

ABSTRACT

In past two decades, the fast-growing pace of information and communication technologies (hereinafter ICTs) has revolutionized individuals' lifestyle as well as standard operating procedures of organizations. Researchers have observed that ICTs play a critical role in enhancing the job performance of police officers by providing easy access to the information related to crimes/criminal and expediting the investigation process. The government of India undertook several initiatives to digitize policing; most of them can broadly be classified into two classes: online intradepartmental websites and Crime and Criminal Tracking Networks and Systems (CCTNS). The merits of leveraging ICTs in work organizations have been demonstrated and well-documented in terms of improved employee job performance and organizational productivity; however, inadequate adoption of ICTs among police officers remain a significant roadblock in attaining the status of 'digital policing' in India. The present research aims to study the antecedents and consequences of Computer and Internet (C&I) (n=452) and CCTNS (n=447) adoption among police officers. A research model has been proposed in by integrating the Unified Theory of Acceptance and Use of Technology, the Big-Five model of personality traits, and the Task-Technology Fit model. Further, acknowledging the suggestions of previous research, three additional contextually relevant variables have been included in the proposed research model: Attitude, Technology Training, and Job Performance. The data has been collected from in-service police officers (at police station level) who have relevant knowledge and experience of using the ICTs in consideration. The PLS-SEM technique was employed to test the proposed hypotheses. The results of this study highlight the significance of personality, individual perceptions, and technology training on ICT adoption among police officers. Interestingly, this study offers some surprising findings, such as insignificance of effort expectancy and performance expectancy on behavioral intentions in case of different ICTs, that require further academic investigation. This research highlights that police officers' ICT use significantly impact their job performance. The findings of this research offer a number of theoretical and practical implications to be considered by technology providers, business strategists, policymakers, senior police officers, and governments at large.

Keywords: Police, Information and Communication Technologies, Computer and Internet, Crime and Criminal Tracking Networks and Systems, Personality, Job Performance.