

Views of Tertiary Students on Contribution of Social Media to Increase Law Enforcement

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ABSTRACT

Social Media providing opportunities for people, government agencies, and organizations in order to communicate with each other and provide better service to their citizens and customers. This study seeks to explore the contribution of Social Media to increase law enforcement in North Cyprus. For this study, quantitative methodology has been favored. Data is collected from the tertiary students at the Eastern Mediterranean University. Perceptions of Police Survey, Survey of Online Social Media and Helping Police Use Online Social Media (HPUOSM) are used.

Findings show that participants have positive views about police. The female participants have more positive views about police than male participants. The participants whose family members did not commit a crime, believe that, police is unfair to citizens more than the participants whose family member committed a crime. Moreover, results indicate that participants generally agree with the statements of Survey of HPUOSM*Part 1 and strongly agree with the statements of Survey of HPUOSM *Part 2.

Indeed, the participants who are 18-24 years old, like to use and have positive views for using Social Media and believe that using Social Media are helpful for police more than the participants who are 25-34 years old. Also, the participants who are Turkish, like to use and have positive views for using Social Media and using Social Media is helpful for police more than the participants who are Turkish Cypriots or who are from different nationalities. Social Media contributes to personal relationships with

residents by spreading information about performance and government agencies. Thus, using Social Media can contribute law enforcement.

Keywords: Social media, Law enforcement, Uses and Gratifications Theory, Diffusion of Innovation Theory, Tertiary students

ÖZ

Sosyal Medya devlet kurumlarına, şirketlere ve organizasyonlara müşterileri ve vatandaşlarına daha iyi hizmet verebilmek için fırsatlar sunmaktadır. Bu çalışmanın Kuzey Kıbrıs'ta, sosyal medyanın kolluk kuvvetlerini arttırmadaki katkısını ortaya çıkarmayı araştırmaktadır. Bu çalışma için araştırma metodolojisi olarak nicel bir yöntem tercih edilmiştir. Doğu Akdeniz Üniversitesi'ndeki yükseköğretim öğrencilerinden veriler toplanmıştır. Verilerin toplanmasında Algılanan Polis Anketi, Çevrimiçi Sosyal Medya Anketi ve Polisin Çevrimiçi Sosyal Medyayı Kullanmasına Yardım Etme Anketi (PÇSMKY) kullanılmıştır.

Bulgular, katılımcıların polis hakkında olumlu görüşleri olduğunu göstermektedir. Kadın katılımcılar, polis hakkında genel anlamda erkek katılımcılardan daha fazla olumlu görüşe sahiptir. Aile üyeleri tarafından hiç bir suç işlemeyen katılımcılar, aile üyelerinden her hangi bir suç işleyen katılımcılara nazaran polisin vatandaşa daha çok haklılık yaptığına inanmaktadırlar. Katılımcılar PÇSMKY Anketi Bölüm-1'in ifadelerine genel olarak katıldıklarını belirtmişlerdir. Katılımcılar, PÇSMKY Anketi Bölüm-2'nin ifadelerine kensinlikle katıldıklarını belirtmişlerdir.

18-24 yaş grubundaki katılımcılar, Sosyal Medya'yı kullanmaya ve Polis için Sosyal Medya ilişkin 25-34 yaş grubundaki katılımcılara nazaran daha olumlu görüşlere sahiptirler. Türk katılımcılar, Sosyal Medya'yı kullanmaya ve Polis için Sosyal Medya ilişkin diğer milletlere (Kıbrıslı Türk, Diğer Milletler) nazaran daha olumlu görüşlere sahiptirler. Sonuç olarak, Sosyal Medya kullanıcılarına, devlet kurumları ve işleyici

hakkında bilgi yaymak suretiyle kişisel ilişkilerine katkıda bulunmaktadır. Böylece, Sosyal Medya'nın kullanılması yasal yaptırımın artmasına katkıda bulunabilir.

Anahtar Kelimeler: Sosyal medya, Yasa yaptırımı, Kullanım ve Doyum Kuramı, Yeniliklerin Yayılması Kuramı, Yüksek öğrenim öğrencileri

To my wife

You are always my endless love

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Chapter 1

INTRODUCTION

The Internet technologies and social media platforms have become indispensable for government agencies (such as police office) and organizations in order to maintain and communicate with the public and vice versa in order to provide better services at the outset of the 21th century. In other words, Widespread use of Social Networking Sites/ Social Media platforms have become a sine qua non of daily and professional lives including the police. The present study seeks to explore the tertiary students' views of the role of social media in law-enforcement process in the North Cyprus in 2019.

1.1 Background of the Study

In the 21th century, the Internet technology brings new dimensions to communication. The most distinguishing development in the 21th century is the emergence and extensive use of Social Media platforms. Social Media platforms rapidly enter into a number of peoples' lives in the last two decades. This is due to the popularity of the Social Media and rapid developments in Web 2.0 and Web 3.0 technologies.

Especially the young generation uses Social Media more than others. Social Media has become one of the most influential communication channels in human history. Additionally, Social Media platforms provide several opportunities to people, government agencies, companies and organizations in order to communicate with each other to provide better service to their customers and their citizens.

In an organization, government agencies and companies, people do not only have similar profiles but also they are very similar to one another. However, at the same time, they are very different from one another. Therefore, their use of Social Media shows some differences. Thus, the flow of information on the Social Media influence human beings' lives and through the development and diffusion of Social Media platforms. Indeed, Web 2.0 and Web 3.0 technologies have aided to enable collaboration between residents and various organizations such as police and other local government bodies. In the sense of collaboration, Social Media contributes to establish personal relationships with residents by spreading information about performance and government agencies.

Today, government agencies also don't follow the traditional way of communication in a working environment and government agencies also don't follow traditional ways that the role of law enforcement agencies is to protect, inform, prevent crime and make sure our society is safe and secure. Digitalization also provides opportunities for officers to complete their duties easily. Indeed, Social Media have replaced traditional communication technologies with the government agencies as non-profit organizations (D'Urso & Pierce, 2009). Social Media platforms as digital technologies provide opportunities for collaboration, interactivity, and "polychronic" communication (Quan-Haase, Cothrel, & Wellman, 2005; Macias, Hilyard, & Freimuth, 2009).

1.2 Motivation for the Study

I work as a policeman and I study in Communication and Media Studies. I would like to focus on Social Media and how people (in this study; university students) use Social Media to communicate with the police officers in North Cyprus in 2019.

1.3 Aims and Objectives of the Study

The main goal of the present study is to explore the contribution of Social Media to increase law enforcement which is the primary necessity for public safety all around the world. Thus, it seeks to explore tertiary students' who study at Eastern Mediterranean University in Spring semester 2019, attitudes on the contribution of Social Media to support, to analyze and to enhance day to day collaborative interaction between police and themselves, the tertiary students.

Therefore, the objectives of the present study are:

1. To find out general views/attitudes on collaboration and contribution between police officers and tertiary students through using Social Media for law enforcements in 2019 Spring. With respect to this, it sets out:
 - a. To explore general views/attitudes of tertiary students about police officers in North Cyprus.
 - b. To explore whether there is a statistically significant difference between female and male tertiary students, who commit a crime or do not commit a crime and whose family member/s commit a crime or not, on collaboration and contribution between police officers and tertiary students by using Social Media for law enforcements.
 - c. To explore whether there is a statistically significant difference among age groups and nationality of the tertiary students on collaboration and contribution to communication between police officers and tertiary students by using Social Media for law enforcements.

2. To investigate collaborative interaction between police officers and tertiary students' contribution of Social Media on law enforcements on tertiary students' views/attitudes. In line with this, it seeks:
 - a. To explore tertiary students' views/attitudes on contribution of Social Media on law enforcements.
 - b. To explore whether there is a statistically significant difference between female and male tertiary students, who commit a crime or do not commit a crime and whose family member/s commit a crime or not, on how analyze collaborative interaction between police officers and tertiary students' contribution of Social Media on law enforcements on tertiary students' views/attitudes.
 - c. To find out whether there is a statistically significant difference among age groups and nationality of the tertiary students on how to analyze collaborative interaction between police officers and tertiary students' contribution of Social Media on law enforcements on tertiary students' views/attitudes.

1.4 Research Questions

The present study sets out to find answers to the following research questions. Research questions match the research objectives stated above. The present study aims to reveal Turkish and English speaking tertiary students who study at faculty of education and faculty of communication and media studies at Eastern Mediterranean University in Spring semester 2019.

1. What are the tertiary students' general views/attitudes on collaboration and contribution between police officers and tertiary students of tertiary students by using Social Media law enforcements?

2. How can using Social Media provide collaborative interaction between police officers and tertiary students' contribution of Social Media law enforcements?

1.5 Significance of the Study

The present study addresses social media, collaboration between police and university students and highlight ways of strengthening law enforcements. Because, today's young generations are digital natives as defined by Prensky in 2001 and at the same time, they are mostly involved in social media activities as “the eyes” and “the ears” of their community as well as the police (Terpstra, 2010). Within this respect, young generations have chance and ability to be an active citizen participant in the process of increasing law enforcement. As an example; a young citizen can gather and provides more information to police in the case collecting tips. Therefore, the present study is important for increasing law enforcements in North Cyprus and carries importance for people and government agencies to be aware of Social Media's contribution in their lives and in the law enforcements' process. Additionally, there is not any policy or using Social Media, it also carries importance for law enforcement in North Cyprus. The best example of Social Media users is the younger generation, such as university students. In their lives, Social Media have an important dimension while shaping their communication ways and maintaining their needs. Because of these reasons, the researcher decided to conduct the research with university students. Therefore, the present study aims to reveal the power of the Social Media for increasing law enforcement in North Cyprus. Especially in the last decade, numbers of criminal problems have rapidly increased. Increasing law enforcement, using Social Media power have been examined among university students. University students are energetic. Some people in the society may see them as the cause of trouble. Also,

almost all tertiary students use Social Media, what is more, in the North Cyprus the number of tertiary students from all over the world has been increasing drastically. There has been dearth of research on this issue.

1.6 Limitations of the Study

The present study is conducted in North Cyprus in Spring semester 2019 and at the Eastern Mediterranean University. Therefore, the country is North Cyprus, the time of the present study is Spring semester 2019, population is Turkish and English speaking tertiary students who study at Faculty of Education and Faculty of Communication and Media Studies at the Eastern Mediterranean University.

Chapter 2

LITERATURE REVIEW

This chapter reviews the literature on Social Media, public safety and law enforcement, role of Social Media in public safety and law enforcement, related theories (Uses and Gratification Theory and Diffusion and Innovation Theory) and related studies on role of Social Media in public safety and law enforcement.

2.1 Social Media

The present study is based on the role of Social Media in law enforcement and thus, Social Media is the preliminary source to examine in the literature. When concentrating on the definition of Social Media, a number of definitions appear. For instance; Harvey, (2013) defines social media as “the term often used to refer to new forms of media that involve interactive participation” (p. 1158). Singh (2017) states their definition as “Social media has brought different people from the different geographical area on one platform on which they can share their feeling, ideas, emotions, information and much more” (p.128).

In addition to general definitions; what Social Media provides for people has been explained by some researchers. Linton (2006) points out that, social networks [Social Media] are assumed as a kind of group or kind of organizations that help people connect one to another. body and Ellision (2007) define social networking [Social Media] as web-based services that lets people for constructing a public or semi-public profile (1); list other users whom they share their connection (2); viewing their

connections' lists. Indeed, boyd and Ellison are the writers of most cited reference in Social Media research.

Kietzmann, Hermkens, McCarthy, & Silvestre (2011) state that Social Media is a kind of web-based applications that helps individuals provide platforms and opportunities for sharing, relationships, group, conversation and profiles. Also, Kapoor, Tamilmani, Rana, Patil, Dwivedi, & Nerur (2018) and Oestreicher-Singer & Zalmanson (2013) claim that social media is facilitating interaction and networking.

In addition to general definitions of social media; some researchers focus on how Social Media is conceived and explain the process. Buzzetto-More (2012) states that social networking [Social Media] is not only seen as technological concepts and but they can also be considered as sociological concepts. Also, Garton, Haythorn, Thwaste and Wellman (1997) point out at the complexity of social networking [Social Media] within World Wide Web nearly for 20 years ago. Several of studies had been conducted on Social Media within different research fields (education, psychology, business, governance, media studies, health, so on and so forth). For example; the field of information systems (IS) is focused on impact of Information Technologies on individual, organizational and societal levels (Lucas Jr, Agarwal, Clemons, El Sawy, & Weber, 2013). Therefore, the present study focuses on influence of information technologies on public safety for highlighting how social media increase law enforcement in organization, societal and individual level (Kane, Alavi, Labianca, & Borgatti, 2014; Kapoor et al., 2018).

2.2 Role of Traditional Media and Social Media in Public Safety and Law Enforcement

To provide public safety, law enforcement officers and agencies need to use the available media for communicating with their communities and providing the best connection while serving (Snively, 2016). With the help of the Internet technologies, law enforcement officers and agencies can use Social Media platforms as an available medium. In this way, in Social Media policy of International Association of Chiefs of Police (IACP) (2015) states function of social media in law enforcement as; “[S]ocial [M]edia provides a new and potentially valuable means of assisting and its personnel in meeting community outreach, problem-solving, investigative, crime prevention, and related objectives”(p.x). Also, Ruddel & Jones (2013) claim the primary two aims of Social Media in law enforcement as follows. The first one is: helping for criminal investigations and utilizing Social Media tools to disseminate information and to manage the opinion of citizen in communities. By this way, the recent years, the role of Social Media in law enforcements had been rapidly studied. For example, in 2011, Crump mentions that; police use Social Media for law enforcement and it can be called one emerging trend in law enforcement over the past five years. Another example can be given from study of Stevents. Stevents (2011) also points out that using Social Media by law enforcement officers and agencies can increase “community engagement, recruitment, agency branding, reputation management and controlling the virtual scene” (p.19). Consequently, the present study aims to focus on role of Social Media in law enforcement in North Cyprus section. 2.4 section will present related studies of role of Social Media in public safety and law enforcements.

2.3 Related Theories

This section presents related theories with the present study. These are; Uses and Gratifications Theory and Diffusion and Innovation Theory.

2.3.1 Uses and Gratifications Theory

In the early 1960s, Uses and Gratifications Theory started to be used in Communication and Media Studies (Severin and Tankard, 2001). Katz is one of the advocates of Uses and Gratifications Theory. Katz (1959) focuses on a question that is “what do people do with the media?” rather than “what do the media do to people?”. Thus, this approach changed the viewpoint of the relationship between the media and the audience and made them acknowledge that audience were more active. Uses and Gratifications provides eight gratification factors that are associated with the Internet. The eight factors are ‘keep informed, diversion and entertainment, peer identity, good feelings, communication, sights and sounds, career, and coolness’ (Charney & Greenberg, 2002).

Audiences are aware of their needs. Uses and Gratifications theory evaluates the audience in the dominant position in the communication process. It is an approach that changes the impact paradigm that dominates the mass communication process. This approach focuses on the question of what the public is doing with the mass media; indicates that the audience is active in mass communication (Erdoğan & Alemdar, 2002). Some studies had been conducted that are related to police issues and Uses and Gratifications Theory.

In 2018, Elhadidi and City conduct a research on “Beyond Access to Social Media: A Comparison of Gratifications, Interactivity, and Content Usage Among Egyptian

Adults”. Elhadidi and City (2018) aim to investigate gratifications sought from the Social Media platforms. The findings of this research shows that Facebook and Twitter were most predictive of interactivity among Egyptian adults. Also, this study reveals that demographic variable of participants’ shows diversity on gratifications and interactivity. Indeed, findings of this research maintains that Egyptian adults use Social Media for police practices as well.

In 2017, Bartos conducts a study on “Fanning the Flames: An Examination of Uses and Gratifications Sought During the Gatlinburg Wildfires of 2016”. Bartos (2017) examine how people had used Twitter during “the Gatlinburg, Tennessee wildfire event of November 2016”.

In 2014, Panagopoulos conducts a piece of qualitative study on “Social Media Use in Crisis Events”. Panagopoulos (2014) tries to answer “What are the underlying phenomena influencing motivation and use of social media across a range of urban crisis events?”. Within respect to aims of this research, Panagopoulos (2014) gets benefits from Uses and Gratifications Theory. As it has been known, crisis events in society are generally solved by police officers. This research also highlight police officers and their usage of Social Media to solve the crisis event in the society. Panagopoulos (2014) cites in her research. Some other research also show that, police officers prefer to use Twitter as Social Media Platforms.

2.3.2 Diffusion and Innovations Theory

In 1962, Everett Rogers published the first edition of Diffusion and Innovations. In this work, Rogers tries to explore “how, why, and at what rate new ideas and technology spread”. Rogers (1983) defines diffusion as “the process by which an innovation is communicated through certain channels over time among the members

of a social system. It is a special type of communication, in that the messages are concerned with new ideas” (p.5). Thus, this theory emphasizes that today, technological innovations and increasing changes are not only in the structure and technology of organizations. In addition, organizations also lead to changes in the ways of collecting information and the services it provides to its members. For this reason, organizations offer various innovations to their members (Demir, 2006). Rogers (1983) claims that four main elements influence the spread of a new idea: “the innovation itself”, “communication channels”, “time”, and “a social system”. Social system consists of five adopter categories. These are; (1) innovators, (2) early adopters, (3) early majority, (4) late majority, and (5) laggards (Rogers, 1983).

In the last two decades, developments of the Internet technologies rapidly become part of almost all professions, fields, companies and government organizations. Thus, some studies focus on functions of the Internet technologies in government organizations to provide good services for their citizens. Some studies had been conducted that are related to police issues and Diffusion and Innovation Theory.

In 1997, Weiss conducts a study on “The communication of innovation in American policing”. This research indicates innovation process in American policing. Findings show that some police departments prefer to use informal networks of communication for supporting organizational decision making.

In 2000, King conducts a study on “Measuring police innovation: issues and measurement”. This research seeks to explore “conceptual and empirical issues in the study of police organizational innovation”. Findings show that police officers use multi-dimensionality of police organizational innovation.

In 2005, Weisburd and Lum conduct a study on “The Diffusion of Computerized Crime Mapping in Policing: Linking Research and Practice”. This research generally focuses on diffusion of innovation literature and findings show that there is a significant relationship between computerized crime mapping and interaction with the community.

In 2005, Skogan and Hartnett conduct a study on “The Diffusion of Information Technology in Policing”. This research seeks to explore “the diffusion of innovation among municipal police departments in northeastern Illinois”. Also, this research shows “the shape of the diffusion curve” and it illustrates “the pace of adoption” to which the innovation was actually used.

In 2008, Korteland and Bekkers conduct a study on “Diffusion of E-government innovations in the Dutch public sector: The case of digital community policing”. This research aims to examine the diffusion of an e-government innovation – called SMS-alert – among Dutch police forces. This research illustrates that the functional, political and institutional meaning of the innovation are important and also, this study confirms “the value of combining different approaches in studying the diffusion of e-government innovations”.

In 2014, Mesole conducts a study on “Use of Social Media as an Alternative News Sources Among University Students at the Eastern Mediterranean University”. This research focuses on the Uses and Gratifications Theory and Diffusion and Innovations Theory. Mesole (2014) aims to find out university students’ use of Social Media platforms (i.e. Facebook and Twitter) to gratify their news taking needs. Indeed,

Mesole (2014) claims that people use Social Media instead of tradition media for being more reachable and to make their voice heard.

In 2015, Johnson conducts a study on “Law Enforcement Innovation and Diffusion: A Network Analysis of Police Accreditation”. This research aims to examine and put contribution on police diffusion literature with respect to law enforcement. Indeed, Johnson (2015) points out that “network position is associated with specific organizational behaviors, namely innovation uptake” (p.123).

In 2016, Ali conducts a study on “Diffusion of Innovation Theory and adoption of e - Government by Medium Business Enterprises in Kenya: A case of Nairobi City County”. This research aims to focus on “the adoption level of medium businesses to e-government innovation in Kenya”. Ali (2016) states that “established lack of management support that is necessary for adoption to e government initiative that should provide resources and the necessary policies and decisions to allow adoption” (p. 47).

2. 4 Related Studies on Role of Social Media in Public Safety and Law Enforcement

In 2011, Crump conducts a study on what police are doing on Social Media and focuses on Twitter as one of Social Media. Crump (2011) seeks to investigate how UK police use Social Media to engage with their citizen. According to findings of Crump’s study, police officers have generally used Twitter as a reinforcement for existing means of communication.

In 2011, Stevens conducts a study on Social Media in the light of law enforcement to reach public safety. Also, in other study of him, Stevens (2010) focuses on how the be successful with Social Media in policing.

In 2012, Kietzmann, Silvestre, McCarthy, and Pitt conduct a study on Social Media in public affairs. These researchers (2012) mention that Social Media have a tremendous impact on people's behavior on Social Media.

In 2013, Rudell and Jones conduct a study to examine policing in Social Media (Facebook or Twitter). The researchers focus on the characteristics of respondents that people who have access to reach police service's on Social Media. According to Rudell and Jones's study, younger users can get more benefit from Social Media for accessing police services.

In 2014, Bain, Robinson & Conser conduct a study on perceptions of policing in light of improving communication in local communities. They emphasize role and function of public perception and reveal some preliminary factors for experiencing of police. According to the research of Bain, Robinson & Conser (2014), fairness of police, police in media representation and the utilizing of Social Media to provide services and support to local population. Also, findings of their study show that Social Media leads police providing a positive service, engaging younger.

In 2015, Trottier conduct a study on Social Media and law enforcement. Trottier (2015) examines that "how recent developments in open source intelligence impact the inclusion of Social Media data in policing".

In 2015, Van De Velde, Meijer, & Homburg conduct a study on police message on Social Media. Van De Velde, Meijer, & Homburg (2015) choose Twitter as one of Social Media platform for analyzing communication between community and police on Social Media. The findings of Van De Velde, Meijer & Homburg's study illustrate that, "URLs" or "use of informal communication" aid chances for forwarding messages.

In 2016, Geary conduct a study on analyzing adoption Social Media by Police officers. According to findings of Geary's research, police officers were not gradual in adoption of social media. In confidential level, traditional media is assumed as a distrustful source but Social Media is assumed as effective tool for public and non-public tasks. Police like to use interactivity of Social Media.

In 2016, Snively discusses effectiveness of social media using for law enforcement agencies and Snively conducted a piece of case study for quantifying and focusing how improving efficiency and developing agencies in light of law enforcements. Within the study of Snively, Snively (2016) reveals that international mechanism should be prepared for implementation and creating intentional mechanisms for practice of Social Media for deliberate message content and strategies of delivering message, providing safety, and giving response as feedback. Additionally, Snively (2016) points out that law enforcement agencies should provide community contacts, connection, and involvement. By this way, it can be crime solving and monitoring threat in community.

In 2019, Williams & Fedorowicz conduct a study on the role of Social Media for promoting public's perception of the police for focusing on trust cultivation. They

aimed to apply cultivation theory for testing use of Social Media in policing if increasing of followers' satisfaction with the police or not. The findings of their study show that if police officers use social media, they can aid to be successful for reaching policing goals in their society. In this study, media from ideological state apparatuses and police from the repressive state apparatuses are merged. Up to now, there has been no study into Police and Social Media use in the North Cyprus.

In conclusion, in 2006 Louis Althusser comes up with his famous distinction between the two apparatuses states use. These are ideological state apparatus, and repressive state apparatus. Institutions such as schools, media represent ideological state apparatus through which the states seek to influence its public. On the other hand, repressive state apparatus represent institutions like court, police etc. in which the state uses power.

Chapter 3

METHODOLOGY

Chapter 3 lays down the Research Methodology used for the present study. The present study is conducted in line with Quantitative Research Methodology. In this chapter, in addition to Quantitative Methodology, Population and Sample, Data Collection Instruments, Reliability and Validity and Data Analysis are included.

3.1 Research Methodology

Research methodology of the present study is a quantitative study. Quantitative research utilizes statistical methods and numbers for testing hypotheses and investigating measurements and analyzing which are replaceable by other researchers (King, Keohena & Verba, 1994). What is more, the questionnaires are used to conduct a piece of quantitative study, then, the research used statistical methods to reveal answers of research questions. For the present study, case study has been preferred as the research design.

3.2 Population and Sample

The researcher collected data from the students at the Eastern Mediterranean University in Spring semester 2019, there are Turkish and English speaking tertiary students who study at faculty of education (1452 numbers of students were registered in Spring semester 2019) and Faculty of Communication and Media Studies (706 numbers of students were registered in Spring semester 2019) in the Eastern Mediterranean University. Convenience Sampling Strategy is used while determining the sample of the present study to reach numbers of the subject in one academic

semester. Also, the researcher collected data from Eastern Mediterranean University because of limited time of the researcher and the researcher mentioned population and sample as the limitation of the present study. Therefore, the findings of the present study will not generalize for all university students in North Cyprus.

3.3 Data Collection Instrument

Three surveys (Perceptions of Police Survey, Survey of Online Social Media and Helping Police use Online Social Media) and demographic questionnaire are used to collect data. Perceptions of Police Survey is designed by Nadal & Davidoff in 2015 and Survey of Online Social Media and Helping Police Use Online Social Media are designed by Sachdeva in 2017 (See appendix A). All these are used back to back translation is done to enable both Turkish and English speaking students contribute to the study.

3.3.1 Perceptions of Police Survey

Perceptions of Police Survey is designed by Nadal & Davidoff in 2015. During the process of creating Perceptions of Police Survey, Nadal and Davidoff got support from 5 researchers for creating pool of item. The aim of creating this survey to measure perceptions of police as independently. In the first place, Nadal and Davidoff worked as individually. First, the researchers worked independently for making many item. After that, they shared their items with 5 researchers as well to decide final list of items. Finally, the researcher listed 12 items that are consulted to as the Perceptions of Police Scale (Nadal & Davidoff, 2015).

Perceptions of Police Scale is consisting of two sub-scales. The first sub-scale is called as General Attitudes toward Police and included 9 items. The second sub-scale is named as Perceptions of Bias and included 3 items (Nadal & Davidoff, 2015).

3.3.2 Survey of Online Social Media

Survey of Online Social Media and Helping Police use Online Social Media are designed by Sachdeva in 2017. Both of them have common 10 general demographic questions (age, gender, nationality, place of birth, faculty, did you commit a crime?, which sort of crime did you commit?, did anyone commit a crime in your family?, which sort of crime did they commit?, Did you visit the police office in [North Cyprus](see appendix A).

It has been already mentioned in above, Survey of Online Social Media is designed by Sachdeva in 2017. In addition to 10 general demographic questions, Survey of Online Social Media also includes 5 questions. Those questions are based on how people actualize daily activities on social media (see appendix C). What is more, Survey of Online Social Media includes 5 items about revealing attitudes of people on using of Social Media.

3.3.3 Survey of Helping Police Use Online Social Media

As it has been mentioned in above, Survey of Online Social Media and Helping Police use Online Social Media are designed by Sachdeva in 2017. Both of them have common 10 general demographic questions (age, gender, nationality, place of birth, faculty, did you commit a crime?, which sort of crime did you commit?, did anyone commit a crime in your family?, which sort of crime did they commit?, Did you visit the police office in [North Cyprus](see appendix A).

Survey of Online Social Media and Helping Police use Online Social Media are designed by Sachdeva in 2017. In addition to 10 general demographic questions, Survey of Helping Police use Online Social Media also includes 7 more questions. Those questions are based on how people actualize communication with police on

social media (see appendix D). What is more, Survey of Online Social Media includes 13 items about revealing attitudes of people on using of Social Media.

Additionally, the researcher initially took ethical permission from ethics comity at Eastern Mediterranean University to apply all data collection instruments to university students at Eastern Mediterranean University (see appendix F).

3.4 Reliability and Validity

In this section, reliability and validity of data collection instruments are presented.

3.4.1 Reliability and Validity of Perceptions of Police Survey

As it has been already mentioned in above, Perceptions of Police Survey was designed by Nadal & Davidoff in 2015. Nadal and Davidoff (2015) found out Cronbach alpha of the Perceptions of Police Survey as 0.92 as overall. Nadal and Davidoff (2015) found out Cronbach alpha of first sub-scale as 0.91 and they found out Cronbach alpha of second sub-scale as 0.87.

In the present study, the researcher also run Cronbach's alpha of the Perceptions of Police Survey. The researcher found out Cronbach alpha of the Perceptions of Police Survey as 0.87. The researcher also checked Cronbach alpha of sub-scales of Perceptions of Police Surveys. The researcher found out Cronbach alpha of first sub-scale as 0.84 and found out Cronbach alpha of second sub-scale as 0.88. This indicates very good reliability.

Moreover, factor analysis of the Perceptions of Police Survey was done by the researcher. The researcher initially checked Kaiser-Meyer-Olkin and after that, the researcher did factor analysis.

The factorability of the 12 Perceptions of Police Scale items was directed by utilizing the Kaiser-Meyer-Olkin measure of sampling adequacy and resulted in a value of .927 (well above the recommended .50), and Bartlett's test of sphericity was significant, χ^2 of 3456.696 (df =66, p> 0.00).

The factorability of the 9 Perceptions of Police Scale items (sub-scale 1) was directed by utilizing the Kaiser-Meyer-Olkin measure of sampling adequacy and resulted in a value of .909 (well above the recommended .50), and Bartlett's test of sphericity was significant, χ^2 of 2422.711 (df =36, p> 0.00).

The factorability of the 3 Perceptions of Police Scale items (sub-scale 2) was directed by utilizing the Kaiser-Meyer-Olkin measure of sampling adequacy and resulted in a value of .738 (well above the recommended .50), and Bartlett's test of sphericity was significant, χ^2 of 658.787 (df =3, p> 0.00).

The scale of Perceptions of Police Scale (sub-scale 1) has good validity and reliability as it is mentioned in above. Cronbach alpha of the Scale of Perceptions of Police Scale (sub-scale 1) is. 0.91. It includes 9 items. Percentage of Explained variance of Perceptions of Police Scale (sub-scale 1) is 57. 939. Percentage of cumulative variance of Perceptions of Police Scale (sub-scale 1) is 57. 939.

The scale of Perceptions of Police Scale (sub-scale 2) has a good validity and reliability as it is mentioned in above. Cronbach alpha of the Scale of Perceptions of Police Scale (sub-scale 1) is. 0.87. It includes 3 items. Percentage of Explained variance of

Perceptions of Police Scale (sub-scale 2) is 10.069. Percentage of cumulative variance of Perceptions of Police Scale (sub-scale 2) is 68.007.

3.4.2 Reliability and Validity of Survey of Online Social Media

As it has been mentioned in above, Survey of Online Social Media is designed by Sachdeva in 2017. In the study of Sachdeva, Fleiss Kappa was calculated and the inter-annotator reliability was found as 0.77 (Sachdeva, 2017). In the present study, the researcher also directed to Cronbach's alpha of the Survey of Online Social Media. The researcher found out Cronbach alpha of the Survey of Online Social Media as 0.80.

Moreover, factor analysis of the Survey of Online Social Media was done by the researcher. The researcher initially checked Kaiser-Meyer-Olkin and after that, the researcher did factor analysis.

The factorability of the 5 Survey of Online Social Media items was directed by utilizing the Kaiser-Meyer-Olkin measure of sampling adequacy and resulted in a value of .829 (well above the recommended .50), and Bartlett's test of sphericity was significant, χ^2 of 636.977 (df=10, $p > 0.00$).

The scale of Survey of Online Social Media has a good validity and reliability as it is mentioned in above. Cronbach alpha of the Scale of Survey of Online Social Media) is. 0.80 as it is mentioned in above. It includes 5 items. Percentage of Explained variance of Survey of Online Social Media is 57. 380. Percentage of cumulative variance of Survey of Online Social Media is 57. 380.

3.4.3 Reliability and Validity of Survey of Helping Police Use Online Social Media

As it has been mentioned in above, Survey of Helping Police Use Online Social Media is designed by Sachdeva in 2017. In the study of Sachdeva, Fleiss Kappa was calculated and the inter-annotator reliability was found as 0.77 (Sachdeva, 2017). In the present study, the researcher also directed to Cronbach's alpha of the Survey of Helping Police Use Online Social. The researcher found out Cronbach alpha of the Survey of Helping Police Use Online Social as 0.80.

The researcher also checked Cronbach alpha of sub-scales of Survey of Helping Police Use Online Social. The researcher found out Cronbach alpha of first sub-scale as 0.79 and found out Cronbach alpha of second sub-scale as 0.79.

Moreover, factor analysis of the Survey of Helping Police Use Online Social was done by the researcher. The researcher initially checked Kaiser-Meyer-Olkin and after that, the researcher did factor analysis.

The factorability of the 5 Survey of Helping Police Use Online Social Media (Part 1) items was directed by utilizing the Kaiser-Meyer-Olkin measure of sampling adequacy and resulted in a value of .813 (well above the recommended .50), and Bartlett's test of sphericity was significant, χ^2 of 630.803 (df =10, $p > 0.00$).

The factorability of the 8 Survey of Helping Police Use Online Social Media (Part 2) items was directed by utilizing the Kaiser-Meyer-Olkin measure of sampling adequacy and resulted in a value of .832 (well above the recommended .50), and Bartlett's test of sphericity was significant, χ^2 of 888.725 (df=28, $p > 0.00$).

The factorability of the 13 Survey of Helping Police Use Online Social Media (Part 1-2) items was directed by utilizing the Kaiser-Meyer-Olkin measure of sampling adequacy and resulted in a value of .838 (well above the recommended .50), and Bartlett's test of sphericity was significant, χ^2 of 1656.842 (df=78, $p > 0.00$).

The scale of Survey of Helping Police Use Online Social Media (sub-scale 1) has a good validity and reliability as it has been mentioned above. Cronbach alpha of the Scale of Survey of Online Social Media) is 0.79 as it is mentioned above. It includes 5 items. Percentage of Explained variance of Survey of Helping Police Use Online Social Media is 32.345. Percentage of cumulative variance of Survey of Helping Police Use Online Social Media is 32.345.

The scale of Survey of Helping Police Use Online Social Media (sub-scale 2) has a good validity and reliability as it is mentioned in above. Cronbach alpha of the Scale of Survey of Helping Police Use Online Social Media (sub-scale 2) is 0.79 as it is mentioned in above. It includes 8 items. Percentage of Explained variance of Survey of Helping Police Use Online Social Media (sub-scale 2) is 16.288. Percentage of cumulative variance of Survey of Helping Police Use Online Social Media (sub-scale 2) is 48.633.

3.5 Data Analysis

Collected data had been analyzed by SPSS version. Descriptive statistical analysis, t-test and one-way anova have been done in order to analyze the data.

Chapter 4

FINDINGS

Chapter 4 illustrates the analysis and findings of the gathered data in the present study.

4.1 Analysis of Demographic Characteristics of the Participants

The following table presents general demographic analysis about the participants.

Table 1: Analysis of demographic characteristics of the participants

	f	%
Age		
18-24	373	93.3%
25-34	27	6.8%
Gender		
Male	192	48%
Female	208	52%
Nationality		
TRNC	80	20%
Turkey	295	73.8%
Other	25	6.3%
Faculty		
Education	352	88%
Communication	48	12%
Did you (participants) commit a crime?		
Yes	44	11.0%
No	356	89.0%
Did anyone commit a crime in your (participants') family?		
Yes	46	11.5%
No	354	88.5%
Did you visit police office in North Cyprus?		
Yes	137	34.3%
No	263	65.8%

Table 1 shows analysis of demographic characteristics of the participants. 400 tertiary student participated in the present study and they have different characteristics one to another. When concentrating on age groups of the participants, 373 (93.3%) of them

are between ages of 18-24 years old and 27 (6.8%) of them are between ages of 25-34 years old. When concentrating on gender of the participants, out of the 400 tertiary students, 192 participants (48 %) were males and 208 (52 %) were females.

When concentrating on nationality of the participants; out of the 400 tertiary students, 80 participants (20 %) were from Turkish Republic of Northern Cyprus, 295 participants (73, 8 %) were from Turkey and 25 participants (6, 3%) were from other nations.

When concentrating on the faculty of the 400 participants, 352 participants (88 %) are from Faculty of Education and 48 participants (12 %) are from Faculty of Communication and Media Studies.

When concentrating answers of 400 participants to the question of “Did you (participants) commit a crime?” 44 participants (11 %) said that “yes” s/he committed a crime), and 365 participants (89%) said “no”, s/he didn’t commit a crime.

When concentrating answers of 400 participants to the question of “Did anyone commit a crime in your (participants’) family?” 46 participants (11.5 %) committed a crime, and 354 participants (88, 5%) said “no”, they didn’t commit a crime.

When concentrating answers of 400 participants to the question of “Did you visit police office in North Cyprus?”, 137 participants (34.3 %) said “yes” (I visit police office in North Cyprus) and 263 participants (65.8%) said “no” ” (I didn’t visit police office in North Cyprus).

Besides, two open ended questions had been asked to participants. These are; “Which sort of crime did you commit?” and which sort of crime did they (your family) commit? Some of the participants who committed and whose family member or members commit crime, they mentioned sort of crime in the black. With respect to these two questions, two tables had been prepared to indicate participants and participants’ family members’ sort of crime.

Table 2: Sorts of crime the participants committed

Which sort of crime did you commit?	f
Traffic	18
Fight	6
Smoking an indoor place	1
Cyber crime (crack password of e-school)	1
Wounding	2
Political communication/ political	2
Common crime	1
Selling illegal magazine	1
Assault	3
Tribune events	1
Drinking alcohol on the street	1
Escape from the police	1
Drug	1
Not want to mention	3
Other(make my family angry)	1

Table 2 illustrates that the participants of the present study committed various types of crime as presented in Table 2. The participants don’t generally obey traffic rules and frequency of crimes also provided that most young people don’t obey traffic rules and commit a crime with respect to traffic in the society. Fighting has the second highest

frequency that is committed by participants. Assault has a third highest frequency that is committed. Additionally, nearly 10% of the participants who committed a crime, they don't want name of the crime which they committed.

Table 3: Sorts of crime committed by their family members

Which sort of crime did they (your family) commit?	f
Traffic	17
Fight	5
Murder	1
Extortion	1
Wounding	6
Political communication/ political	2
Fraud	1
Smuggling	2
Assault	2
Drug	3
Other(make me angry)	1

Table 3 shows that family members of participants also committed various types of crime as presented in Table 3. As like as the participants, their family members also don't obey traffic rules and wounding has a second highest frequency that is committed by family members of the participants. Fighting has a third highest frequency that is committed. As a result of participants' answers, young committed crime more than elders and there is not cyber-crime in tertiary students' families.

Table 4: Reasons for visiting police office in North Cyprus

Reason of visiting police office in North Cyprus	
Losing identity card	4

In addition to previous open ended questions, the research questioned why participants visit police office in North Cyprus. They generally claimed that they visit police office because of losing identity card.

With respect to means of the each questions' answers, the researcher used scale division of Balcı (2004) for evaluating participants' answers. This scale division illustrate in below Table 5.

Table 5: The intervals of scale division

1.00-1.79	Strongly Disagree (SD),
1.80- 2.59	Disagree (D),
2.60- 3.39	Undecided (U),
3.40 – 4.19	Agree (A) ,
4.20- 5.00	Strongly Agree (SA)

4.2 Views of Tertiary Students How They Perceived Police In North Cyprus By Using Social Media Law Enforcements.

In this section, the researcher illustrates finding with respect to objectives of present study. The researcher has started to show findings sub-objective of each objective (*To explore general views of tertiary students about police officers in North Cyprus*). In the following, Table 6 indicates general views of tertiary students about police officers in North Cyprus.

Table 6: Mean Analysis of Perception of Police Survey

Statement	X	Attitude
Police officers are friendly	3.18	Undecided
Police officers protect me	3.73	Agree
Police officers treat all people fairly	2.69	Undecided
I like the police	3.59	Agree
The police are good people	3.43	Agree
The police does not discriminate	2.69	Undecided
The police provide safety	3.90	Agree
The police are helpful	3.83	Agree
The police are trustworthy	3.51	Agree
The police are reliable	3.57	Agree
Police officers are unbiased	2.83	Undecided
Police officers care about my community	3.33	Undecided

Table 6 presents the views of tertiary students about police in North Cyprus. The result indicates that tertiary students generally agree and have positive views or thoughts about police officers in North Cyprus. Under objective 1; the researcher has also tried;

- a. To explore whether there is statistically significant differences between female and male tertiary students, who commit a crime or not and whose family member/s commit a crime or not, on collaboration and contribution between police officers and tertiary students of tertiary students by using social media law enforcements.
- b. To explore whether there is statistically significant differences among age groups and nationality of the tertiary students on collaboration and contribution between police officers and tertiary students of tertiary students by using social media law enforcements.

The assumption of homogeneity of variance was tested and satisfied via Levene's F test, $F(397) = 5.18, p = .02$. The independent samples t-test was associated with a statistically significant effect, $t(397) = -1.96, p = .05$. Thus, the female participants were associated with a statistically significantly larger mean Perception of Police Survey as general sense than male participants ($p \leq 0.05$).

The assumption of homogeneity of variance was tested and satisfied via Levene's F test, $F(397) = 6.09, p = .01$. The independent samples t-test was associated with a statistically significant effect, $t(398) = -2.09, p = .04$. Thus, the female participants were associated with a statistically significantly larger mean Perception of Police Survey in light of sub-scale one than male participants ($p \leq 0.05$).

The assumption of homogeneity of variance was tested and satisfied via Levene's F test, $F(398) = 4.20, p = .04$. The independent samples t-test was associated with a statistically significant effect, $t(398) = -1.24, p = .21$. Thus, the female participants were not associated with not a statistically significantly larger mean Perception of Police Survey in light of sub-scale two than male participants ($p > 0.05$).

The assumption of homogeneity of variance was tested and satisfied via Levene's F test, $F(397) = 0.53, p = .47$. The independent samples t-test was associated with a statistically significant effect, $t(397) = -5.197, p = .00$. Thus, the participants who did not commit a crime, were associated with a statistically significantly larger mean Perception of Police Survey as general sense than the participants who committed a crime, ($p \leq 0.05$).

The assumption of homogeneity of variance was tested and satisfied via Levene's F test, $F(397) = 1.95$, $p = .16$. The independent samples t-test was associated with a statistically significant effect, $t(397) = -4.66$, $p = .00$. Thus, the participants who did not commit a crime, were associated with a statistically significantly larger mean Perception of Police Survey in light of sub-scale one than the participants who committed a crime ($p \leq 0.05$).

The assumption of homogeneity of variance was tested and satisfied via Levene's F test, $F(398) = 1.13$, $p = .29$. The independent samples t-test was associated with a not statistically significant effect, $t(398) = -5.41$, $p = .00$. Thus, the participants who did not commit a crime, were associated with a statistically significantly larger mean Perception of Police Survey in light of sub-scale two than the participants who committed a crime ($p \leq 0.05$).

The assumption of homogeneity of variance was tested and satisfied via Levene's F test, $F(397) = 0.15$, $p = .70$. The independent samples t-test was associated with a statistically significant effect, $t(397) = -1.49$, $p = .14$. Thus, the participants whose family member did not commit a crime, were associated with not a statistically significantly larger mean Perception of Police Survey as general sense than the participants whose family member committed a crime, ($p > 0.05$).

The assumption of homogeneity of variance was tested and satisfied via Levene's F test, $F(397) = .26$, $p = .61$. The independent samples t-test was associated with a statistically significant effect, $t(397) = -.81$, $p = .42$. Thus, the participants whose family member did not commit a crime, were associated with not a statistically

significantly larger mean Perception of Police Survey in light of sub-scale one than the participants whose family member committed a crime ($p > 0.05$).

The assumption of homogeneity of variance was tested and satisfied via Levene's F test, $F(398) = .04$, $p = .85$. The independent samples t-test was associated with a statistically significant effect, $t(398) = -2.99$, $p = .00$. Thus, the participants whose family member did not commit a crime, were associated with a statistically significantly larger mean on Perception of Police Survey in light of sub-scale two than the participants whose family member committed a crime ($p \leq 0.05$).

The assumption of homogeneity of variance was tested and satisfied via Levene's F test, $F(397) = 3.50$, $p = .06$. The independent samples t-test was associated with a statistically significant effect, $t(397) = .43$, $p = .67$. Thus, the participants who are in age group one (18-24 years old), were associated with not a statistically significantly larger mean Perception of Police Survey in general than the participants who are in age group two (25-34 years old) ($p > 0.05$).

The assumption of homogeneity of variance was tested and satisfied via Levene's F test, $F(397) = 3.89$, $p = .05$. The independent samples t-test was associated with a statistically significant effect, $t(397) = .75$, $p = .45$. Thus, the participants who are in age group one (18-24 years old), were not associated with a statistically significantly larger mean Perception of Police Survey in light of sub-scale one than the participants the participants who are in age group two (25-34 years old) ($p > 0.05$).

The assumption of homogeneity of variance was tested and satisfied via Levene's F test, $F(398) = 3.40$, $p = .07$. The independent samples t-test was associated with a

statistically significant effect, $t(398) = -.50$ $p=.62$. Thus, the participants who are in age group two (25-34 years old), were associated with not a statistically significantly larger mean Perception of Police Survey in light of sub-scale two than the participants who are in age group one (18-24 years old) ($p > 0.05$).

According to the nationality of the participants, there is not a statistically significantly difference between groups.

4.3 Views of Tertiary Students Contribution Of Social Media Law Enforcements

In light to first sub-objective of objective 2: The researcher tried to explore tertiary students' views on contribution of social media law enforcements. Table 7, Table 8 and Table 9 10 illustrate findings of first sub-objective of objective 2.

Table 7: Mean Analysis of Survey of Online Social Media

Statement	X	Attitude
Online social media in crime fighting/investigating activities will be critically important in the future	3.96	Agree
Online social media policy is necessary for using and benefitting from Online Social Media effectively.	3.92	Agree
Information obtained via online social media can help me solve my investigations more quickly.	3.89	Agree
Online Social media is a valuable tool in anticipating crimes.	3.74	Agree
Information obtained via online social media is trustworthy.	3.01	Undecided

Table 7 presents the views of tertiary students about using Online Social Media personally. The result indicates that tertiary students generally agree with statements of Survey of Online Social Media.

Table 8: Mean Analysis of Survey of Helping Police Use Online Social Media (Part 1)

Statement	X	Attitude
Online social media in crime fighting / investigating activities will be critically important in the future.	3.93	Agree
Police should make an Online social media usage policy (rules and regulation) for using and benefitting from Online Social Media effectively.	3.98	Agree
Information obtained via online social media can help police solve investigations more quickly.	3.87	Agree
Online Social media is a valuable tool in anticipating crimes.	3.74	Agree
Information obtained via online social media is trustworthy.	3.18	Undecided

Table 8 presents the views of tertiary students about Survey of Helping Police Use Online Social Media*Part 1 personally. The result indicates that tertiary students generally agree with statements of Survey of Helping Police Use Online Social Media*Part 1.

Table 9: Mean Analysis of Survey of Helping Police Use Online Social Media (Part 2)

Statement	X	Attitude
A tweet / post with a positive feedback about police organization of your area / state, which others (general public) in Online Social Media should know. E.g.: We thank police for reducing the crime in our city.	4.68	Strongly Agree
Tweet from your state police organization asking information from general public. E.g.: Police announced A Prize of 10 Lac on providing names of wanted criminals by the Anti-Terrorism Squad in Mumbai.	4.80	Strongly Agree
Tweet / post from other state's organization giving any information. E.g.: UP police requested people in a tweet not to trust any rumors / messages on Facebook, Twitter, You Tube and Whatsapp.	4.39	Strongly Agree
A tweet with disagreement expressed in it from other common people. For e.g. People complaining about a girl being beaten in a WagonR car on the Greater Noida Expressway (UP). But not a single policeman / PCR van was there to help.	4.21	Strongly Agree
A tweet with sensitive information mentioning police department of your state in the tweet. E.g.: During the Muzaffarnagar (UP) riots, a resident tweeted that: "Plan to attack Krishnapuri Muhalla. Assembly in khalapur mosque of Muzaffarnagar (UP). Please do needful @upplicepr and @adgpi	4.12	Agree
A post / tweet which is negative and can be flaming. E.g.: In the Muzzafarnagar riots, messages showing morphed news articles and news items showing dead bodies were posted on Facebook and Twitter.	3.47	Agree
Tweets / posts which are abusive. For E.g. We hate police for not taking action in time.	3.17	Undecided
Other (please specify)	1.31	Strongly Disagree

Table 9 presents the views of tertiary students about Survey of Helping Police Use Online Social Media*Part 2 personally. The result indicates that tertiary students generally strongly agree with statements of Survey of Helping Police Use Online Social Media*Part 2.

With respect to the second sub-objective of objective 2: the researcher seeks to explore whether there is a statistically significant differences between female and male tertiary students, who commit a crime or not and whose family member/s commit a crime or not, on how to analyze collaborative interaction between police officers and tertiary students' contribution of social media law enforcements on tertiary students' views.

Also, in relation to the third sub-objective of objective 2: The researcher tries to find out whether there are statistically significant differences among age groups and nationality of the tertiary students on how analyze collaborative interaction between police officers and tertiary students' contribution of social media law enforcements on tertiary students' views.

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = .33, p = .57$. The independent samples t-test is associated with a statistically significant effect, $t(398) = -.49, p = .63$. Thus, the female participants are associated with not a statistically significantly larger mean Survey of Online Social Media as general sense than male participants ($p > 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = 3.30, p = .07$. The independent samples t-test is associated with a statistically significant effect, $t(398) = .41, p = .68$. Thus, the female participants are associated with not a statistically significantly larger mean Survey of Helping Police Use Online Social Media (Part 1) than male participants ($p > 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = .24, p = .63$. The independent samples t-test is associated with a statistically

significant effect, $t(398) = 2.17, p = .03$. Thus, the male participants are not associated with a statistically significantly larger mean Survey of Helping Police Use Online Social Media (Part 2) than female participants ($p \leq 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = .82, p = .37$. The independent samples t-test is associated with a statistically significant effect, $t(398) = 1.74, p = .08$. Thus, the male participants are not associated with not a statistically significantly larger mean Survey of Helping Police Use Online Social Media (Part 1-2 general) female participants ($p > 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = 4.44, p = .04$. The independent samples t-test is associated with a statistically significant effect, $t(398) = -1.85, p = .07$. Thus, the participants who did not commit a crime, are associated with not a statistically significantly larger for the Survey of Online Social Media than the participants who committed a crime, ($p > 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = .96, p = .33$. The independent samples t-test is associated with a statistically significant effect, $t(398) = -1.28, p = .20$. Thus, the participants who did not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 1) than the participants who committed a crime ($p > 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = .05, p = .82$. The independent samples t-test is associated with a statistically significant relationship effect, $t(398) = -1.49, p = .14$. Thus, the participants who did

not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 2) than the participants who committed a crime ($p > 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = .04$, $p = .85$. The independent samples t-test is associated with a statistically significant effect, $t(398) = -1.67$, $p = .10$. Thus, the participants who did not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 1-2 general) than the participants who committed a crime ($p > 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = 1.65$, $p = .20$. The independent samples t-test is associated with a statistically significant effect, $t(398) = -.60$, $p = .55$. Thus, the participants whose family member did not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Online Social Media than the participants whose family member committed a crime, ($p > 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = .10$, $p = .75$. The independent samples t-test is associated with a statistically significant effect, $t(398) = -.58$, $p = .56$. Thus, the participants whose family member did not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 1) than the participants whose family member committed a crime ($p > 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = .61, p = .44$. The independent samples t-test is not associated with a statistically significant effect, $t(398) = -.49, p = .63$. Thus, the participants whose family member did not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 2) than the participants whose family member committed a crime ($p > 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = .12, p = .73$. The independent samples t-test is not associated with a statistically significant effect, $t(398) = -.58, p = .56$. Thus, the participants whose family member did not commit a crime, were associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 1-2 general) than the participants whose family member committed a crime ($p > 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = 3.06, p = .08$. The independent samples t-test is associated with a statistically significant effect, $t(398) = 2.63, p = .01$. Thus, the participants who are in age group one (18-24 years old), are associated with a statistically significantly larger mean for the Survey of Online Social Media than the participants who are in age group two (25-34 years old) ($p \leq 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = .08, p = .77$. The independent samples t-test is associated with a statistically significant effect, $t(398) = 2.77, p = .01$. Thus, the participants who are in age group one (18-24 years old), are associated with a statistically significantly larger mean for

the Survey of Helping Police Use Online Social Media (Part 1) the participants the participants who are in age group two (25-34 years old) ($p \leq 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = .10$, $p = .76$. The independent samples t-test is associated with a statistically significant effect, $t(398) = -.19$, $p = .85$. Thus, the participants who are in age group two (25-34 years old), are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 2) than the participants who are in age group one (18-24 years old) ($p > 0.05$).

The assumption of homogeneity of variance is tested and satisfied via Levene's F test, $F(398) = .21$, $p = .65$. The independent samples t-test is associated with a statistically significant effect, $t(398) = .67$, $p = .50$. Thus, the participants who are in age group two (25-34 years old), are associated with not a statistically significantly larger mean Survey of Helping Police Use Online Social Media (Part 1-2 general) than the participants who are in age group one (18-24 years old) ($p > 0.05$).

According to the nationality of the participants, there is a statistically significant difference between groups. Participants who are Turkish ($p = 0.05$), they have a larger mean for the Survey of Online Social Media than the participants who are Turkish Cypriots and who are the from different nationalities ($p \leq 0.05$).

According to the nationality of the participants, there is a statistically significant difference between groups. Participants who are Turkish ($p = 0.02$), they have a larger mean for the Survey of Helping Police Use Online Social Media than the participants who are Turkish Cypriots and who are the from different nationalities ($p \leq 0.05$).

Table 10: Activities uses on Social Media

Which of the following activities can you use online Social Media e.g. Facebook for?	f
Crime Investigation	103
Listening / Monitoring	210
Intelligence	73
Soliciting tips about crime	73
Notifying the public of crime problems	90
Notifying the public of an emergency situation or disaster related issues	168
Crime prevention activities	89
Community outreach / citizen engagement	182
Public relation / reputation management	110
In-service training	86
Recruitment	113
Vetting / background investigation of job candidates	83
Don't use social media tools	60
Other	27

According to Table 10, participants mentioned that which kinds of activities they do on social media. “Listening or monitoring” has the first highest frequency, “community outreach or citizen engagements” has the second highest frequency and “notifying the public of an emergency situation or disaster related issues” has the third highest frequency.

Table 11: Social media platforms currently used

Which social media platforms do you currently use?	f
Facebook	270
Google+	232
LinkedIn	23
MySpace	5
Twitter	198
Vine	9
YouTube	353
Other text / email bases communication	103
Whatsapp	369
WeChat	6
Line	4
Do not use any	3
Instagram	74
Other	34

According to Table 11, participants mentioned that which online social media platforms they currently use. “Whatsapp” has the first highest frequency, “Youtube” has the second highest frequency and “Facebook” has the third highest frequency.

Table 12: Others - Social media platforms currently used

Which online social media platforms would do you currently use?	f
Snapchat	3
Uludağ Sözlük/ Uludağ Dictionary	1
Ekşi Sözlük/Ekşi Dictionary	1

According to Table 11, participants also mentioned that which Social Media platforms they currently marked as “Other” and mentioned their current use of Social Media platforms in Table 12.

Table 13: The barriers to using social media for participants’ day to day activity

What are the barriers to using online social media for your day to day activity?	f
Security concerns	233
Privacy concerns	237
Liability concerns	88
Resource constraints like machines, Internet	73
Resource constraints like personnel	19
Not appropriate for my community	33
Other (please specify)	15

According to Table 13, participants mentioned that what are the barriers to use Social Media for your day to day activity? “Privacy concerns” has the first highest frequency, “Security concerns” has the second highest frequency and “Liability concerns” has the third highest frequency as the barriers to using Social Media for participants’ day to day activities.

Table 14: Does your organization have a written Social Media policy?

Does your organization have a written online Social Media policy?	f	%	Mean X
Yes	233	58.3	1.78
No	22	5.5	
I don’t know	142	35.5	
Other (please specify)	3	0.8	

According to Table 14, participants mentioned that does your organization have a written online social media policy? Out of 400 tertiary students, 233 of them said

“Yes”, 22 of them said “No”, 142 of them said “I don’t know” and 3 of them said “other“.

Table 15: What are the types of investigation that you think can be done through Social Media?

What are the types of investigation that you think can be done through online Social Media?	f
Identify persons of interest	249
Identify criminal activity	112
Identify associates and acquaintances affiliated with persons of interest	221
Identify location of criminal activity	81
Gather photos or statements to corroborate evidence	164
Identify/monitor persons of interest’s whereabouts	193
Understanding criminal networks	62
Soliciting tips on crimes	114
Use information from social media as probable cause for search warrants	49
Other (please specify)	16

According to Table 15, participants mentioned that “What are the types of investigation that you think can be done through online social media?” “Identify persons of interest” has the first highest frequency, “Identify associates and acquaintances affiliated with persons of interest” has the second highest frequency and “Identify/monitor persons of interest’s whereabouts” has the third highest frequency.

Table 16: Which of the following activities should police use online Social Media

According to you, for which of the following activities should police use online Social media, e.g. Facebook?	f
Crime Investigation	211
Listening / Monitoring	222
Intelligence	166
Soliciting tips about crime	234

Notifying the public of crime problems	166
Notifying the public of an emergency situation or disaster related issues	217
Crime prevention activities	138
Community outreach / citizen engagement	168
Public relation / reputation management	129
In-service training	79
Recruitment	84
Vetting / background investigation of job candidates	98
Should not use social media tools	36
None of the above	18
All of the above	12
Other	12

According to Table 16, participants mentioned that “Which of the following activities should police use online Social Media”. “Soliciting tips about crime” has the first highest frequency, “Listening / Monitoring” has the second highest frequency and “notifying the public of an emergency situation or disaster related issues” has the third highest frequency.

Table 17: Police pages / accounts on Social Media

According to you, do Police pages / accounts (e.g. Delhi Police Page, Mumbai Police page, or any other state police page) exists on Online Social Media e.g. Facebook, Twitter, etc.?	F	%	Mean X
Yes, I have seen police page / profile on Online Social Media	122	30.5	2.16
Yes, I have heard about police pages, but not seen them	99	24.8	
No, I am not aware of such pages / profiles on Online Social Media	171	42.8	
Other (please specify)	8	2.0	

According to Table 17, participants mentioned that “do Police pages / accounts (e.g. Delhi Police Page, Mumbai Police page, or any other state police page) exists on Online Social Media e.g. Facebook, Twitter, etc.?”. Out of 400 tertiary students, 122 of them said “Yes, I have seen police page / profile on Online Social Media”, 99 of them said “Yes, I have heard about police pages, but not seen them”, 171 of them said “No, I am not aware of such pages / profiles on Online Social Media” and 8 of them said “other”.

Table 18: Which online social media platforms would you like to use to communicate with Police?

Which online social media platforms would do you like to use to communicate with Police?	F
Facebook	152
Google+	53
LinkedIn	8
MySpace	6
Twitter	91
Vine	3
YouTube	41
Other text / email bases communication	54
Whatsapp	228

WeChat	8
Line	8
Do not use any	41
Instagram	13
Other	22

According to Table 11, participants mentioned that “Which online social media platforms would do you like to use to communicate with Police?” “Whatssup” has the first highest frequency, “Facebook” has the second highest frequency and “Twitter” has the third highest frequency.

Table 19: Which Social Media platforms would do you like to use to communicate with police?

Which online Social Media platforms would do you like to use to communicate with Police?	f
BIP	2
SMS	3

According to Table 18, participants also mentioned that which Social Media platforms they currently marked as “Other” and mentioned “Which online Social Media platforms would do you like to use to communicate with Police?” in Table 19.

Table 20: Which of these according to you are potential barriers for using Social Media by police departments?

Which of these according to you are potential barriers for using online Social Media by police departments	f
Security concerns	251
Privacy concerns	253
Liability concerns	83
Resource constraints like machines, Internet	60

Resource constraints like personnel	58
Not appropriate for my community	42
Other (please specify)	26

According to Table 20, participants mentioned that Which of these according to you are potential barriers for using online Social Media by police departments? “Privacy concerns” has the first highest frequency, “Security concerns” has the second highest frequency and “Liability concerns” has the third highest frequency as the barriers for using online social media by police departments.

Table 21: How would you like to communicate information (e.g. complaints and feedbacks) to police using Social Media?

How would you like to communicate information (e.g. complaints and feedbacks) to police using Online Social Media?	f
Post anonymous information on police page.	194
Post on police page with minimal personal results e.g. email id.	101
Send direct messages to police pages.	171
Create a fake account to inform police.	26
Would use police pages to get information only.	49
Other (please specify)	14

According to Table 21, participants mentioned that “How would you like to communicate information (e.g. complaints and feedbacks) to police using Online Social Media?” Out of 400 tertiary students, 194 of them said “Post anonymous information on police page”, 101 of them said “Post on police page with minimal personal results e.g. email id.”, 171 of them said “Send direct messages to police pages”, 26 of them said “Create a fake account to inform police”, 49 of them said “Would use police pages to get information only” and 14 of them said “other“.

Table 22: What issues would you like to report to police using Social Media?

What issues will you like to report to police using Online Social Media?	f
Eve Teasing cases	90
Neighborhood problems like drunk people on streets, loud music of streets	197
Traffic Problems	254
Domestic violence	244
Beggars	119
Child Labour	251
Barricading in wrong areas	97
Give feedback about their actions	74
Theft	221
Other (please specify)	33

According to Table 22, participants mentioned that “What issues will you like to report to police using Online Social Media?” “Traffic Problems” has the first highest frequency, “Child Labour” has the second highest frequency and “Domestic violence” has the third highest frequency that the participants like to report to police using Online Social Media.

Table 23: What issues would you like to report to police using Social Media? (Who said other?)

What issues will you like to report to police using online social media? (Who said other)	f
Substance use	1
Political Crimes	1
Terrorist activities	1
Infant rape/ Raping babies	1
Sexual abuse	4
Verbal abuse	1
Child marriages	1
Illegal betting	1

Kidnapping	1
Violence against animals /Animal violence	1
Other (I do not report to people, especially to the police. Never!)	1

According to in Table 23, participants also mentioned that what issues they would you like to report to police using online social media.

Table 24: How much time should police take to acknowledge that they have seen the posts / messages posted on Social Media by citizens?

How much time should Police take to acknowledge that they have seen the posts / messages posted on Online Social Media by citizens? Choose one which is applicable.	f	%	Mean X
Less than an hour	122	30.5%	3.02
1 -- 2 hours	65	16.3%	
2 -- 5 hours	72	18%	
6 -- 24 hours	57	14.3%	
25 -- 48 hours	43	10.8%	
1 week	9	2.3%	
More than a Week	17	4.3%	
Should take action on my problem, need not reply / acknowledge my complaint.	12	3.0%	
Other (please specify)	3	0.8%	

Table 24 shows the replies obtained for how much time should Police take to acknowledge that they have seen the posts / messages posted on Online Social Media by citizens? 30.5% of the participants want to take feedback in less than an hour.

4.4 Discussion

The preliminary goal of the present study is to explore the contribution of social media to increase law enforcement is a primary necessity for public safety all around the

world. Thus, the present study seeks to explore tertiary students who study at Eastern Mediterranean University in spring 2019, views on the contribution of social media to support, to analyze and to highlight the need of enhancing day to day collaborative interaction between police and tertiary students. Therefore, as it has been already mentioned in the first chapter, the researcher listed the objectives of the present study. According to previous studies, the findings of the present study has been discussed in this chapter. Thus, the participants of the present study claim that they have positive perception toward the police in North Cyprus. There is no similar study about tertiary students' perception toward the police in North Cyprus. Recent studies revealed that in the similar concept; the tertiary students. Lim, Johnson and Lee (2015) conducted a study on college students' views on police and participants of their study claim that they have positive attitude toward police in their place. In addition to this positive views toward the police officers, findings of some studies show that positive views and attitudes toward the police can prevent a number of crime (Lewis, Wilks, Geiger, Barthelemy & Livermore, 2017). In addition to this view, some researchers also pointed out that when citizens have positive attitudes towards the police officers, they can be more cooperatively with police authority (Tyler, 2005; Mazerolle et al., 2013).

The present study also seeks to find out whether there is statistically significant difference between female and male tertiary students on collaboration and contribution between police officers and tertiary students of tertiary students by using social media law enforcements. Besides, the present study seeks to explore whether there is statistically significant difference among age groups and nationality of the tertiary students on collaboration and contribution between police officers and tertiary students of tertiary students by using social media law enforcements. According to the findings

of the present study, there is a significant difference among participants towards police with respect to gender and age. There is a only significant relationship between students' gender and perception of police survey as general. Female participants have more positive attitude and views towards the police officers in North Cyprus. Additionally, the female participants do not believe that police officers do not show bias behavior to people. Findings of some previous studies' show that there is not conclusive result about views towards police officers [positive or negative views] with respect to age, gender and citizen of the participants (Gau, 2010; Mbuba, 2010; Jiang, Sun, & Wang, 2012). Thus, the findings of previous studies repeatedly supported by findings of the present study.

In addition to discussion on findings of the first objective, the present study aims to investigate collaborative interaction between police officers and tertiary students' contribution of social media law enforcements on tertiary students' views. The result of second objective has been already mentioned in Chapter 4, general views of the participants indicate necessity of collaborative interaction between police officers and tertiary students' contribution of social media law enforcements. With this respect, the main purpose of the present study focuses tertiary students' views on role of social media in law enforcement. According to findings of the present study, using social media can increase law enforcement. Previous studies have also similar findings (Crump, 2011; Stevens, 2011; Bain, Robinson & Conser, 2014; Snively, 2016).

As it has been already mention in the Chapter 4 (findings), the participants would like to use some social media platforms more than others in light of law enforcement. The first three social media were listed Whatsupp (1st), Youtube (2nd) and Facebook (3rd) in personally using. However, the participants prefer to use Whatsupp (1st), Facebook

(2nd) and Twitter (3rd) to communicate with police. Within this respect, in official web page of IACP involves nearly thirty subdivisions by individual social media platform such as Facebook, Twitter, Nixle and Instagram (IACP, 2015). People like to share Twitter messages for providing law enforcement (Van De Velde, Meijer, & Homburg, 2015). “The Manifold social networking sites like Facebook, WhatsApp, Instagram, Twitter, LinkedIn, Google +, and others open the door to share ideas, views, and thoughts on the same platform (Singh, 2017, p.128).

According to the findings of the present study, the participants mention that they don't feel comfortable to share their views on social media and the researcher asked the question “barriers on sharing their views on social media”, the most participants state that they are afraid of privacy and security barriers. Within this respect, Snively (2016) shares own suggestion for this problem and states that necessity of international mechanism for providing safety. However, social media have impact on relationships between police and community in light of public confidence, trust, satisfaction and effectiveness. (Grimmelikhuijsen & Meijer, 2015; Ruddell & Jones, 2013). Meanwhile, Snively (2016) also focuses on necessity of international mechanism for responding as feedback on social media.

The present study also seeks to explore whether there is statistically significant differences between female and male tertiary students, who commit a crime or not and whose family member/s commit a crime or not, on how analyze collaborative interaction between police officers and tertiary students' contribution of social media law enforcements on tertiary students' views as sub-objective. The findings of the present study show that, there is a significantly difference between male and female participants' views on collaborative interaction between police officers and tertiary

students' contribution of social media law enforcements (especially based on Twitter case examples).

The findings of the present study show that, there is a statistically difference among age groups of participants' views on collaborative interaction between police officers and tertiary students' contribution of social media law enforcements. Especially, the participants who are 18-24 years old, they like to use social media to communicate with the police. As it has been also mentioned in Chapter 4, the participants of the present study is consisting of young population, therefore, the findings of the present study can't make a comment for the older. Thus, current thinking show that younger users can get more benefit from social media for accessing police services (Rudell & Jones, 2013). The findings of the present study show that, there is a statistically difference among nationality of participants' views on collaborative interaction between police officers and tertiary students' contribution of social media law enforcements. As it has been mentioned in Chapter 4.

In this way, Bain, Robinson & Conser (2014) claim that implication of recent developments in the Internet technologies in society have influenced police for being a reactive, rather than proactive. Police officers should be active in social media in national or international mechanism. In the 21st century, people like to be a mobile and online as possible as. Therefore, mobility and providing online services by law enforcement agencies should be taken a consideration. Within this respect, Grogan (2015) mentions that while proving public safety, [law enforcement] agencies should use mobile devices because almost all citizen in their communities are using mobile devices (such as smart phones). Meanwhile, police officers or other law enforcement officers may adopt to social media more than traditional media because some of

research findings show the similar findings such Geary's study findings show that police officers were not gradual adopt to social media, nevertheless, they get benefit of social media for interactive communication (Geary, 2016). Additionally, some researches are conducted with respect to Diffusion and Innovations Theory and Uses and Gratification Theory. These theories focus on place of technology in their perspective. For example, Goldhaber (2003) conducts study on determine the factors affecting the decision of compliance. Findings of Goldhaber study shows that there is a significant relationship between the visibility and appropriateness of innovation and attitude of people. For this reason, visibility of social media has been questioned in the present study. Survey of Online Social Media and Helping Police use Online Social Media have specific questions to question visibility and appropriateness of innovations. For instance, "Police pages / accounts exist on Social Media" "What are the barriers to using online social media for your day to day activity?". In addition to visibility and appropriateness of innovation, Mao (2001) points out how they perceived benefits from innovation. When people get information that leads to get the benefit from information. Thus, perceiving benefits can be related to Uses and Gratifications Theory as well. In addition to Uses and Gratifications Theory, studies in law enforcement by policing show that police officers need to adapt their services to technological innovations to increase law enforcements in the community. As it has already mentioned in Chapter 2, in the last two decades the improvements of the Internet technologies open new dimensions for all professions, fields, companies and government organizations. Within this respect, one of most appropriate theories is Diffusion of Innovations Theory to discuss these changes in all systems. Numbers of studies were also conducted on the role of Diffusion of Innovations in policing (For example, Weiss (1997) focuses on power of the technological improvements for

providing powerful network between police and community; King (2000) and Johnson (2015) focus on need of innovation in policing to provide police organization in multi-dimensionally services to community. Weisburd and Lum (2005) focuses on role and contribution of the Internet technologies in crime mapping). Thus, Diffusion of Innovations Theory is a good source to analyze need of innovation in police organizations.

Chapter 5

CONCLUSION

This chapter sets out to draw conclusions for the study. The information included in this final chapter comprises three subheadings as the Summary of the Study, Conclusions Drawn from the Study and Recommendations.

5.1 Summary of the Study

The present study focuses on role of Web 2.0 and Web 3.0 Internet technologies in law enforcement. Based on the rapid development of the Internet technologies open new dimensions to communication not only for people but also government agencies. Therefore, Social Media platforms rapidly need to be updated and adapted to all government agencies. For instance, if police officers use Social Media in their work, this would help increase law enforcements. Especially young citizens are used to use Social Media more than other communication tools to manage their staffs easily and fast. At the same time, government agencies (such as the police) get used to using Social Media platforms to provide better service and expedited to their citizens. Within the sense of collaboration, Social Media contributes to personal relationships with residents by spreading information about the government agencies and their performance. Thus, the present study aims to identify the contribution of social media to increase law enforcement in North Cyprus because the contribution of social media is ultimately vital for public safety all around the world as well. Within this respect, the researcher has tried to “find out general views on collaboration and contribution between police officers and tertiary students of tertiary students by using social media

law enforcements” and “to investigate collaborative interaction between police officers and tertiary students’ contribution of social media law enforcements on tertiary students’ views”. The present study is conducted in North Cyprus in Spring semester in 2019 and at the Eastern Mediterranean University. Therefore, the country is North Cyprus, the time of the present study is Spring semester 2019, population is Turkish and English speaking tertiary students who study at the Faculty of Education and Faculty of Communication and Media Studies at the Eastern Mediterranean University. These are the primary limitations of the present study. Research methodology of the present study is determined as quantitative. For the present study, case study has been preferred as a research design. The researcher collected data from the students at the Eastern Mediterranean University in spring semester 2019. Convenience sampling strategy is used while determining the sample of the present study to reach numbers of the subject in one academic semester. Three surveys (Perceptions of Police Survey, Survey of Online Social Media and Helping Police use Online Social Media) and demographic questionnaire are used to collect data. Perceptions of Police Survey is designed by Nadal & Davidoff in 2015 and Survey of Online Social Media and Helping Police use Online Social Media are designed by Sachdeva in 2017.

5.2 Conclusions Drawn from the Study

This section includes major findings of the present study in light of the research questions.

5.2.1 Research Question 1: What are the tertiary students' general views/attitudes on collaboration and contribution between police officers and tertiary students of tertiary students by using Social Media law enforcements?

In the light of the research question 1: The views of tertiary students about police in North Cyprus are revealed. The result indicates that tertiary students generally agree and have positive views or thoughts about police officers in North Cyprus. The participants views show diversities, according to the participants' gender, with respect to those who commit a crime or not and whose family member/s commit a crime or not.

Also, the researcher tried to explore whether there is statistically significant difference between female and male tertiary students, who commit a crime or not and whose family member/s commit a crime or not, among age groups and nationality of the tertiary students on how they evaluate collaborative interaction between police officers and tertiary students' with respect to the contribution of social media to law enforcements.

Examining research question 1 in the light of gender the participants; the female participants are associated with a statistically significantly larger mean of Perception of Police Survey as general sense than male participants. The female participants are associated with a statistically significantly larger mean of Perception of Police Survey in light of sub-scale one than male participants. The female participants are associated with not a statistically significantly larger mean of Perception of Police Survey in the light of sub-scale two than male participants.

Examining research question 1 with respect to the participants who committed a crime or not; the participants who did not commit a crime, are associated with a statistically significantly larger mean of Perception of Police Survey in general than the participants who committed a crime. The participants who did not commit a crime, are associated with a statistically significantly larger mean of Perception of Police Survey on sub-scale one than the participants who committed a crime. The participants who did not commit a crime, are associated with a statistically significantly larger mean of Perception of Police Survey in light of sub-scale two than the participants who committed a crime.

Examining research question 1 in light of the participants whose family members committed a crime or not; the participants whose family members did not commit a crime, are associated with a not statistically significantly larger mean of Perception of Police Survey as general sense than the participants whose family member committed a crime. The participants whose family members did not commit a crime, are associated with not a statistically significantly larger mean of Perception of Police Survey in light of sub-scale one than the participants whose family member committed a crime. The participants whose family member did not commit a crime, are associated with a statistically significantly larger mean of Perception of Police Survey in light of sub-scale two than the participants whose family member committed a crime.

Examining research question 1 in light age the participants;, the participants who are in age group one (18-24 years old), are associated with not a statistically significantly larger mean of Perception of Police Survey as general sense than the participants who are in age group two (25-34 years old). The participants who are in age group one (18-24 years old), are associated with not a statistically significantly larger mean of

Perception of Police Survey in light of sub-scale one than the participants the participants who are in age group two (25-34 years old). The participants who are in age group two (25-34 years old), are associated with not a statistically significantly larger mean of Perception of Police Survey in light of sub-scale two than the participants who are in age group one (18-24 years old).

Examining research question 1 in light nationality the participants; there is not a statistically significant differences among nationality groups (TRNC, TR and Other).

5.2.2 Research Question 2: How can using Social Media provide collaborative interaction between police officers and tertiary students' contribution of Social Media law enforcements?

In light to research question 2: The researcher tries to explore tertiary students 'views on contribution of social media law enforcements. Thus, views of tertiary students about using Online Social Media as personally is examined and the result indicates that tertiary students generally agree with the statements of Survey of Online Social Media as presented in Chapter 4. Also, views of tertiary students about Survey of Helping Police Use Online Social Media*Part 1 and Part 2 as personally are examined and the result indicates that tertiary students generally agree with the statements of Survey of Helping Police Use Online Social Media*Part 1. Additionally, the result indicates that tertiary students generally strongly agree with the statements of Survey of Helping Police Use Online Social Media*Part 2.

In relation to the research question 2: The researcher tries to explore whether there is a statistically significant difference between female and male tertiary students, who commit a crime or not and whose family member/s commit a crime or not, among age groups and nationality of the tertiary students on how analyze collaborative interaction

between police officers and tertiary students' contribution of social media law enforcements on tertiary students' views.

Examining research question 2 in light gender the participants; the female participants are associated with not a statistically significantly larger mean as far as the Survey of Online Social Media as general sense than male participants. The female participants are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 1) than male participants. The male participants are associated with a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 2) than female participants. The male participants are associated with not a statistically significantly larger mean Survey of Helping Police Use Online Social Media (Part 1-2 general) female participants.

Examining research question 2 in light of the participants who committed a crime or not; the participants who did not commit a crime, are associated with not a statistically significantly larger for the Survey of Online Social Media than the participants who committed a crime. The participants who did not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 1) than the participants who committed a crime. The participants who did not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 2) than the participants who committed a crime. The participants who did not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 1-2 general) than the participants who committed a crime.

Examining research question 2 with respect to the participants whose family member committed a crime or not; the participants whose family member did not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Online Social Media than the participants whose family member committed a crime. The participants whose family member did not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 1) than the participants whose family member committed a crime. The participants whose family member did not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 2) than the participants whose family member committed a crime. The participants whose family member did not commit a crime, are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 1-2 general) than the participants whose family member committed a crime.

Examining research question 2 with respect to the age of the participants; the participants who are in age group one (18-24 years old), are associated with a statistically significantly larger mean for the Survey of Online Social Media than the participants who are in age group two (25-34 years old). The participants who are in age group one (18-24 years old), are associated with a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 1) the participants the participants who are in age group two (25-34 years old). The participants who are in age group two (25-34 years old), are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 2) than the participants who are in age group one (18-24 years old).

The participants who are in age group two (25-34 years old), are associated with not a statistically significantly larger mean for the Survey of Helping Police Use Online Social Media (Part 1-2 general) than the participants who are in age group one (18-24 years old).

According to the nationality of the participants, there is a statistically significantly difference between groups. Participants who are Turkish, they have a larger mean for the Survey of Online Social Media than the participants who are Turkish Cypriots and who are the from different nationalities.

According to the nationality of the participants, there is a statistically significantly difference between groups. Participants who are Turkish have a larger mean for the Survey of Helping Police Use Online Social Media than the participants who are Turkish Cypriots and who are the from different nationalities .

According to the findings of the present study also some demographical information is obtained. For example, participants mentioned which kinds of activities they do on social media. “Listening or monitoring” has the highest frequency, “community outreach or citizen engagements” has the second highest frequency and “notifying the public of an emergency situation or disaster related issues” has the third highest frequency. According to the participants’ claims, “Whatsup” has the first highest frequency, “Youtube” has the second highest frequency and “Facebook” has the third highest frequency as online social media platforms they currently use. Moreover, participants mentioned that what are the barriers to using online social media for your day to day activity? “Privacy concerns” has the highest frequency, “Security concerns” has the second highest frequency and “Liability concerns” has the third highest

frequency as the barriers to using online social media for participants' day to day activities.

Awareness of the participants have been also checked by the second questionnaire. According to the participants' claims; they are aware of online media policy of their organization. More than half of the participants know that their organization have a written social media policy. Views of the participants had been asked on "What are the types of investigation that you think can be done through online social media?" . According the findings, "Identify persons of interest" has the highest frequency, "Identify associates and acquaintances affiliated with persons of interest" has the second highest frequency and "Identify/monitor persons of interest's whereabouts" has the third highest frequency.

Participants' views was questioned about "Which of the following activities should police use online Social media". "Soliciting tips about crime" has the highest frequency, "Listening / Monitoring" has the second highest frequency and "notifying the public of an emergency situation or disaster related issues" has the third highest frequency. Awareness of the participants have been also checked by the second questionnaire as it has been mentioned in above in the light of online media policy of their organization. In addition to this, awareness of the participants have been also checked by the second questionnaire "do Police pages / accounts exists on Online Social Media e.g. Facebook, Twitter, etc.?" For this question, nearly half of the participants are familiar about online social media platform of the police officers. Besides, the participants also listed that "Which online social media platforms would do you like to use to communicate with Police?" "Whatssup" has the first highest

frequency, “Facebook” has the second highest frequency and “Twitter” has the third highest frequency.

Moreover, the participants also mentioned that which of these according to you are potential barriers for using online social media by police departments? “Privacy concerns” has the highest frequency, “Security concerns” has the second highest frequency and “Liability concerns” has the third highest frequency as the barriers for using online social media by police departments. Participants mentioned that “How would you like to communicate information (e.g. complaints and feedbacks) to police using Online Social Media?” Out of 400 tertiary students, 194 of them said “Post anonymous information on police page”, 101 of them said “Post on police page with minimal personal results e.g. email id.”, 171 of them said “Send direct messages to police pages”, 26 of them said “Create a fake account to inform police”, 49 of them said “Would use police pages to get information only” and 14 of them said “other“.

“What issues will you like to report to police using Online Social Media?” were answered by the participants. According to the answers of the participants; “Traffic Problems” has the highest frequency, “Child Labour” has the second highest frequency and “Domestic violence” has the third highest frequency that the participants like to report to police using Online Social Media. How much time should police take to acknowledge that they have seen the posts / messages posted on Online Social Media by citizens? are answered by the participants. 30.5% of the participants mentioned that they would like to take feedback in less than an hour.

5.3 Recommendations

This section includes recommendations relating to future research studies. In spite of all the limitations of the present study, the conclusions do suggest that the researcher could add more-open-ended questions to collect qualitative data to get more in-depth views of the participants. At the same time, the researcher could explore tertiary students living period in the north part of Cyprus.

Further studies clearly need to be done based more on using social media by police and citizen to increase law enforcement as qualitative research. Also, further research need to be conducted with the police officers and the civil to compare citizens' and police officers' views as well. Thus, different populations (i.e. elders, immigrants, tourists, expats, expat in North Cyprus, etc.,) can be chosen to conduct studies on role of using social media to increase law enforcement. This would not only facilitate but also expedite keeping up with the technology and communicating fast and effectively. What is more, the fact that the police uses Social Media and how they evaluate Social Media messages can be announced to the society. Research, workshops and announcements can be done in this topic.

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APPENDICES

Appendix A: Demographic Questionnaire

<p>Please specify what is your age?</p> <ul style="list-style-type: none">a. 18 – 24b. 25 - 34c. 35- 44d. 45 -55e. 55 – 65f. 65+ <p>What is your gender?</p> <ul style="list-style-type: none">a. Maleb. Female <p>What is your nationality?</p> <p>.....</p> <p>What is your place of birth?</p> <p>.....</p> <p>What is your faculty?</p> <p>.....</p> <p>Did you commit a crime?</p> <ul style="list-style-type: none">a. Yesb. No <p>Which sort of crime did you commit?</p> <p>.....</p> <p>Did anyone commit a crime in your family?</p> <ul style="list-style-type: none">a. Yesb. No <p>Which sort of crime did they commit?</p> <p>.....</p> <p>Did you visit the police office in North Cyprus?</p> <p>.....</p>
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Appendix B: Perceptions of Police Survey

1. Police officers are friendly	Strongly Agree	Agree	Neither	DisAgree	Strongly Disagree
2. Police officers protect me					
3. Police officers treat all people fairly					
4. I like the police					
5. The police are good people					
6. The police does not discriminate					
7. The police provide safety					
8. The police are helpful					
9. The police are trustworthy					
10. The police are reliable					
11. Police officers are unbiased					
12. Police officers care about my community					

Appendix C: Survey of Online Social Media

1. Which of the following activities can you use online social media e.g. Facebook for?
<ul style="list-style-type: none">a. Crime Investigationb. Listening / Monitoringc. Intelligenced. Soliciting tips about crimee. Notifying the public of crime problemsf. Notifying the public of an emergency situation or disaster related issuesg. Crime prevention activitiesh. Community outreach / citizen engagementi. Public relation / reputation managementj. In-service trainingk. Recruitmentl. Vetting / background investigation of job candidatesm. Don't use social media toolsn. Other (please specify).....
2. Which online social media platforms do you currently use? [Please check all that apply]
<ul style="list-style-type: none">a. Facebookb. Google+c. LinkedInd. MySpacee. Twitterf. Vineg. YouTubeh. Other text / email bases communicationi. Whatsappj. WeChat

- k. Line
- l. Do not use any
- m. Other (please specify)

3. What are the barriers to using online social media for your day to day activity? (Select all that apply)

- a. Security concerns
- b. Privacy concerns
- c. Liability concerns
- d. Resource constraints like machines, Internet
- e. Resource constraints like personnel
- f. Not appropriate for my community
- g. Other (please specify)

4. Does your organization have a written online social media policy?

- a. Yes
- b. No
- c. I don't know
- d. Other (please specify)

5. What are the types of investigation that you think can be done through online social media?

- a. Identify persons of interest
- b. Identify criminal activity
- c. Identify associates and acquaintances affiliated with persons of interest
- d. Identify location of criminal activity
- e. Gather photos or statements to corroborate evidence
- f. Identify/monitor persons of interest's whereabouts
- g. Understanding criminal networks
- h. Soliciting tips on crimes

<p>i. Use information from social media as probable cause for search warrants</p> <p>j. Other (please specify)</p>					
How much do you agree / disagree with the following statement?	Strongly Agree	Agree	Neither agree	Disagree	Strongly Disagree
6. Online social media in crime fighting/investigating activities will be critically important in the future					
7. Online social media policy is necessary for using and benefitting from Online Social Media effectively.					
8. Information obtained via online social media can help me solve my investigations more quickly.					
9. Online Social media is a valuable tool in anticipating crimes.					
10. Information obtained via online social media is trustworthy.					

Appendix D: Helping Police Use Online Social Media

1. According to you, for which of the following activities should police use online Social media, e.g. Facebook? [Please check all that apply]

- a. Crime Investigation
- b. Listening / Monitoring
- c. Intelligence
- d. Soliciting tips about crime
- e. Notifying the public of crime problems
- f. Notifying the public of an emergency situation or disaster related issues
- g. Crime prevention activities
- h. Community outreach / citizen engagement
- i. Public relation / reputation management
- j. In--service training
- k. Recruitment
- l. Vetting / background investigation of job candidates
- m. Should not use social media tools
- n. None of the above
- o. All of the above
- p. Other (please specify)

2. According to you, do Police pages / accounts (e.g. Delhi Police Page, Mumbai Police page, or any other state police page) exists on Online Social Media e.g. Facebook, Twitter, etc.? Choose one which is applicable.

- a. Yes, I have seen police page / profile on Online Social Media
- b. Yes, I have heard about police pages, but not seen them
- c. No, I am not aware of such pages / profiles on Online Social Media
- d. Other (please specify)

3. Which online social media platforms would do you like to use to communicate with Police? [Please check all that apply]

- a. Facebook

- b. Google+
- c. LinkedIn
- d. MySpace
- e. Twitter
- f. Vine
- g. YouTube
- h. Other text / email bases communication
- i. Whatsapp
- j. WeChat
- k. Line
- l. Do not use any
- m. Other (please specify)

4. Which of these according to you are potential barriers for using online social media by police departments ? (Select all that apply)

- a. Security concerns
- b. Privacy concerns
- c. Liability concerns
- d. Resource constraints like machines, Internet
- e. Resource constraints like personnel
- f. Not appropriate for my community
- g. Other (please specify)

5. How would you like to communicate information (e.g. complaints and feedbacks) to police using Online Social Media? Choose one which is applicable.

- a. Post anonymous information on police page.
- b. Post on police page with minimal personal results e.g. email id.
- c. Send direct messages to police pages.
- d. Create a fake account to inform police.
- e. Would use police pages to get information only.
- f. Other (please specify)

6. What issues will you like to report to police using Online Social Media?
[Choose all the apply]

- a. Eve Teasing cases
- b. Neighborhood problems like drunk people on streets, loud music of streets
- c. Traffic Problems
- d. Domestic violence
- e. Beggars
- f. Child Labour
- g. Barricading in wrong areas
- h. Give feedback about their actions
- i. Theft
- j. Other (please specify)

How much do you agree / disagree with the following statement?	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
7.Online social media in crime fighting / investigating activities will be critically important in the future.					
8.Police should make an Online social media usage policy (rules and regulation) for using and benefitting from Online Social Media effectively.					
9.Information obtained via online social media can help police solve investigations more quickly.					
10.Online Social media is a valuable tool in anticipating crimes.					
11.Information obtained via online social media is trustworthy.					
12.How much time should Police take to acknowledge that they have seen the posts / messages posted on Online Social Media by citizens? Choose one which is applicable.					
<ul style="list-style-type: none"> a. Less than an hour b. 1 -- 2 hours 					


- c. 2 -- 5 hours
- d. 6 -- 24 hours
- e. 25 -- 48 hours
- f. 1 week
- g. More than a Week
- h. Should take action on my problem, need not reply / acknowledge my complaint.
- i. Other (please specify)

Suppose, you see following tweets / posts on police page, what will be your response (post, retweet, delete, reply or report, do not do anything) in following scenarios or if you see following tweets / posts: (Choose all that apply in each row.)

	Share-retweet Like/ favorite	comment/--reply	delete	Report abuse/spam	ignore
13. A tweet / post with a positive feedback about police organization of your area / state, which others (general public) in Online Social Media should know. Eg: We thank police for reducing the crime in our city.					
14. Tweet from your state police organization asking information from general public. Eg: Police announced A Prize of 10 Lac on providing names of wanted criminals by the Anti Terrorism Squad in Mumbai.					
15. Tweet / post from other state's organization giving any information. Eg: UP police requested people in a tweet not to trust any rumors / messages on Facebook, Twitter, You Tube and Whatsapp.					
16. A tweet with disagreement expressed in it from other common people. For e.g. People complaining about a girl being beaten in a WagonR car on the Greater Noida Expressway (UP). But not a single policeman / PCR van was there to help.					
17. A tweet with sensitive information mentioning police department of your state in the tweet. Eg: During the Muzaffarnagar (UP) riots, a resident tweeted that : "Plan to attack Krishnapuri Muhalla. Assembly in khalapur mosque of Muzaffarnagar (UP).					

Please do needful @upplicepr and @adgpi ”						
18.A post / tweet which is negative and can be flaming. Eg: In the Muzzafarnagar riots, messages showing morphed news articles and news items showing dead bodies were posted on Facebook and Twitter.						
19.Tweets / posts which are abusive. For E.g. We hate police for not taking action in time.						
20.Other (please specify)						

Appendix E: Ethical Permission

 **Doğu Akdeniz Üniversitesi**
"Erdem, Bilgi, Gelişim"

Eastern Mediterranean University
"Virtue, Knowledge, Advancement"

99628, Gazimağusa, KUZZEY KIBRIS /
Famagusta, North Cyprus,
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E-mail: bayek@emu.edu.tr

Etik Kurulu / Ethics Committee

Reference No: ETK00-2019-0015 **14.02.2019**


Subject: Application for Ethics.

RE: İbrahim Fuat
Faculty of Communication

To Whom It May Concern:

On the date of **14.02.2019**, (Meeting number **2019/05-01**), EMU's Scientific Research and Publication Ethics Committee (BAYEK) has granted, İbrahim Fuat from the, Faculty of Communication to pursue with his MA. thesis work "**Vievs of Teritary Students on Contribution of Social Media to Increase Law Enforcement**" under the supervision of Assoc. Prof. Dr. Bahire Efe Özad. This decision has been taken by the majority of votes.

Regards,


Prof. Dr. Fatma Güven Lisaniler
Director of Ethics Committee

FGL/ba.