

New ways of police communication
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We live in a world in which borders mean less and less, i.e. in “a global village” as it has very often been said. The vast increase and distribution of computer products has brought about a number of benefits but also caused a lot of trouble. First of all there is a problem of gained knowledge gained through traditional education becomes obsolete due to rapid development of technology and therefore constant upgrading and professional training is required in order to keep up with the time. Besides, the computers were introduced in order to make the jobs easier and resulted in the “fear” of the employees from losing their jobs. Thus, huge resistance towards computers was built. On the other hand the application of computers resulted in specific communication methods which have become essential for everyday communication among people.

Electronic transfer of data, database communication, digital communications like electronic mail, net news etc. Are offered through world wide networks like “Internet” and international network companies. “Internet” is the latest communication medium functioning as an independent medium like telephone, television and radio.

The communication has an important role in the law enforcement. Police departments and police officers communicate a lot while performing their duties. Therefore the communication system has to be adjusted to their needs. In addition to that, the communication between the police and the public takes a high position in the communication hierarchy.

Key words: police, communication, organization, electronic mail, network, groups.

1. Foreword

Communication within the police as the organizational aggregate, and communication of the police itself with other organizations and media, besides already shown advantages, has shown also the great number of imperfections. That is to say that with constant development of new communication technologies, the newer modes of communication are subject to development too. Every day we are witnessing that it has no sense calling the telephone number of some informative services, when it is more simple to send an electronic message or look at information on www address. The police is forced to use the specific forms of communication, because, of its specific role in the society (the security column of the society and of the property). Those forms of communication belong to the complicated protected communications that'll not be elaborated by this work. This work occupies itself primarily with relationship between citizens and police and respectively media and police, as well as with basic forms of communication within the police.

2. Role of the communication within the police

Within the police we can basically distinguish two different modes of the flow of information. One of them is structural while the other is functional. It is impossible to say for certain, which of those two flows could be more important for the service itself. The communication that the police officers realize through those two communication modes has an important role, as well for the individual as for the organization aggregate, because it is well known fact that the good communication is the base of good functioning of the organization. By reason of better understanding of the

communicational relationships within the police, it is important to mention the leading through the communication. Namely, the important component of the police, as a security organization, is the leading. The leading we can observe through two aspects. The first is the aspect of the person that leads an individual, a group or a project, while the second aspect is leading of one person or more persons that exercise influence within the group. Regardless to the way of leading, it is very important within the organization, subject to leading, to serve periodically the information important for that organization and the officers itself.

Every leading, including the leading by the police, comprise the following leading functions: planning, organization, personnel, control, overview, financing, education and survey.

Obviously no one of those functions is possible without using communications through one or more variants and meanings. The importance of communication within the police becomes the primary element and can be accepted as constant and essential element for carrying out the tasks and duties. The information as the final product of communication is important on the every level of organization, but it can be used only when it can be brought over from the source to the sender. By reason of insuring maximal benefit from information, it must retain its original form and content, as much as possible, during every transmission.

2.1 Communication between the individual and the organization

Communication between the individual and organization generally within the police we consider as organizational, respectively functional communication. Namely, it is primarily communication with the authoritative and respectively informative character. With the purpose to preserve the original form of information as much as possible, according to our judgement it should be necessary to organize the electronic post groups within the police. In such a way the leaders could all the information contemporarily send to all employees, which are members of those groups. By this way could be avoided all the indistinctness that could appear by their verbal transmission, desk announcement or some other traditional communication forms. One more advantage from this mode of communication is accessibility of information. The information send by this way is accessible exclusively to group members, but no to other net users too.

Such way of communication can be observed in two ways. The first way is one-way communication for transmission of information to users, while the second way is communication in both directions for communication of users with other group members. The reason for placing this kind of communications on the first position within importance of communication channels is in the complexity of the police job, which oft requires multidisciplinary execution of everyday duties. If for the moment we turn back to the basic functions of administration, we could see that this way of communication enables realisation of almost every administration function. The final but not the least important function is the education. By sustain of such formed groups it is possible to ensure constant education to users. Namely, concordantly to wildfire-like changes in the society (political, economical, technological), the police face more and more new and sophisticated forms of criminal activity, and because of that the constant information and education becomes the particular importance for the efficient execution of duties.

2.2 Communication between individuals

Such kind of communication we suggest on the same level of organization, within which users are situated. Since the police are organized second to the territorial principle, it is necessary to ensure the quality communication between police officers that execute the same job at different locations. We consider that the proper way would be constitutional organization of electronic addresses for every police officer, for enabling them to know at any moment with whom they communicate. For example, for the policeman the first character of electronic post could be “p”, while the last characters could be the address or the title of the police station or administration as “izg” or “puz”. If the person has the name Petar Peric, his address could be ppperic@puz.ipp.hr. By this way we could ensure communication between single employees on the same level of leadership or duties on the territorial principle.

3. Significance of the employed communication

Communication between people includes much more than only interpretation and processing of incoming information or receiving of the sensorial messages. It includes our practically constant conversation with ourselves. This level of communication determines the way of our reaction to objects, people and events around us. In every communication the process of communication between people takes the important position by the sender as well as by the receiver, which determines success or failure. That communication depends directly upon the sanitary condition of individual nervous system. When our nervous system is frustrated from any reason (for example by interior pressures, mental exhaustion, faint light, indistinct written texture, influence of medicines etc) the communication between people becomes inferior, because of that we consider that the above-proposed ways of communication are better than the preliminary, for avoiding the majority of those reasons. Further, within the communication the information is supported by sender's gesticulation, which could be avoided by using the electronic media for information transmission.

Within the police duties exists the great quantity of written communication. Every police officer's step by executing his duties must be documented, starting from writing official notes, different reports etc. That documentation is stored respectively to cases or respectively to determined tasks and archives are filled every day with thousands and thousands of new pages. All this work requires, besides much involved efforts, the high price too, while from other side the searching of such archives is very slow and sometimes even impossible. By using communication that is suggested for storing, the written communication delivery could be accelerated, searching could be facilitated and the price could become lower.

4. Role of communication between police and community

Besides the communication that evolves within the police, as the specific closed organization, we are acquainted also with the communication, which police realise with community. That communication has decisive significance as well for the efficient acting of the police just in time, as for the community that this police protect. Within this group we distinguish several different communication.

4.1 Communication between citizens and police

To the police, as security institution that protects the citizen's lives and property, every information is important. It is impossible to classify information as less or more important. The fundamental mode of learning in possession of the police is talking with citizens, respectively breaking the barrier between citizens and police. Resolving of this barrier is the problem that requires approaching of citizens to the police and conversely. The approaching of those two groups could lead to the very high grade of security, which the police could grant to the citizens, as well as to greater efficiency of the police. However, the conscience of our citizens, to our regret, is still at the very low grade and it will pass much of time until the citizens conceive that police is not the purpose to itself.

If we imagine the society with the great grade of conscience that is interested for its security, we'll get the society that closely collaborates with the police. Communication in that society could be evolved by electronic post, congruently to the informatics progress. The advantage of the electronic post is based on the fact, that citizens, from the comfort of their homes, can send information to the police and besides that to be sure that the police have received that information. From the other side the police have the written information that is hard to be falsely understood and the police efficiency is in this sense better. Such a way of communication could be in some measure ideal, if we forget the conscience of the citizens. Every one of us puts a question to himself what is going to be with that information, why just I must be the person that gives that information, what if the police call me to hearing in connection with this, what will say the neighbours, and much more questions. It means that we've come near the problem of anonymity. The recent praxis is that the person who makes a denunciation calls with or without making its presentation and gives information, what means that it is left to her the choice of anonymity and respectively protection of privacy. Solving of privacy by usage electronic post creates a problem, which must be solved by putting it on such fundamentals that citizen has the choice of if he wants to be presented or to remain anonymous.

Usage of electronic post in communication, besides quoted advantages, has some imperfections too. It can be with reason put the question how to make denunciation to the police that it is just happening the vehicle stealing. Until the message will be written and sent, it may pass definite time, which could enable the thief to escape (the same could happen if we want to make a telephone call and the line is busy). Introducing the service for communication in the real time could generally solve the problem. Such system is called Internet Relay Chat and it enables communication of more users at the same time.

The last but not the less important question is economy of the work itself and the price of communication. The price of telephone impulses as well as the price of the paper is not to be neglected. If we imagine the ideal informatics office, it functions without paper, because information arrives in informatics acceptable form that can be elaborated and it is going to be sent farther. Computer elaborates all eventual changes directly on the document and the transcription and writing is not necessary. Farther, the telephone impulse price that the citizen pays is relatively high and depends upon the duration of conversation. The lasting conversation is avoided by using the electronic post, because the citizen use the telephone line only to send the message. By this way, besides the economy in the material sense itself, it is going to be realized the economy in the sense of rationalization of the necessary number of operators that are indispensable for practising this kind of job.

This section relates itself especially to the operative communication centre of the police administration and police stations, respectively of the MUP (92), which regularly the first become the information about security situation within the determined area.

4.2 Communication between the citizen and the police officer

In the same way by which the citizen communicates with the police as institution, he can also communicate with the police officer as the individual. Usual police praxis is the policeman, the authorized official person that by his work covers the territorial unit and represents the first communication between the police as organization and citizens. The policemen regularly create the best communication with people, because their conception of work is such, that they generally their whole work experience conduct in the more or less same territorial space, and consequently to the duration of their service, they realise more or less contacts. The constant policemen praxis is the base for gathering the information from the citizens, but there exist the problems too. Namely, if the citizen wants to give to the policeman some information, he is obliged to realise the direct contact with the policeman and in such a way to be exposed to the sight of the by-passers and neighbours, what creates some sort of barrier itself. Solution of that barrier is possible to find out in the communication between the citizens and the policemen by using the electronic post. The policeman could have his own electronic address in his police station, to which could arrive information from citizens that are acquainted with him from their streets. By this way the policeman could be constantly reachable to the citizens and citizens could avoid inconveniences caused by personal contact with policeman. Obviously it is impossible to influence to the correctness of the information that the citizens could hand over this way to the policemen, but it is to suppose that they could much more freely communicate then by the classic personal contact.

There is however the question of possibility to carry out this way of communication. Namely, the informatics equipment, to our regret, is not reachable to all citizens and the informatics ability to read and write of citizens, as well of the policemen is not granted. Bypassing of that problem should be solved step by step by equipping the police stations with computers that policeman could use and by educating them gradually to use computers, respectively to enable them to read and write on computers. On the other side, working on the informatics education of the whole people, especially through the high school education, the citizens would become the basic informatics knowledge. That could, during a definite time, enable to create the critic mass that could bypass the problem of communication by help of the computer and in such a way to make it possible.

Besides the development of informatics literacy, it is not to put in the background and to stop the permanent development of the confidence between the policeman and the citizen, as the base for police efficiency and safety of citizens.

4.3 Communication between media and the police

The media and the police today have the specific forms of communication. It is not rare that media come into posses of the definite information even before then the police. Not synchronized relationships, which rule today between media and the police, result with incorrect and very oft wrong information of citizens. The judgement

about importance or not importance of information for the public opinion carries out the minister, respectively the chief of the police administration, and simultaneously executes the classification of information. We must presently distinguish the importance of information of the public in due time. Namely, if the police has definite information, respectively if some action is evolving, it is normal that the police does not want to explain nothing about it. The media, because of the secrecy, will try to get as much as possible information in connection with the case (for getting the public to watch, read, hear) and will not get in, getting ruined the whole action by publishing perhaps even exact information (it is to make present that the journalists have their own sources of information). Solving of this problem lies firstly in the common agreement between the media and the police about the way of reporting, as well as about rules of the media behaviour. Supposing that media are doing their job properly, what means professionally and objectively, we can build the fundamentals for the better communication between media and the police. Praxis till now was convocation of the conferences for media once a day or once a week or month. During the conferences, to the journalists were handed over the basic information about the condition of security in the determinate area, and they had transmitted them to the public through their media. By this way the public has remained stunted in for information from the other parts of Croatia (If, for example, the conference was organized for the media in Zagreb, the journalist could become information only about the situation in the city of Zagreb but not about other regions of Croatia too). Farther, if the determined media would like to inform their reader/ watcher/ hearer about situation in other regions, they should send their reporters physically in those regions, respectively they should use the correspondent's information, what in any case makes the media production more expensive. As well the police has obligation of convoking the conferences, what in every police administration takes the time to determined number of employees, within the workday. It is questionable the credibility of information transmission too, because the individual reporters write, some other record and transcribe and by this way the sense of information situated at the end of production chain itself is going to be lost, and could produce the wrong impression by the reader/watcher/ hearer. Using informatics equipment and electronic computers can solve avoiding of those problems.

5. Summary

Electronic post has many advantages in confrontation with classic post. By Internet the post travels much faster (man could say next to momentarily), in correspondence to the classic post. The message is going to be handed over directly to the computer of the person (organization) to which the message was designated, what is for example impossible by fax. Electronic messages are files that are possible to memorize, transmit and copy. The message can be sent in the same time to some different locations. The electronic post itself represents interesting communication, which is reachable in any time but could be easily deviated to another destination. The possibility of automatic response to the arrived post represents one more advantage by using it in the communication.

By attending and using the new informatics technologies and favourable results, the police must necessarily open itself in the informatics segment too, toward its own employees as well as toward the community. Inevitability of using informatics equipment and services in the first moment will appear as money spending, but the

time will show how justified it was. By this fact itself the police as a service will start writing the part of its newer history, which the coming generations will remember as the substitute for former paper and pencil using as the base of police work. By all named advantages of this communication, it is necessary to remember that it is not still ideal for police and that the computer can't substitute the classic communication between the people "face to face".

6. References

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