



## Transforming policing in Ghana through technology: a focus on police operations in the Greater Accra region

Ogochukwu Chidiebere Nweke <sup>(a)\*</sup> Smita Francis <sup>(b)</sup>



<sup>(a)</sup> Ph.D. candidate, School of Policing and Law Enforcement, STADIO, Johannesburg, Gauteng, South Africa

<sup>(b)</sup> Ph.D., Postgraduate Supervisor, Postgraduate Department, STADIO, Johannesburg, Gauteng, South Africa

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### ABSTRACT

*Integrating technology into policing has the potential to greatly improve the effectiveness, transparency, and community participation of law enforcement agencies. This study examines the profound influence of technology on the Ghana Police Service, with a specific emphasis on the Greater Accra Region. The main aim of this research is to examine how technological advancements might enhance police results and tackle existing difficulties in the context of law enforcement in Ghana. The study adopts a qualitative research approach and collects data from police officers and community members through the use of semi-structured interviews and focus group discussions. The investigation involved the participation of a combined total of twenty-six police officials from the Tema and Accra Regional Headquarters, as well as twenty-two community members. The data gathering procedure sought to gather a wide range of viewpoints on the present condition of technology in law enforcement, its advantages, difficulties, and prospects for future advancement. The results demonstrate that the utilisation of technology, such as mobile data terminals and social media platforms, can greatly improve the effectiveness of police operations, promote community involvement, and increase transparency. Nevertheless, the presence of obstacles such as insufficient infrastructure, cultural opposition, and the necessity for extensive training were also acknowledged. The research enhances the current knowledge by presenting empirical evidence on the benefits and constraints of technology in law enforcement, particularly in the setting of Ghana. This study emphasises the significance of making strategic investments in technology infrastructure and training, as well as the necessity of establishing legal frameworks to tackle ethical and privacy concerns. Additionally, it proposes that future studies should prioritise examining the enduring viability of technological advancements in law enforcement and investigating their effects in various geographical areas. The study suggests that politicians and law enforcement organisations should promote the deployment of technology in a way that is successful and build public trust in the Ghana Police Service.*

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## Introduction

Law enforcement in the Greater Accra Region has faced various difficulties in recent years, including insufficient money, inadequate infrastructure, and an increase in the complexity of criminal activities in a quickly digitising society. In 2021, the Greater Accra Region of Ghana had the greatest incidence of armed robbery crimes, accounting for 19% of the total. Additionally, it accounted for 18% of the road traffic incidents in Ghana, as reported by the Bureau of Public Safety in 2022. Furthermore, the majority of instances were related to cybercrime, resulting in a loss of GH¢49.5 million according to Arthur-Mensah in 2023. These obstacles underscore the pressing requirement for innovative measures to improve the efficiency, responsibility, and involvement of the Ghana Police Service with the community.

The following table provides a concise overview of the 2021 Crime Rate Statistics for the Greater Accra Region, as reported by the Bureau of Public Safety in 2022.

\* Corresponding author. ORCID ID: 0009-0009-6956-5345

**Table 1: Crime Rate Statistics for the Greater Accra region in 2021.**

Offence	2021 Cases
Violent Crimes	Increased by 40.8%
Armed Robbery	Accounted for 19% of total armed robbery cases in the country
Homicide (Murder/Manslaughter)	Accounted for 20% of total homicide cases in the country
Use of Firearms in Violent Crimes	Increased by 57.6%
Use of Firearms in Armed Robbery	74% of armed robbery cases involved firearms
Use of Firearms in Homicide	20% of homicide cases involved firearms
Violent Crimes Outside Homes	78.6% of violent crimes occurred outside the victims' homes
Violent Crimes in Familiar Places	30% of homicide cases occurred in places familiar to the victims

**Source:** Bureau of Public Safety (2022)

In the face of these difficulties, technology has favourable prospects for tackling these problems by enhancing operational effectiveness and promoting openness and cooperation between law enforcement authorities and the public (Addo, 2023). Internationally, digital technologies have demonstrated a capacity to decrease grievances against law enforcement officials and instances of physical coercion (Ariel et al., 2016), simplify procedures within the criminal justice system (Butler & Saunders, 2017), and improve immediate data retrieval and understanding of the current situation (Ofori-Atta, 2021). Community policing in Ghana has been enhanced through the use of digital platforms, leading to more interaction between the police and local communities (Acheampong, 2024).

The main proposition of this study asserts that the use of technology into the Ghana Police Service can considerably enhance police results in the Greater Accra Region. This hypothesis will be tested by analysing qualitative data collected from police personnel and community members. The analysis will focus on identifying the advantages and difficulties associated with the implementation of technology in law enforcement.

The Greater Accra Region, which functions as Ghana's political and economic centre, is notable for its demographic importance and as a representation of the nation's variety. The Greater Accra region, with a population of around 5.46 million people, serves as both the capital of Ghana and a diverse hub for the country's different ethnic groups, resulting in a lively cultural blend (Ghana Statistical Service, 2021).

The economy of Greater Accra is primarily fuelled by commerce, finance, and industry. The strategic coastal location of the area improves its function as an important logistical centre, accommodating the Port of Tema, which is one of the largest seaports in West Africa. This port plays a crucial role in boosting the region's GDP. The region also fosters a rapidly expanding information technology and service industry, which reflects Ghana's increasing focus on digital economies (World Bank, 2019).

The region's varied population and strong economic activity require effective law enforcement procedures. The Ghana Police Service is facing growing scrutiny on its effectiveness and accountability, as it grapples with the intricate security requirements of urban areas. Current endeavours have been concentrated on the integration of technology to enhance the efficiency of law enforcement and ensure the safety of the general public. Efforts involve the implementation of digital monitoring and data management systems to enhance the coordination of crime prevention and response methods (Ofori-Atta, 2021).

Greater Accra has experienced an increase in the implementation of community policing tactics to improve the relationship between the police and the community, as a way to deal with the challenges of urban policing. The use of this technique is crucial for upholding order and preserving the efficiency of law enforcement in a rapidly changing metropolitan setting (Acheampong, 2024).

The structure of this paper is as follows: Following this introduction, the subsequent section presents a comprehensive literature review that establishes a connection between theoretical and empirical studies about the correlation between technology and law enforcement. The third section provides an overview of the research technique. The next parts will examine the results, explore the consequences, and close with important points, suggestions, potential areas for future research, and constraints.

## Literature Review

This literature review aims to explore the role of technology in enhancing law enforcement practices. It provides a theoretical and empirical foundation to support the hypothesis that technology adoption can significantly improve the effectiveness, accountability, and community engagement of the Ghana Police Service. By reviewing recent and relevant studies, this section seeks to identify key themes and gaps in the current body of knowledge.

### Theoretical and Conceptual Background

The theoretical framework for this study is grounded in the principles of technological innovation in public sector reform. According to Rogers' Diffusion of Innovations theory, adopting new technologies in organizations follows a predictable pattern influenced by

various factors, including relative advantage, compatibility, complexity, trialability, and observability (Rogers, 2003). Applying this theory to policing, adopting digital tools should theoretically lead to increased efficiency and effectiveness in law enforcement operations.

Conceptually, the integration of technology in policing can be viewed through the lens of the socio-technical systems theory, which posits that the successful implementation of technology depends on the interplay between social and technical elements within an organization (Bostrom & Heinen, 1977). This perspective highlights the importance of addressing both the technical requirements and the cultural and organizational changes necessary for effective technology adoption.

The hypothesis of this research that technology can enhance policing outcomes in the Greater Accra Region is supported by the theoretical understanding that technological advancements can transform organizational practices and improve service delivery. This hypothesis will be further examined through empirical evidence from recent studies.

### **Empirical Review and Hypothesis Development**

Empirical studies have demonstrated the positive impact of technology on law enforcement practices in various contexts. For instance, body-worn cameras have been associated with reduced complaints against police officers and instances of use of force, suggesting improved accountability and transparency (Ariel et al., 2016). Similarly, integrating digital case management systems in the UK has streamlined the criminal justice process, enhancing operational efficiency (Butler & Saunders, 2017).

In developing countries, adopting technology in policing presents unique challenges and opportunities. In South Africa, body-worn cameras have improved police accountability, but issues related to data storage and management persist (Sousa et al., 2015). In Kenya, mobile technology for crime reporting has enhanced community-police relations, though infrastructural limitations remain a significant barrier (Frilander et al., 2022).

In Ghana, the Ghana Police Service faces distinct challenges in adopting and implementing technology, such as inadequate infrastructure and cultural resistance within the force (Jedidiah, 2020). Despite these obstacles, efforts to integrate digital surveillance systems and mobile data terminals have shown promise in improving real-time data access and operational efficiency (Ofori-Atta, 2021). Furthermore, community policing initiatives facilitated by digital platforms have enhanced communication and cooperation between the police and the public (Acheampong, 2024).

Building on these findings, this research hypothesizes that technology adoption can significantly improve the Ghana Police Service's effectiveness, accountability, and community engagement. This hypothesis will be tested through qualitative data analysis collected from police personnel and community members in the Greater Accra Region. The study aims to contribute to the broader discourse on law enforcement reform by providing insights into the practical implications and challenges of integrating technology in policing.

Recent studies emphasise the importance of comprehensive training and capacity building to ensure the successful adaptation of technology in law enforcement. For instance, A study by Lee et al. (2022) highlights that continuous professional development programmes are essential for equipping law enforcement personnel with the necessary skills to use digital tools effectively. These programmes should cover a range of competencies, from basic literacy to advanced data analysis techniques. Furthermore, community policing initiatives facilitated by social media platforms have enhanced communication and cooperation between the police and the public (Acheampong, 2024).

Moreover, the ethical and privacy concerns associated with using technology in policing cannot be overlooked. Surveillance technologies, in particular, raise questions about data protection and its potential misuse. It is crucial to develop clear guidelines and regulatory frameworks to address these issues and ensure that the adoption of technology does not infringe on individuals' rights (Turner et al., 2022).

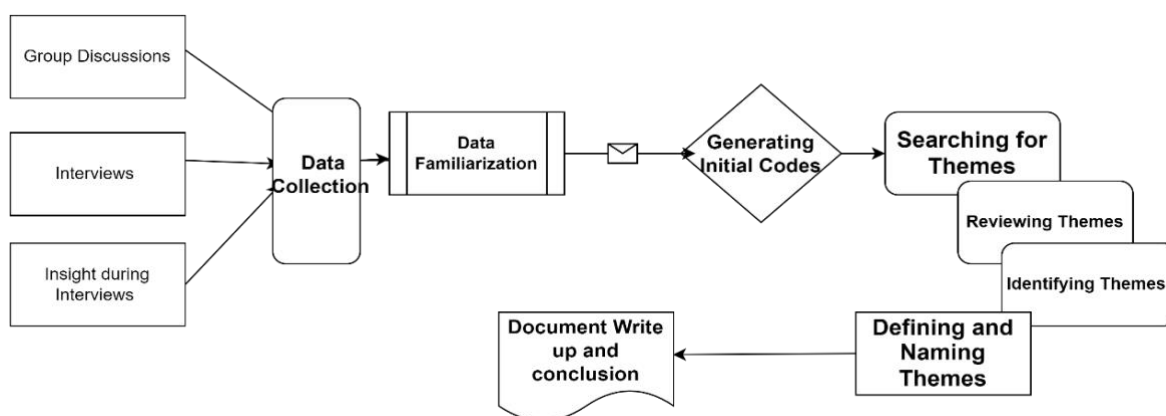
**Table 2:** Summary of Literature Review.

Author(s) & Date	Subject	Key Findings	Relevance to Review
Ariel et al. (2016)	Body-Worn Cameras	Reduction in complaints and use of force with body-worn cameras.	Supports the hypothesis that technology improves accountability and transparency in policing.
Butler & Saunders (2017)	Digital Case Management	Streamlined criminal justice process with digital case management systems.	Demonstrates the efficiency benefits of digital tools in law enforcement.
Sousa et al. (2015)	Body-Worn Cameras	Improved police accountability with body-worn cameras, but issues with data management.	Highlights the accountability benefits and data management challenges of body-worn cameras.
Frilander et al. (2022)	Mobile Technology	Enhanced community-police relations with mobile technology for crime reporting.	Shows the positive impact of mobile technology on community relations.
Jedidiah (2020)	Technology Adoption Challenges	Challenges in adopting and implementing technology in Ghana Police Service.	Identifies the specific challenges faced by the Ghana Police Service in technology adoption.
Ofori-Atta (2021)	Digital Surveillance	Improved real-time data access and operational efficiency with digital surveillance systems and mobile data terminals.	Provides evidence of the operational benefits of digital tools in Ghanaian policing.
Acheampong (2024)	Community Policing	Enhanced communication and cooperation between police and the public through community policing initiatives facilitated by digital platforms.	Illustrates the benefits of community policing facilitated by digital platforms in Ghana.

Source: Nweke O.C & Francis S. (2024)

## Research and Methodology

This study employs a qualitative research design to investigate the transformational potential of technology in the context of police operations in the Greater Accra Region of Ghana. The qualitative approach is particularly suited for exploring the nuanced perspectives of police personnel and community members regarding technology integration in law enforcement. This section details the methods used for data collection, sampling, and analysis, ensuring transparency and reproducibility of the research.



**Figure 1:** Conceptual model of study. Source: Nweke O.C & Francis S. (2024)

### Data Collection

Data collection was done through semi-structured interviews and focus group discussions with personnel of the Ghana Police Service, community members, and other significant players in Ghana’s technology advocacy. The experiences and feedback from these personnel lie at the heart of our inquiry.

These data collection techniques were chosen for their adaptability, enabling a thorough examination of participants' experiences and viewpoints on the effects of technology on law enforcement procedures, the obstacles faced, and potential future directions.

**Semi-Structured Interviews:** Interviews were conducted with police officers from various departments (including CID, divisional commanders, station officers, and administrative personnel) and community members. Questions focused on the current use of technology in policing, perceived benefits and challenges, and recommendations for improvement.

**Focus Group Discussions (FGDs):** FGDs involved community members (including insurance brokers, lawyers, teachers, traditional leaders, young people, store owners, landlords, bankers, communication professionals, and religious leaders) and police officers from various departments of the Ghana Police Service. Discussions centered around community-police relations, the impact of technology on public safety, and suggestions for enhancing technology used in policing.

The interview and focus group discussion guides were designed to explore several key themes, including the current use of technology in policing, perceived benefits and challenges of technology adoption, and recommendations for improving technological integration.

Sample questions included:

- i. **Current Technology Use:**
  - a. "Can you describe the types of technology currently used in your policing duties?"
  - b. "How do these technologies impact your daily operations?"
- ii. **Benefits of Technology:**
  - a. "What benefits have you observed from using technology in law enforcement?"
  - b. "How has technology improved your interaction with the community?"
- iii. **Challenges and Barriers:**
  - a. "What challenges do you face in adopting new technologies?"
  - b. "Can you discuss any resistance or concerns among your colleagues regarding technology use?"
- iv. **Implementation Strategy Recommendations:**
  - a. "What improvements or additional technologies do you think are needed to enhance police operations?"
  - b. "How can training and support for technology use be improved?"

### **Conceptual Background: The Ghana Police Service in the Greater Accra Region**

The Ghana Police Service in the Greater Accra Region is an essential facet of national security, operating under a structured hierarchy that includes two regional police commands: the Tema Regional Police Headquarters and the Accra Regional Police Headquarters. These commands oversee a comprehensive network designed to ensure effective law enforcement across the region (Ghana Police Service, n.d).

The National Headquarters of the Ghana Police Service, located in Accra, coordinates nationwide operations and policies, underlining the region's pivotal role in national law enforcement strategies. Within Greater Accra, the police infrastructure is extensive, with 19 police divisions that provide strategic oversight to 57 districts. This expansive coverage is further supported by a robust presence on the ground, consisting of 144 police stations and posts strategically dispersed throughout the region to maximize accessibility and response efficiency ((Ghana Statistical Service, 2021; Ghana Police Service, n.d).

This setup not only enhances the operational capacity of the Ghana Police Service in handling the region's dynamic security challenges but also ensures a pervasive law enforcement presence, crucial for maintaining order and safety in Ghana's economic and administrative hub.

The focus of this research is on the Greater Accra region particularly because of its position as the political and economic heart of Ghana, intensifying its exposure to unique law enforcement challenges. This region, is home to the country's capital city and a diverse population, has a high internet penetration and an urban setting that amplifies the need for advanced technological solutions in policing, further underscoring the reasons for adopting it as one of the region used for this critical study on the development of a framework for a tech-enhanced policing and law enforcement in Ghana.

### **Sampling and Participants**

Purposive sampling was used to select participants who could offer specific insights into the relationship between technology and law enforcement in Ghana. This approach ensured the inclusion of individuals with relevant experiences and knowledge.

- i. **Police Personnel:** Participants included twenty-six police officers from the Tema and Accra Regional Commands, both in the Greater Accra Region. This group comprised high-ranking officers and junior officers from various departments, providing a comprehensive view of the organisational structure and operational dynamics.

- ii. **Community Members:** Participants included twenty-two residents from communities in Tema and Accra. This diverse group provided a broad perspective on community-police relations and the impact of technology on public safety.

The respondents offered a comprehensive, knowledgeable viewpoint that is both forward-looking in terms of technical potential and firmly rooted in the Ghanaian sociocultural context because of their lived experiences and advocacy engagements about technological innovation in policing and law enforcement.

**Ethics Approval Statement**

This study was conducted in accordance with ethical standards for research involving human subjects. Informed consent was obtained from all participants. The research was approved by the STADIO Ethics Review Committee under the unique reference number: Stadio-202302-23414434. The authors ensured that participants were treated with dignity and respect throughout the research process, adhering to the highest standards of ethical vigilance.

**Data Analysis**

The main analytical technique employed was thematic analysis, which made it possible to systematically scrutinize, identify, examine, and report on patterns (themes) in the data. The researchers employed a six-phase procedure based on Braun and Clarke's (2006) criteria. This involves familiarisation with the data, creating preliminary codes, looking for themes, evaluating themes, defining and labeling themes, and completing the report. This methodology guaranteed a thorough and organized examination, making it easier to derive important conclusions on the acceptance and application of technology in law enforcement.

**Reproducibility**

Detailed descriptions of the data collection and analysis processes have been provided to ensure reproducibility. Future researchers can replicate the study by following the outlined procedures in conjunction with the cited references. This transparency aligns with the fundamental principles of scientific methodology, allowing for the re-testing and validating of research results.

By adhering to these methodological guidelines, this study aims to contribute to the broader discourse on law enforcement reform and the potential for technology to transform policing practices in Ghana.

**Analysis And Findings**

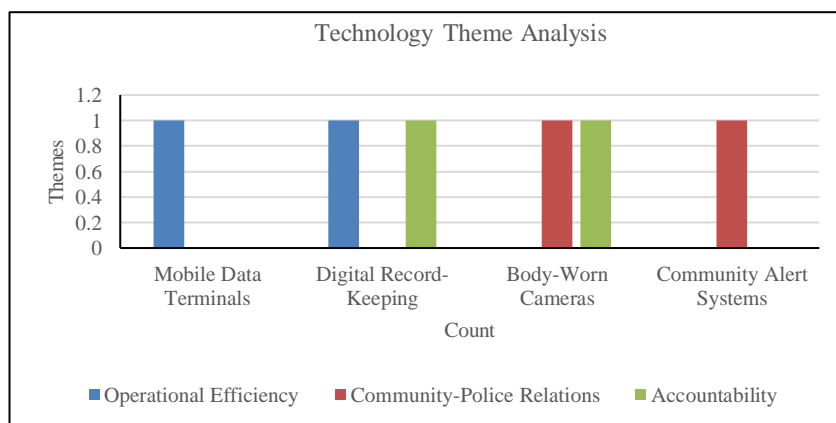
The findings from the qualitative data collected through interviews and focus group discussions are presented in this section. The analysis identifies key themes related to the role of technology in enhancing the operations of the Ghana Police Service, focusing on benefits, challenges, and recommendations for improvement.

**Key Themes**

**Benefits of Technology Adoption**

Enhanced Operational Efficiency:

Participants reported that digital tools such as mobile data terminals and real-time data access have significantly improved operational efficiency. Officers can access crucial information on the go, leading to faster response times and more informed decision-making.



**Figure 2:** Visualization of the adoption and implementation of technology. *Source:* Nweke O.C & Francis S. (2024)

**Improved Community-Police Relations**

Social media platforms and community alert systems have enhanced engagement between the police and the public. These tools facilitate timely communication and foster a sense of collaboration in maintaining public safety. Table 3 highlights how social media platforms and community alert systems are used to enhance engagement and communication, fostering a collaborative approach to public safety.

**Table 3:** Utilizing Social Media Platforms and Community Alert Systems to Enhance Engagement and Communication for Collaborative Public Safety Efforts.

Tools	Enhancements	Benefits
<b>Social Media Platforms</b>	Timely communication between police and the public	- Quick updates on incidents and emergencies
		- Increased transparency and trust
		- Community feedback and interaction
<b>Community Alert Systems</b>	Real-time alerts and notifications	- Greater outreach and public awareness
		- Immediate information on public safety issues
		- Coordination during emergencies
		- Direct reporting of suspicious activities by the public
<b>Shared Benefits</b>	Enhanced engagement and collaboration	- Enhanced preparedness and response
		Fostering a sense of community and safety

Source: Nweke O.C & Francis S. (2024)

**Challenges in Technology Integration**

- i. Inadequate Infrastructure:

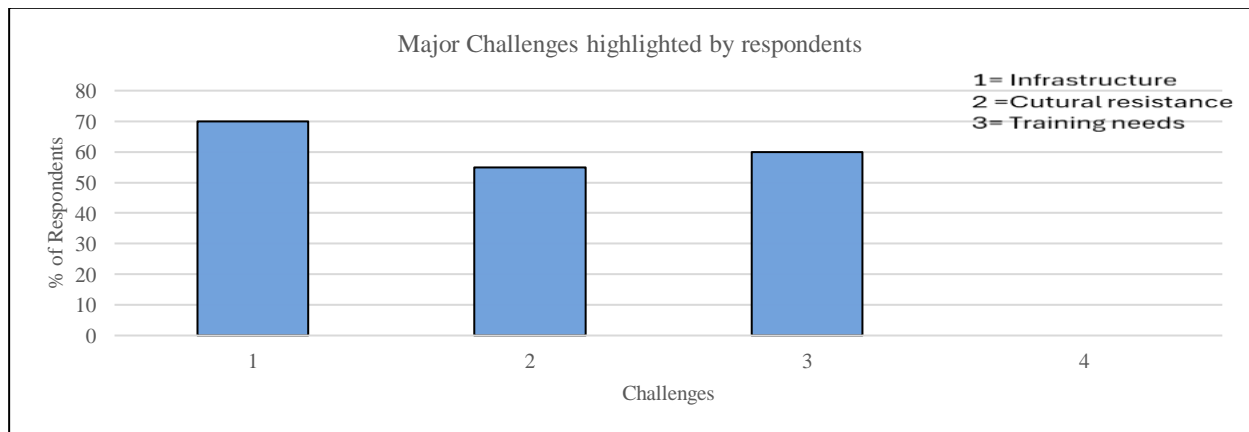
The lack of reliable internet access and modern computing equipment were frequently cited as major barriers. This inadequacy hinders the full potential of digital tools in policing.

- ii. Cultural Resistance:

Resistance to change among police officers was highlighted, stemming from concerns about job security and the increased scrutiny that digital tools bring.

- iii. Training and Skill Development:

Participants emphasised the need for comprehensive training programmes to equip officers with the necessary skills to use new technologies effectively. Table 3 shows the percentage of officers highlighting each major challenge (infrastructure, cultural resistance, training needs).



**Figure 3:** Visualization of the Rate of challenges to the adoption and implementation of technology; Source: Nweke O.C & Francis S. (2024)

**Recommendations for Improvement**

- i. Strategic Investment in Infrastructure:

Investments in reliable internet access and modern equipment are crucial. Participants suggested phased implementation to allow for adjustments and improvements based on feedback.

ii. Comprehensive Training Programmes:

Ongoing professional development tailored to various levels of technological proficiency is essential. Collaborations with educational institutions and technology firms were recommended.

iii. Policy and Regulatory Frameworks:

Developing clear guidelines and legal frameworks to address data protection, privacy, and the ethical use of surveillance technologies is necessary.

**Comparison With Similar Studies**

Comparing these findings with similar studies in other regions highlights both commonalities and unique aspects of the Ghanaian context:

i. South Africa:

Studies have shown that body-worn cameras improved accountability but faced similar issues of data management and storage (Sousa et al., 2015). This aligns with the challenges identified in Ghana regarding infrastructure and training.

ii. Kenya:

The use of mobile technology for crime reporting in Kenya enhanced community relations but was limited by infrastructural challenges (Frilander et al., 2022). This reflects the importance of investing in reliable infrastructure, as noted by Ghanaian participants.

iii. United States and United Kingdom:

In the US and UK, integrating digital case files and predictive policing tools has streamlined operations and reduced crime rates (Ariel et al., 2016; Butler & Saunders, 2017). These examples underscore the potential benefits of similar technologies in Ghana.

**Thematic Analysis Summary**

The thematic analysis revealed that while there are significant benefits to adopting technology in policing, several challenges must be addressed. By strategically investing in infrastructure, providing comprehensive training, and developing robust policies, the Ghana Police Service can enhance its operational efficiency and community relations. The findings contribute to the broader discourse on law enforcement reform and highlight the potential for technology to transform policing practices in Ghana.

**Implementation Strategy Recommendations**

iv. Strategic Investment in Technological Infrastructure

It is crucial to make strategic investments in technical infrastructure to set the stage for effective technology adoption. This covers the hardware and software components and reliable internet access in all police stations and operational divisions. Purchasing cloud-based solutions might provide flexibility and scalability, eliminating the need for large amounts of hardware and making upgrades and maintenance simpler.

v. Phased and Strategic Implementation Approach

Resistance to the adoption of technology may be reduced and changes can be made in response to feedback by implementing technology a gradual process. This approach enables the gradual development of new structures. The Ghana Police Service should start with pilot projects in select precincts to ensure viability before implementing the technology widely. Then, utilize the results to improve and streamline procedures. This strategy ensures that instructions acquired at early stages guide later implementations, raising the likelihood that they will be fulfilled.

vi. Comprehensive Training Programmes

Ensuring that law enforcement personnel are comfortable with new technology and proficient in its usage requires training and skill development. Training has to be ongoing and encompass a wide range of skills, from basic digital literacy to advanced digital forensics and records analysis. Designing and delivering education in collaboration with educational institutions and generation enterprises should improve the quality and relevance of such curricula.

vii. Community Engagement and Sensitization

The police service should involve communities early in the technology adoption process to help them develop and manage expectations. It is essential for the police service to be transparent about the benefits of technology, how to utilize it, and how to preserve the rights and privacy of the people. It is necessary to implement community feedback channels so that discussions may continue and guidelines and concerns can be changed.



i. Interagency Data Sharing and Collaboration

Provide a procedure system that enables law enforcement agencies and various government agencies to work together and share records. Interagency cooperation can improve law enforcement's capabilities by giving a more comprehensive understanding of safety and criminal issues and facilitating better-coordinated actions. Any initiative involving the exchange of data must prioritize data protection and privacy.

ii. Policy and Regulatory Frameworks:

Develop comprehensive guidelines and legal frameworks to address data protection, privacy, and the ethical use of surveillance technologies. These policies should be designed to protect citizens' rights and promote transparency and accountability in law enforcement.

iii. Monitoring, Evaluation, and Adaptation

The Ghana police service should establish a strong framework for tracking and assessing how technology affects the efficacy of police. Key performance indicators (KPIs) pertaining to crime rates, public satisfaction, and operational effectiveness must be included in the monitoring and evaluation process. Also, frequent assessments will assist in identifying areas for improvement and guarantee that generation use remains in line with community aspirations and policing goals.

Law enforcement agencies in Ghana may successfully manage the challenges of generation adoption by following these guidelines, ensuring that technology improvements contribute to improved public trust, safer communities, and more effective police.

## **Discussion**

The discussion interprets the results, linking them to theoretical models and highlighting practical implications for law enforcement agencies and policymakers. A more nuanced understanding of the study's contributions is achieved by comparing the findings with those from different regions and sectors.

### *Interpretation of Results*

The findings from this study confirm the transformative potential of technology in law enforcement within the Ghana Police Service (GPS). Digital tools have been shown to enhance operational efficiency, improve community-police relations, and foster accountability and transparency. However, the challenges identified, such as inadequate infrastructure, cultural resistance, and the need for comprehensive training, align with findings from similar studies in other contexts.

### *Comparison with Other Regions*

In South Africa, the implementation of body-worn cameras improved police accountability but faced issues with data management and storage (Sousa et al., 2015). This mirrors the infrastructure challenges highlighted by Ghanaian participants. Similarly, in Kenya, the use of mobile technology for crime reporting enhanced community relations but was limited by inadequate infrastructure (Frilander et al., 2022).

### *Practical Implications*

The practical implications of this study are significant for law enforcement agencies and policymakers. Strategic investment in infrastructure is essential to support technology integration in policing. Reliable internet access, modern computing equipment, and robust data management systems are crucial. Additionally, comprehensive training programmes tailored to various levels of technological proficiency are necessary to ensure that officers can effectively use new tools.

### *Policy and Regulatory Frameworks*

Developing clear guidelines and legal frameworks is imperative to address ethical and privacy concerns associated with using technology in policing. Surveillance technologies, in particular, require stringent regulations to protect citizens' rights and prevent misuse. Policymakers must prioritise data protection and the ethical use of digital tools to foster public trust and ensure accountability (Turner Lee & Chin-Rothmann, 2022).

### *Limitations and Future Research*

The study's focus on the Greater Accra Region and the qualitative approach limits the generalisability of the findings, particularly because of the various religious and cultural features that manifest in other regions. Future research could explore the impact of technology on law enforcement in other regions of Ghana. Longitudinal studies could also provide insights into the long-term effects of technological integration in policing.

### *Recommendations*

To ensure sustainable and effective adoption of technology in law enforcement, the following recommendations are proposed:

- i. Strategic Investment in Infrastructure: Reliable internet access and modern equipment are essential for fully integrating digital tools in policing.
- ii. Comprehensive Training Programmes: Ongoing professional development tailored to various levels of technological proficiency is crucial.
- iii. Policy and Regulatory Frameworks: Clear guidelines addressing data protection, privacy, and ethical use of surveillance technologies are necessary.
- iv. Community Engagement: Engaging communities early in the technology adoption process can help build trust and address concerns about surveillance and data privacy.

## **Conclusions**

This study aimed to examine the capacity of technology to enhance the efficiency, clarity, and engagement of the Ghana Police Service, with a specific focus on police activities in the Greater Accra Region.

The research findings have strongly substantiated the working hypothesis that using technology into the Ghana Police Service can greatly improve police outcomes. The qualitative data collected from police personnel and community members revealed the positive changes and difficulties that arise from the implementation of technology in law enforcement.

The findings indicate that the use of digital tools, such as mobile data terminals and real-time data access systems, greatly improves operational efficiency and the ability to make informed decisions. The positive impact on community-police relations through social media platforms and community alert systems underscores the potential of technology to foster greater transparency and public trust. The study also found significant obstacles, such as insufficient infrastructure, cultural opposition, and the necessity for comprehensive training initiatives, which have impeded the adoption of technology in the policing sector of Ghana.

An important contribution of this study to the realm of law enforcement is the empirical evidence that supports the use of technology to reduce operational inefficiencies and enhance community participation. This study contributes to the expanding information base on the advantages of digital transformation in law enforcement, specifically in developing nations such as Ghana. This report provides a significant roadmap for future developments in the Ghana Police Service by identifying specific technologies that can improve policing procedures and outlining the required conditions for their effective deployment.

Nevertheless, the study encountered various constraints. The emphasis on the Greater Accra Region may restrict the applicability of the results to other regions characterised by distinct socio-economic and cultural dynamics. In future study, it may be advantageous to balance the reliance on qualitative data with quantitative data to enhance the depth of insights. These constraints indicate the necessity for more research to integrate mixed-method techniques in order to have a more full comprehension of the influence of technology on policing.

Subsequent investigations should investigate the enduring consequences of incorporating technology in law enforcement, specifically in different areas of Ghana. Examining the long-term viability and potential to expand of the identified technologies will be essential in creating a strong foundation for technology-driven law enforcement. Furthermore, it is crucial to analyse the ethical and privacy ramifications of employing surveillance technologies to guarantee that their implementation does not violate the rights of individuals.

The results of this study have substantial consequences for institutions and systems. Policymakers and law enforcement agencies should prioritise making strategic investments in infrastructure and training programs to facilitate the successful implementation of technology. Establishing unambiguous standards and legal frameworks to tackle data privacy and ethical concerns will be crucial in cultivating public confidence and guaranteeing responsibility. Moreover, involving communities in the process of adopting technology helps foster confidence and resolve apprehensions over surveillance and data privacy.

The research affirms the significant advantages of technology adoption in law enforcement, while also emphasising the difficulties and necessary conditions for achieving successful implementation. To improve operational efficiency, accountability, and community relations, the Ghana Police Service may solve these difficulties and take advantage of the highlighted opportunities. This will lead to better public safety and increased faith in law enforcement.

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**Author Contributions:** Conceptualization, O.C.N., and S.F.; methodology, O.C.N., validation, S.H.; formal analysis, O.C.N., and S.F.; investigation, O.C.N.; resources, O.C.N.; writing—original draft preparation, O.C.N.; writing—review and editing, O.C.N., and S.F.

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**Conflicts of Interest:** The authors declare no conflict of interest.

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