UNIVERSITI TEKNOLOGI MARA

EXPLORING THE CITIZENS' ENGAGEMENT AND INTERACTION OF VOLUNTEER SMARPTHONE PATROL (VSP) ADOPTION IN CRIME PREVENTION OF ROYAL MALAYSIA POLICE (RMP) LAW ENFORCEMENT

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ABSTRACT

This qualitative study focused on the engagement and interaction of Volunteer Smartphone Patrol (VSP) adoption in crime prevention of Royal Malaysia Police (RMP) law enforcement. This research posits through four research objectives namely; (1) to ascertain how the adoption of VSP app contributes to the engagement and interaction between citizens and RMP in community policing, (2) to determine the reasons why RMP utilizes VSP app in law enforcement, (3) to discover how does RMP manages VSP app for crime investigation, and (4) to explore how does VSP app impacts crime prevention of RMP law enforcement. Two theories were utilized to guide this research; (i) Community Engagement Theory, and (ii) Technology Acceptance Model. Using case study design, salient discoveries were obtained through in-depth interviews with 13 informants comprises of 8 VSP Users and 5 VSP Enforcers residing in Klang Valley. The coding process was conducted using NVivo 12.0 software and thematic analysis was employed. The findings discovered that VSP is an interactive communication medium for the police and citizens to engage and interact through community policing program. Throughout the in-depth interviews, the informants among the VSP Enforcers has exposed the reasons behind the utilization of VSP mobile application in crime prevention mainly as a prevention tool, identity protection, espionage, comprehensible, functionality, and awareness. There are still other resource constraints in managing VSP app for crime investigation such as equipment, gadgets, and human capital. Another finding that can be highlighted are the reported decrease in crime index through the VSP application adoption. Hence, the impact of VSP app adoption in crime prevention of RMP law enforcement was shown in the success stories of prevented crimes as well as numerous solved cases in this country, owing to the assistance from VSP information.

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