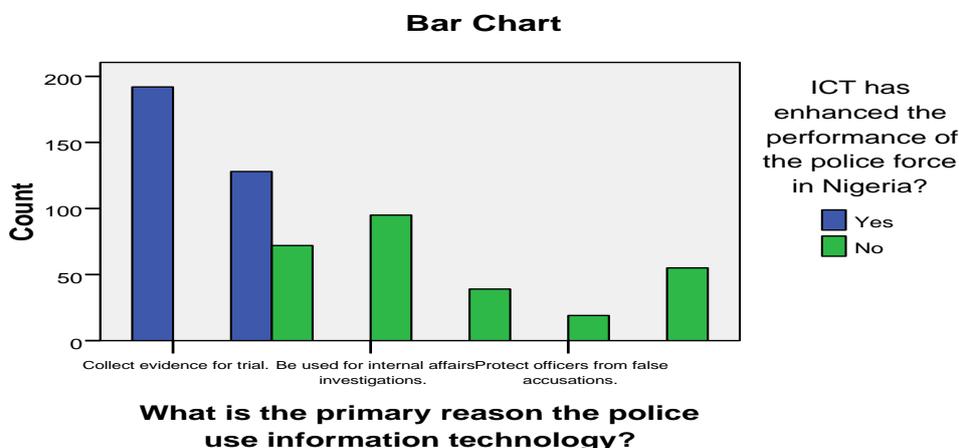
H₁: The use of ICT enhances the performance and effectiveness of the police.

Table 1: The primary reason why the police use Information Technology and ICT to enhanced the performance of the police force in Nigeria

		What is the primary reason the police use information technology?	Has ICT enhanced the performance of the police force in Nigeria?
What is the primary reason the police use information technology?	Pearson Correlation Sig. (2-tailed) N	1 600	0.725(**) .000 600
ICT has enhanced the performance of the police force in Nigeria?	Pearson Correlation Sig. (2-tailed) N	0.725(**) 0.000 600	1 600

**** Correlation is significant at the 0.01 level (2-tailed).Source:** Field Survey, 2011

r = 0.725, N=600, p < 0.01



From Table 1, we observe the Pearson’s product moment correlation between the primary reason the police use information technology has enhanced the performance of the police force in Nigeria. The *r* value for the primary reason the police use information technology and ICT has enhanced the performance of the police force in Nigeria = 0.73. The results that **the use of ICT enhances the performance and effectiveness of the police** is 0.01 level of significance. The statistical implication is that ICT has impacted on the effectiveness of the police.

5.2. Testing the Use of Technologies on Performance and Effectiveness of Police

Hypotheses two

H₀:The use of other technologies does not enhance the performance and effectiveness of the police

H₁:The use of other technologies enhances the performance and effectiveness of the police

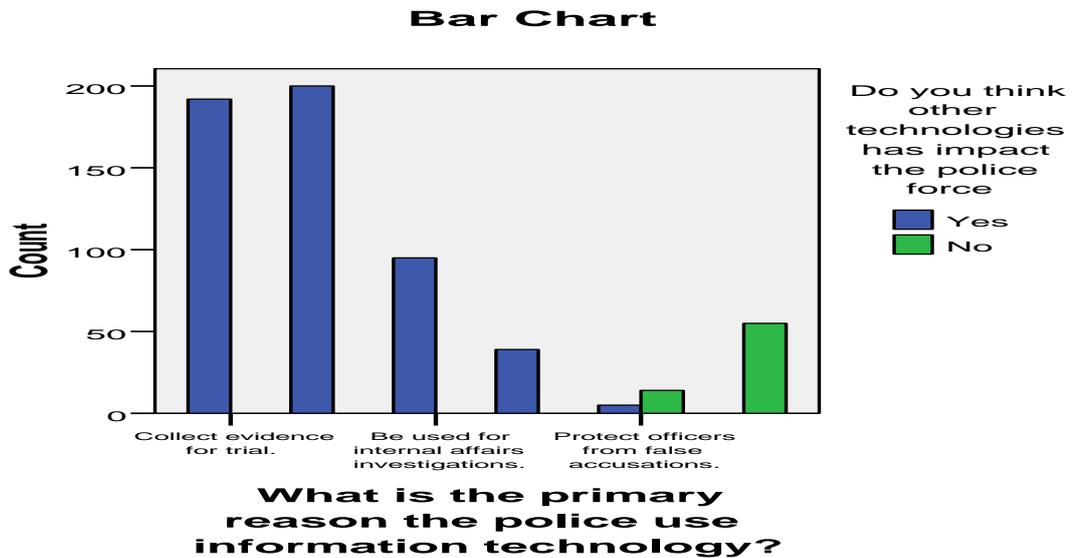
Table 2: Correlation matrix: do you think other technologies have impacted on the police force and what is the primary reason why the police uses Information Technology

	Do you think other technologies have impacted on the police force	What is the primary reason why the police use information technology?
Do you think other technologies have impacted on the police force	1 Pearson Correlation Sig. (2-tailed) N 600	.799(**) .000 600
What is the primary reason why the police uses information technology?	.799(**) .000 600	1 600

** Correlation is significant at the 0.01 level (2-tailed).
2011

Source: Field Survey,

r = 0.799, N=600, *p* < 0.01



From Table 2, we observe the Pearson’s product moment correlation between “do you think other technologies have impacted on the police force” and “the primary reason why the police uses information technology”. The r value of the “do you think other technologies have impacted on the police force” = 0.79. The results indicated that **the use of other technologies enhances the performance and effectiveness of the police** is at 0.01 level of significance. The statistical implication is that other technologies have impacted on the effectiveness of the police.

6. Results of the Hypotheses Testing

The paper presents here the results of the research hypotheses

6.1. Results of Testing Hypotheses one (H1)

The result of the first hypothesis before the conclusion of this finding sought out the respondents’ view on the relationship between the primary reason why the police uses information technology and ICT having enhanced the performance of the police force in Nigeria. It was discovered from the table that 192 respondents which constitute 32.0% claimed that the reason why the police uses information technology is to collect evidence for trial, 200 respondents which constitute 33.3% claimed that the reason why the police uses information technology is to curb crime, 95 respondents which constitutes 15.80% claimed that the reason is to use it for internal affairs investigations, 39 respondents which constitute 6.5% claimed that the reason is to improve public relation, 19 respondents which constitute 3.2% claimed that the reason is to protect officers from false accusations while the remaining 55 respondents which constitute 9.2%, claimed that the reason why the police uses information technology is given by other’s view. Also, Table 2 shows that 320 respondents, which constitute 53.3%, claimed that ICT has enhanced the performance of the police force in Nigeria while 280 respondents, which constitute 46.7%, claimed that ICT has not in any way enhanced the performance of the police force in Nigeria. It was very clear from the respondents’ view that there is a correlation between ICT and the performance and effectiveness of the police. However, the finding, as a result of the hypotheses tested using Pearson’s Product Moment Correlation stated that “The use of ICT enhances the performance and effectiveness of the police”. This bridges the empirical finding of Allen’s (2009) about impact of ICT on police force. He discovered that

change is not always synonymous with progress, and winning the battle is not the same as winning the war, as the cliché goes. While police organizations should fully exploit information technology toward the goal of increase public safety, at the same time, they must continuously be vigilant to ensure that strategies and tactics are both effective and fair for all segments of our society.

6.2. Results of Testing Hypotheses Two (H2)

The result of the second hypothesis before the conclusion of the finding also sought out the respondents' view on the relationship between "if other technologies have impacted on the police force" and the primary reason why the police uses information technology". However, respondents view was discovered from table 1 that 485 respondents, which constitute 80.8%, claimed that other technologies had impacted on Nigeria's police force while the remaining 115 respondents which constitute 19.2%, claimed that other technologies do not have impact on Nigeria's police force. While it was also discovered from table 2 that 192 respondents, which constitute 32.0%, claimed that the reason why the police uses information technology is to collect evidence for trial, 200 respondents, which constitute 33.3%, claimed that the reason why the police uses information technology is to curb crime, 95 respondents, which constitute 15.80%, claimed that the reason why the police uses information technology is to use it for internal affairs investigations, 39 respondents which constitutes 6.5% claimed that the reason is to improve public relation, 19 respondents which constitutes 3.2% claimed that the reason is to protect officers from false accusations while the remaining 55 respondents which constitutes 9.2% claimed that the reason the police use information technology is given by other's view. The result from the respondents' view shows that there is a correlation between other technologies and the performance and effectiveness of the police. However, the finding as a result of the hypothesis tested using Pearson's Product Moment Correlation stated that "The use of other Technologies enhances the performance and effectiveness of the police".

This supports the empirical finding of Adewale (2003) that technological advances are particularly relevant for policing because they are seen to influence the organization and practices of police in ways that intimately connect to the police function of crime control. New and more efficient means of crime detection, communication among police, and police transportation all influence how successful police people are doing their job as crime fighters. Additionally affecting the level of legitimacy police receive from the public and relevant bodies of governments. Maghan et.al (2002) argued that the use of others technologies in policing such as Compstat, Hotspots policing, Surveillance Technologies, Fingerprints, Integrated Automated Fingerprint Identification, Inter-jurisdictional Communication Technology, Mobile Communications, Automatic Vehicle Monitoring (AVM), MATE's video analytics system, Brief Cam's solution, Systems, Thermal Imaging, Hand held Computers, Telephonic Advance, Mobile Digital Terminals (MDT), *Hot Spot Policing*, In-Car Mobile Video System, Mobile Technologies are ambivalent. Striking a more general theme of societal modernization in the development of policing, police's reliance on technology generates some tension between demands for effective crime control, on the one hand, and a continued and revived focus on issues of justice and rights, on the other.

7. Conclusion

This work investigates and critically ascertains the role of information technology and other technologies in effective policing. The findings revealed that the use of ICT and other Technologies enhances the performance and effectiveness of the police. However, it is clear that without advance technologies, crime will be impossible to deal with. The police, as government apparatus has come up with mechanism to curb crime, but still, crime is on the

increase in Nigeria and other countries around the world. Police achieves its own success or failure on the basis of what it does with technology, which in turn shapes its future career since the manner and utilization of the technologies depends on them. Police performance is therefore dependent on the information technology relation between the police and other technologies in the quest for curbing crime. It is recommended in this IT era that police officers need to be trained and need to make use of the technologies each day or else the technology of relation will dissolve; barrier needs to also be created to the acquisition of knowledge meant for intellectual improvement of the police. More so, police should learn to use technology as a tool to help achieve objectives, rather than as a driving force that dictates strategies and tactics. Technology carries no inherent value as good or evil. It can be used to improve or worsen the human condition either intentionally or unintentionally. Therefore, police executives should be thoughtful and strategic as they exploit the power of biometric systems, data mining systems, camera surveillance systems and other technological advances. Police organizations must become learning organizations that routinely collect, analyze, and respond to information relevant to program success, including both expected and unexpected effects, and both positive and negative outcomes.

The research is of importance to police force, education planners, researchers, policy makers, public, state and federal government, and also serves the purpose of reference to the public, thereby bringing to the limelight some issues bothering on the area of inquiry. The work will enable government as an entity to look into the police force and transform the police force as it were, address their primary role of prevention of crime, detection of criminals, the preservation of order and the protection of citizens and their properties via the use of information technology and other technologies.

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Appedix 1

Please tick () the appropriate codes that correspond with your answer.

Section A: Socio-Demographic Data of Respondent

S/N	Question	Response	Code
1.	Sex	Male Female	1 2
2	How long have you been a police officer?	Less than 2years 3 – 5years 6 – 10years 11 – 20years 21 years above	1 2 3 4 5
3	What is your current assignment?	Uniformed Patrol Criminal Investigation DivTraffic Specialised Division (SRO, Crime Analysis, Research and Planning Administration	1 2 3 4 5 6
4	What is your current rank?	Police Officer Sergeant Lieutenant Deputy Chief or above	1 2 3 4

5	What is your current shift assignment?	Day shift Evening Shift Midnight Shift Swing Shift	1 2 3 4
6	What is the level of your monthly income?	Less than N20,000 N20,000 - N40,000 N40,000 - N60,000 N60,000 - N80,000 N80,000 - N100,000 Above N100,000	1 2 3 4 5 6

Questions That Relate To Ict & Other Technologies On Effective Policing

S/N	Question	Response	Code
7	Are you familiar with ICT and other technologies as a police officer?	Yes No	
8	Are you trained to make use of the technologies available to police force?	Yes No	
9	Does Nigeria's police have access to this technologies?		
10	Do you believe that crime is on the high rate?	Yes No	
11	Have you been able to curb crime with advanced technologies made available to the police ?	Yes No	
12	If no, why?		
13	How do you rate the level of ICT in Nigeria police force?		
14	What is the primary reason why the police uses information technology?	Collect evidence for trial. Curb crime. Use for internal affairs investigations. Improve public relations. Protect officers from false accusations. Others.	1 2 3 4 5 6
15	According to the department's policy and procedures, when do officers require to activate the technologies?	Only during detention or arrest. Only during traffic stops. During all citizen contacts. When he/she thinks it is necessary. Others	1 2 3 4 5
16	ICT has enhanced the performance of the police force in Nigeria	Agree Disagree	
17	What other technologies are available to Nigeria's police force, specify.....		
18	Do you think other technologies have impacted on Nigeria's police force?	Yes No	1 2
19	Do you think ICT and other technologies have enhanced the improvement of police force	Yes No	
20	How effective do you think the Nigeria Police people are in the area of crime control?	Effective Very effective Ineffective Very Ineffective	

21	Which of the technologies do you prefer?		
22	What is the challenge of the technologies?		

Thank you for your anticipated cooperation