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**Proposed Strategic Framework for Specialized Police Training Program  
towards Enhancing Police Performance in Abu Dhabi**

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**Abstract**

Abu Dhabi Police is currently experiencing a severe decline in officer performance. Thus, reviewing the police training program has been viewed as urgent and deemed necessary to enhance the performance. This study presents a strategic framework that highlights the vitality of specialized training programs to enhance police performance in Abu Dhabi. The results may help to affirm the relationship between specialist training programs, human technology capability development, and police officers' performance. The strategic framework may be instrumental to the Abu Dhabi Police Department in preparing its police force with specialized training programs and human technology capacity.

**Keywords:** Police Performance, Specialized Police Training, Human Technology Capability, Abu Dhabi Police

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**1.0 Introduction**

Over the years, a shift in police training programs in key global regions has been observed as critical to helping address the national security agenda of crucial states. This observation brings in the need to consider law enforcement performance as an outcome of existing training programs. Holding in place the catalyst role of technology in various human capabilities empowerment, national security has been thoroughly discussed (Iles et al., 2017) together with the implications of the change in technology in law enforcement work performance by Chan & Bennett Moses (2017). Thus, building on the original gap that few if any studies have observed police performance in the context of national security, the present study seeks to observe the mediation role of the human-technology capability to catalyze this relationship. Various past research has studied the relationships between specialist police training, and human technology capability development, but further research is required to be conducted at Abu Dhabi Police Academy. A large number of literature is available for different antecedents on police officer performance, but little empirical research has been studied on the impact of a new model of specialist police training in Abu Dhabi Police.

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The researcher adopted the human technology capability development (gaps) as a mediating effect between the specialized training program and program characteristics, to comprehend the officer performance in the Abu Dhabi Police Academy. Vila, James, and James (2018) agreed that a lack of human technology capability development has been identified as a problem for most officers in the police academy. Police officers were unable to perform excellently in their duties as a result of low technology capabilities which could be ascertained as a reason for the officer's poor performance (Tidmarsh, Sharman and Hamilton, 2021).

Research has investigated the relationship between specialist police training and human technology capability development (Ghuffi, 2014; Barton et al., 2016; SalihKhairi, 2016), but more research is required in the Abu Dhabi Police Academy. Although there is a large body of literature on various antecedents of police officer performance, little empirical research has been conducted on the impact of a new framework of specialized police training programs for the Abu Dhabi Police.

Police performance is a key global concern since it directly affects both neighborhood safety and national security. The police academy in Abu Dhabi has struggled with consistently poor performance, which has raised crime rates and made community safety more difficult. Crime rates increased by 23.5% year between 2018 and 2022, rising from 19.3% to 31.8% (Zubrzycki, 2020; Korotkova, 2021). Considering the necessity of digital transformation in the current competitive environment, utilizing digital technology has the potential to improve law enforcement agencies' efficacy and reduce crime rates in Abu Dhabi. The purpose of this study is to investigate how police performance in Abu Dhabi is affected by specialized training and the integration of humans and technology, with the ultimate goal of putting up a strategy framework to deal with these urgent issues.

## 2.0 Literature Review

### 2.1 Performance of Police Officer

Police performance can be defined as the procedures used by cops in public spaces to promote direct or indirect contact with non-cops. This practice refers to the routine activities performed during policing operations. Because of the practical results they strive for, police departments are not only significant but also essential public agencies (Moore & Braga, 2004). These outcomes are related to the management of conflicts that affect social order and people's lives. Thus, the primary goal of police work is to create an environment in which people's rights can be guaranteed. Traditionally, police performance was measured by the reduction of crime rates. Traditional indicators such as crime rates and community satisfaction are, admittedly, insufficient for developing a reliable measure of police performance. In addition to crime rate reduction, other indicators such as improved specialist training of police officers and equipping them with necessary technological capabilities are used in this study. However, few studies have been conducted to optimize the continuous performance of police officers, and it has been determined that education is a strong determinant of the performance of any human resource unit in any given field (De Ronzi & Greco, 2020).

Several studies, however, have discovered contradictory results; for example, Haff & Triplett (2016) investigated whether the type of information provided in training had any effect on learning and training outcomes. They discovered that information provided before learning did not affect learning outcomes or performance results (Dahl et al., 2018). Nonetheless, dominant literature has found that the level of knowledge acquired by police officers during training and education has a performance outcome. Performance models have gained widespread acceptance in the literature and can be applied to law enforcement research as well. This is not a novel attempt, as scholars on law enforcement policing performance have traditionally relied on generic-performance models. Koper et al. (2014) on the potential of technology in policing performance and Berry et al. (2010) on emotional intelligence and law enforcement agent job performance are two examples. Performance has remained an outcome of several antecedents in related literature, including training and work discipline (Di Nota et al., 2021), learning (Chase et al., 2017), and the use of innovation technology (Al-Khattab & Saeed, 2016).

### 2.2 Specialized Training Programs

By training and educating officers, police departments can increase their effectiveness and efficiency (Elnaga, A., & Imran, A. (2013). It must be noted that security production is not only made up of various subfields, but agents also differ in terms of functions, powers, and resources (Valverde, 2014). Chopko et al. (2016) identified the technological frame as part of an agent's habitus and mode of operation. As a result, technology orientation within the force has been regarded as a critical component for achieving policing performance (Charles et al., 2014; Avdija, A.S. (2016). Consequently, technology is critical to the police force's powerful functionalities and community impact (Australian Crime Commission, 2014). However, according to Charles et al. (2014), the catalyst role of technology in performance-based policing cannot be achieved in isolation due to the presence of numerous factors within the scope of technology implementation. Recent technological advances have altered the nature of policing so dramatically that many methods and tools from just a decade ago have become antiquated and incompatible with current technology (Déverge, C.A. (2016). As a result, there is an urgent need for training, particularly for new trainees, to design specialized training programs that include these new developments to ensure they can perform at a high level.

H1 Specialized training programs have a direct significant effect on police officer performance.

### 2.3 Human-Technology Capability

A proper human-technology bonding, referred to as the capabilities approach, is critical to ensuring that humans are re-engineered to perform well in their work and improve their performances. Salomon et al. (1991) assert that technology intelligence helps humans

improve their skill set, and van den Hoven (2012) concludes that technology is an agentive amplifier. Many businesses and the day-to-day functioning of societies now rely on access to the Internet and an uninterrupted flow of information. Vila et al. (2018) identify a lack of human technology capability development as a major concern among police academy officers. Police officers' poor performance could be explained by a lack of technological capabilities, which prevented them from performing their duties to the best of their ability (Doda, K., & Vanchoski, A. (2018); Tidmarsh et al., 2021).

Throughout the European economy and beyond, digital systems and computing technology (ICT) have become essential. The recent growth of ICT has brought with it all of the opportunities afforded by its global nature and ease of use of new technologies for the development and facilitation of business processes or communications in the legal sector and throughout society.

The growing number of internet users provides society with the opportunity to accelerate communications in everyday life and for commercial purposes, lower transaction and transaction costs, increase the availability of information for educational purposes, and facilitate the development of services such as e-government (UNCTAD, 2019). While the use of new technologies creates more opportunities for economic and social advancement, they also pose a new challenge to government and society in the form of how these instruments can be used for criminal purposes. It has opened up new opportunities for criminals to take advantage of the same benefits provided by these technologies. Intentional or unintentional cybersecurity incidents can thus severely disrupt essential services as well as economic and societal activities (Compton et al., 2014). Cybercrime is a significant and growing threat to digital systems and the secure operation of digital institutions and economies. Cyberspace continues to be the most prolific source of various illegal activities, including not only new types of crime, such as hacking or malicious codes and programs, such as 'spam,' but also the migration of traditional crime, such as child pornography, fraud, and copyright infringements, to ICT networks (Norden, 2013). Therefore, combating cybercrime necessitates the adoption of effective substantive criminal legislation as well as procedural tools that allow for investigation and the use of Information and Communication Technologies. Prosecution of those who use ICTs to commit crimes. The police, as a body responsible for maintaining public order and detecting, monitoring, and preventing crime, is one of the actors on this scene facing a slew of challenges related to the migration of old crime to the ICT environment and the emergence of new forms of criminal activity (Haberfeld, 2013). As a result, police officers' ability to competently master technology is critical in ensuring that they are capable of effectively identifying, tracking, managing, and, most importantly, solving these crimes (Figure 1).

H2 Technology capability has a role in mediating the relationship between specialized training programs and performance of the police officers.

Therefore, in general, the study explores the significant potential of human-technology capability to bridge the gap between specialized training and police officers' performance. This study attempts to examine the relationship between specialized training, human-technology capability, and officer performance. It also determines the mediating effect of human-technology capability on the relationship between specialized training and officer performance.

#### 2.4 Proposed Conceptual Framework

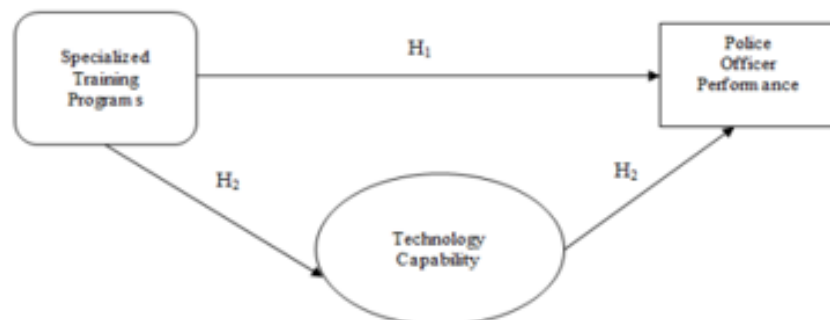


Fig. 1: Proposed conceptual framework of the study

### 3.0 Methodology

Quantitative surveys are more likely to yield data since they bolster positivist research philosophy and pose fewer biased questions. The data was collected via a simple random sampling approach. The main methods of gathering data were email questionnaires and self-administered surveys conducted in person. This study's success rate is indicated by the 336 respondents (94.7%) that were obtained from the 355 questionnaires that were sent. Numerous statistical techniques were applied to the data analysis, including reliability, PLS-SEM (SPSS and SmartPLS) exploratory factor analysis, and descriptive analysis. Among the models utilized in assessment measurement are discriminant validity, construct validity and reliability, internal consistency and convergence validity, and the Heterotrait-Monotrait Ratio (HTMT).

## 4.0 Findings

According to the suggested framework, officers who receive specialized training are predicted to perform at a better level than those who do not, as specialized training is hypothesized to have a favorable impact on officer performance. Subsequently, this study postulated that the ability of humans to use technology influences officer performance favorably, meaning that officers who are more adept at using technology should perform at a higher level. The police force's human-technology capacity is subsequently positively impacted by specialized training, indicating that officers who receive this type of training are likely to be equipped with improved technological abilities and abilities. Lastly, the correlation between specialized training and police performance is mediated in part by human-technology capacity, implying that the beneficial impact of specialist training on officer performance is partially mediated by the officers' proficiency in utilizing technology. It appears from this that enhancing an officer's technology proficiency through specialized training is one approach to improving their effectiveness.

## 5.0 Conclusion & Recommendations

The research aimed to develop a strategic framework for specialized police training programs in Abu Dhabi, with a focus on integrating technology and enhancing overall police performance. The proposed framework outlined recommendations for improving training programs, assessing technology capabilities, fostering partnerships, and promoting officer proficiency in technology utilization.

In retrospect, the study offered insightful information about the potential benefits and difficulties of improving police performance in Abu Dhabi through specialized training initiatives. Although the suggested framework provided useful suggestions, such as assessing technology, involving stakeholders, and forming partnerships, resolving the noted restrictions might have improved the research results even more.

As for the limitations, the proposed strategic framework focuses primarily on two major police institutions in Abu Dhabi, namely the Al Ain Police School and the Abu Dhabi Police Academy. Therefore, the findings and recommendations may not fully capture the diverse needs and contexts of other police units or regions within the emirate. The study does not explicitly address mechanisms for evaluating the long-term effectiveness and sustainability of the proposed strategic framework. Without robust mechanisms for monitoring and evaluating outcomes over time, it may be challenging to assess the framework's impact on enhancing police performance in Abu Dhabi accurately. Addressing these limitations could strengthen the comprehensiveness and applicability of the proposed strategic framework for specialized police training programs in Abu Dhabi.

To improve generalizability, future studies might expand the scope to include a wider variety of Abu Dhabi police units and locations. It could also investigate comparative studies with other jurisdictions. To guarantee the effective integration of technology into police training programs, it ought to venture further into addressing technological hurdles including staff resistance and infrastructural constraints.

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## Paper Contribution to Related Field of Study

This study makes a substantial contribution to the field by offering the Abu Dhabi Police Department a technological capacity and a strategy framework to improve performance through specialized training programs. Furthermore, it provides information that could improve Abu Dhabi's national law enforcement policy, especially in the areas of targeted training programs and technology.

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