

Defining e-policing and smart policing for law enforcement agencies in Gauteng Province

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Abstract: Gauteng province has been experiencing a substantial increase in some crime categories between 2011 and 2015. These include among others, murder, drug related offenses as well as aggravated robbery. The leadership of law enforcement agencies as well as the provincial government has since realised that the application traditional policing methods alone will not succeed to decrease crime, hence there is a concerted effort to encourage police law agencies in the province to intensify implementation of e-policing systems and smart policing initiatives. That been said, it is not yet clear what e-policing and smart policing means for the police. The purpose of this paper is to explore meaning these concepts from the point of view police services in the province, policing experts and representatives private sector organisations who participated in the research. The paper relied on literature review and semi-structured interviews to collect data. It was found that e-policing and smart policing means different things to different respondents. Given the dilemma of differences in the conceptualisation of these concepts, this paper propose a working definition of smart policing in order to enhance co-ordinated application as well as monitoring and evaluation of smart policing initiatives.

Key words: e-policing; smart policing

1. Introduction

Gauteng Province is regarded as the economic hub of the Republic of South Africa given its contribution the Gross Domestic Product (Makhura, 2014). According to the recent crime figures published by the South African Police Service, the province has experienced an increase in certain categories of crime (South African Police Service, 2016). These include murder, sexual offenses and aggravated robbery, to mention by a few. Subsequently, the Gauteng Provincial Government as well as the leadership of law enforcement agencies in the province has declared the fight against crime as a key priority (Department of Community safety, 2014). It is against this background that the Gauteng Safety Strategy for 2015 to 2019 has a dedicated pillar on

improving the quality of policing (Department of community safety, 2015). This pillar seeks to enhance the performance of police to prevent and combat crime effectively.

Although the Gauteng Provincial Government and leadership of the police advocate for effective and co-ordinated implementation of electronic policing (e-policing) and smart policing initiatives, to date the agencies do not have working definitions for these concepts. As a result, this paper seeks explore what the concepts mean in the context of the police in province. Furthermore, the paper proposes a working definition of smart policing for law enforcement agencies. This endeavour was motivated by a tendency among some police agencies and government officials to apply these concepts

interchangeably. Conceptual clarity in this instance is imperative given the commitment of the Gauteng Provincial Government to improve the quality of policing services through the application of e-policing and smart policing. Efforts to improve the performance of the police through adoption of smart policing and e-policing resonates with the Transformation, Modernisation Re-industrialisation programme of the Gauteng Provincial Government, especially as it relates to a process to modernise the public sector in general as well as the police specifically (Makura, 2014).

To this end, delegates to the Gauteng Crime Indaba that took place in September 2014 resolved to enhance e-policing and smart policing in order to intensify the battle against crime. Activities associated with realising this resolution include, firstly, improving the command centre of the South African Police Service. Secondly, to integrate information and communication systems of the South African Police Service, the customs division of the South African Revenue Services as well as Immigration Services of the Department of Home Affairs to curb cross border theft of vehicles. Thirdly, to integrate all close circuit television cameras in the province. Finally, to modernise legislation intended to curb cybercrime (Department of Community Safety, 2014) and identity theft. The rest of this paper focuses on literature review, research methodology, findings and conclusion.

2. Literature review

2.1 Synopsis of the profile of Gauteng Province

Gauteng province is one of the nine provinces in the Republic of South Africa. The province comprises of only 1.4% of the land area of the country yet it contributes about 34% to the national economy and about 7% to the Gross Domestic Product (GDP) of the African continent (Brand South Africa, no date).



Source: Brand South Africa, no date

The province could be regarded as one big city because 97% of its population lives in urban centres. Gauteng is home to two major cities namely, the City of Johannesburg, which is the commercial and executive capital of the province as well as Pretoria (in the City of Tshwane Metropolitan Municipality), the executive capital of the Republic South Africa (South Africa Info, no date). Of great concern is that based on the 2014/15 crime figures, the province is ranked the heights in terms of contribution to the national crime picture (28.5%) followed by the Western Cape province and KwaZulu-Natal respectively (South African Police Service, 2015; Crime Stats, no date).

2.2 Policy and Legislative framework for e-policing and smart policing

The concepts of e-policing and smart policing could be viewed in the context of efforts by the South African government to modernise and professionalise the South African Police Service (SAPS) as advocated in the National Development Plan (National Planning Commission, 2011) and espoused by the White Paper on the Police (Civilian Secretariat for Police, 2016). The White Paper envisions the SAPS of the 21st century as information driven, analytically sound as well as intelligence-led police agency (Civilian Secretariat for Police, 2016). The document also calls for generation and sharing of information

between different role players within the criminal justice value chain in order to reduce crime. Therefore, it could be argued that the South African government promotes adoption of e-policing and smart policing initiatives in order to enhance police effectiveness and seamless integration of Information and Communication Technology (ICT) systems within the Criminal Justice Sector. Furthermore, the White Paper on Policing underscores optimal utilisation of technology systems to support proactive policing, enable improved efficiency in the investigation of crime as well as enhance analysis of crime trends (Civilian Secretariat for Police, 2016).

It is worth noting that the leadership of the South African Police Service regards smart policing as a critical technique in the fight against crime. For instance, the former Minister of the Police, Mr. Mthetwa once mentioned that the national police agency have started to emphasise “the smart-policing approach” (South African Police Service, 2013:3). He also indicated that a mentality wherein agencies in the criminal justice sector work in a disjointed manner should be done away to ensure that synergies are created to ensure that information is optimally utilised in order to heighten efforts (South African Police Service, 2013). The former Minister of the Police went on to indicate that “systems” are beginning to yield successes in the fight against crime, both provincially and nationally. He attributed the successes to the aspect of “smart policing” which is anchored around utilising ICT to fight crime effectively (South African Police Service, 2013:3).

Based on the remarks of the former Minister of the Police, smart policing means two things for the South African Police Service – firstly, it is said to eliminate the mentality of working in silos, thus creating synergies that enable the police to execute their key mandate of fighting crime, although no further details were provided on how this was achieved. Secondly, it is argued that the

smart policing approach promotes optimal utilisation and sharing of ICT resources to improve effectiveness in crime prevention and control. Once more, no further details were provided.

2.3 Definition of e-policing

Just like smart policing means, there is no general agreement on the meaning of the notion of e-policing. To illustrate this point, e-policing is sometimes defined as transaction of services and information between the police and citizens by means of the internet (Royal Canadian Mounted Police, no date; Boondao & Tripathi, 2007; Lebeuf, 2006). On the other hand, Boondao and Tripathi (2007) argue that the application of e-policing systems enables the police to use websites, e-mail and fax as either alternative or additional methods of communicating with residents. Although this definition pinpoints the importance of ICT to enhance communication between the police and inhabitants, this definition is narrow because it excludes other aspects of e-policing as argued by Hifindaka (no date), Koper et al. (2009) cited in Busalaga and Ringo (2013) as well as Boondao and Tripathi (2007).

It is also worth noting that Hifindaka (no date) views e-policing as utilisation of technological devices in order to record, store, analyse and share policing information. This author also argues that e-policing entails automation of manual processes of capturing, storing and analysing policing data. In addition, this commentator understands e-policing initiatives to involve creating national databases such as Case Docket Management, Crime Statistics, Crime Intelligence, Geo-Policing and Motor Vehicle Clearing Certificates. As compared to the former definition, it could be argued the latter definition is more comprehensive in that it takes the concept further than electronic communication between the police and citizens. However, there is a concerted effort on the part of police agencies such as the Namibian Police Service to position e-policing as being

predominately about automation in capturing, storage and analysis of policing data, as well as creating databases (Hifindaka, no date).

Meanwhile, Koper et al. (2009) in Busalaga and Ringo (2013:43) argue that e-policing involves utilisation of “high impact technologies” such as Deoxyribo Nucleic Acid (DNA) testing equipment, integrated databases, Geographic Information Systems (GIS), computer-aided dispatch with Global Positioning System (GPS) for tracking patrol cars, inter-agency radio systems, finger readers, as well as investigative software.

Based on the latter descriptions, it could be argued that e-policing is the application of various high impact technologies to conduct policing activities other than exclusive usage of the internet to communicate with citizens. Furthermore, despite the numerous definitions, e-policing is generally regarded as a key element of e-government process, that is, when governments apply ICT systems to ensure effective and efficient service delivery as well as to meet the requirements for increased accountability and to satisfy demands of external agencies for information (Boondao & Tripathi, 2007; Thakur & Singh, 2013). In addition, it could be maintained the e-policing approach is indeed a component of the broader smart policing paradigm with a focus on the application of technology driven measures as well as a combination of other policing strategies to prevent and control crime. The application of e-policing has a number of benefits for the police.

2.3.1 Benefits of implementing e-policing initiatives

Implementation of the e-policing paradigm offers a number of benefits to the police. Firstly, its application is an essential part of the transformation process of these agencies because it enhances their ability to tackle challenges imposed by the 21st century “criminal enterprises. These challenges include, among others, a spike in organised and transnational crimes, proliferation

of drug syndicates, human trafficking and cyber-crime. Secondly, e-policing initiatives improve police effectiveness and efficiency by replacing laborious manual filing and record management systems which are usually characterised by delays and mistakes with state of the art technological devices. Thirdly, e-policing systems enable law enforcement agencies to be ahead of criminals in terms of utilisation of sophisticated crime prevention and reduction technology as well as to enhance the security police records. Finally, utilisation of e-policing systems could result in improved crime detection, analysis and investigation (Koper et al., 2009) cited in Busagala and Ringo (2013). Despite the benefits, the application e-policing systems might present a number of constraints for the police.

2.3.2 Constraints of implementing e-policing systems

Primary constraints of implementing e-policing systems include acceptability and awareness of usage of ICT systems by police officers, limited or lack of funding for ICT, low computer literacy rate among law enforcement officers, lack of internet connectivity, out-dated ICT infrastructure as well as lack of, or unreliable electricity supply (Busagala & Ringo, 2013). This implies that the application of e-policing initiatives requires substantial financial resources for installation and maintenance of the system. It also implies that the management of law enforcement agencies might be required to reprioritise expenditure in order to make investment in e-policing initiatives possible.

2.4 Definition smart policing

It could be argued that there is no general agreement on what the concept of smart policing really means. For instance, the word “smart” could mean “shrewd”, “astute” or even “intelligent”. That mentioned the Bureau of Justice Assistance (2014) regards smart policing as broad based interventions incorporating application of evidence-based and data-driven

policing practices, strategies and tactics in order to prevent and control crime. What is noteworthy about this definition is that smart policing initiatives are intended at improving the performance of the police in order to prevent and control crime. However, attention is also paid towards ensuring effectiveness, efficiency and economical utilisation of these initiatives.

On the other hand, Rickman (2010a) argues that smart policing stresses pro-active instead of reactive policing in order to prevent crime. This author further contends that in order to realise proactive policing, smart policing initiatives incorporate utilisation of technology-drive tools such as analytic software, DNA forensics, and ICT as well as surveillance capabilities to prevent and control crime (Rickman 2010a). Similarly, Bachner (2013) argues that decision-making in all sectors of society is increasingly driven by data and analytics. As it is the case with private organisations, government entities are also collecting, analysing and interpreting quantitative data to enhance efficiency and effectiveness of operations. Likewise, law enforcement agencies are using crime analysis to leverage access to more data. This has led to a spike in the application innovative software to predict where crime is likely to occur as well as where suspects are most likely to be located. This approach to policing is referred to as predictive policing. One of the benefits of predictive policing is that it enables the police to prevent crime (Bachner, 2013).

Smart policing is also viewed as a hybrid policing approach because it covers strategies such as Community-oriented Policing, Problem-oriented Policing and *Comp Stat*, that is, data-driven police management technique developed the New York Police Department (NYPD) to reduce and prevent crime. It was initially done manually then computerized in 1994. This technique had enabled NYPD to implement strategies based on accurate

data collection (Rickman, 2010a; Rickman, Stewart & Dimitrov, 2010). Rickman (2010a) attributes the birth of the notion of smart policing to budget shortfalls, growing demands for increased accountability on the part of the police as well as a need to form partnerships with civil society organisations to fight crime (Rickman, 2010a). Based on the discussion presented above, it could be argued that smart policing involves more than the application of ICT and other technological devices to fight crime, it also incorporates other policing strategies such as problem solving as well as community oriented policing.

Also, smart policing is related to evolving citizen demographics. These include population density and the degree of urbanisation, variations in population, particularly youth concentration as well as stability with respect to residents' mobility, commuting patterns and other transient factors. Furthermore, the application of smart policing is linked with dynamic social and criminal milieu accompanied by new public safety threats (Rickman 2010a). This could be associated to what is usually referred to as social fabric crimes, that is, as murder, rape, assault (Grievous Bodily Harm) as well as indecent assault as classified by the Crime Intelligence Analysis Centre (of the SAPS (Mistry, Snyman & Van Zyl, 2001).

Smith, Minnaar and Schmetler (2004) do not explicitly define smart policing. However, these authors are of the view that in the South African context, smart policing is a comprehensive concept that incorporates a number of police management issue in the post-democratic era. These include legal aspects of policing, community police relations, formation of partnerships to prevent crime, improving administration (management) of police stations, effective utilisation of crime intelligence, improving measurement of police performance as well as building in victim empowerment into

policing. While this definition is somewhat comprehensive, there is a glaring omission in terms design and application of technological innovations to improve crime prevention and crime control.

2.4.1 Benefits of smart policing

Proponents of smart policing are of the view that its value to the police is fourfold. Firstly, it is argued that these initiatives promote pro-active policing by preventing criminal activity through enhanced police visibility and engaging with the public in order to establish their safety concerns (Antony, 1999; Rickman, 2010b). Secondly, it is said that smart policing encourage a system-wide and strategic view of police operations. Thirdly, this policing approach is said to encourage a focus on outcomes. This implies realising reduced crime and safer communities in cost effective ways. Finally, it is argued that the smart policing paradigm promotes integration and interoperability of information and communication systems. The said integration and interoperability of systems could be of help to the police because they could enable co-operation and sharing of information between law enforcement agencies as well as other stakeholders with vesting interest in crime prevention initiatives (Panetto & Molina, 2008; Rickman, 2010b). This in turn optimise utilisation of existing infrastructure and resources, thus enabling police agencies to avoiding unnecessary investments in new technology (Rickman, 2010b).

It is also worth mentioning that proficient and efficient utilisation of data and information resources are essential towards successful implementation of smart policing initiatives. To this effect, comprehensive smart policing data should incorporate traditional police information resources, crime intelligence as well as complaints that are correlated crime mapping in various crime hotspots in Gauteng Province. Smart policing should also include research data such as offender- or location-based studies, data from

external agencies such as hospital databases as well as information about probation and parole date from the Department of Correctional Services (Smart policing, no date).

2.5 Synthesis of definitions of e-policing and smart policing

Based on the analysis of the definitions of e-policing smart policing, it could be concluded that smart policing is a broad concept which include the application of different policing approaches, information and communication technology (ICT) as well technological innovations to prevent and control crime. It could thus be argued that e-policing, that is, the application of ICT systems to capture, analyse, disseminate and store policing data (Hifindaka, no date; Koper et al., 2009, in Busagala & Ringo, 2013; Boondao & Tripathi, 2007; Thakur & Singh, 2013) is actually a component of smart policing. It also follows that as a proactive policing approach, smart policing initiatives are indispensable in crime prevention efforts of the police. This is because these initiatives enable police agencies to apply state of the art technological innovations to ensure effective and efficient policing.

3. Research methodology

The paper utilised the qualitative research approach. This approach enabled the researcher to explore perceptions of what e-policing and smart policing means for the police and other respondents engaged to compile this article. The qualitative research approach was preferred due to its ability to solicit diverse opinions from informative respondents (Bless, Higson-Smith & Kagee, 2006). In terms of data collection, this was done with an aide of semi-structured interviews. The interviews comprised of a number of open-ended questions relating to application of smart policing initiatives by law enforcement agencies in Gauteng province (Hancock, Ockleford & Windridge, 2009). The open-ended nature of the questions provided an opportunity for the

researcher and respondents to discuss the topic under investigation in detail. Furthermore, the data collection technique enabled utilisation of cues or prompts to encourage the interviewees to consider a particular question further in instances where respondents experience difficulty to respond in cases where only brief answers were provided (Hancock et al, 2009).

Regarding sampling, the study adopted the stakeholder sampling which is a component of the purposive sampling strategy (Hancock et al, 2009). The preferred sampling strategy made it possible to make a series of strategic decisions about “with whom, where and how” the study will unfold (Hancock et al, 2009). The stakeholder sampling method enabled the researcher to identifying the major stakeholders involved in designing, giving, receiving, or administering the programme. The sample for this study comprised of respondents from municipal police services and the South African Police service in Gauteng Province, research institutions, private sector representatives as well as policing experts.

The data collected was analysis by means of categorisation in order to classify, summarise or even tabulate the same (Hancock et al, 2009). In addition, the study adopted the Interpretative Phenomenological Analysis (IPA) method to analyse the data collected. The IPA involved coding, categorising and making sense of the essential meaning of data collected from respondents. This method enabled the researcher to analyse the collected data about smart policing at the basic as well as the higher levels of analysis (Hancock et al, 2009).

4. Findings

This section presents the findings of the study by focusing on what was perceived to be the meaning of e-policing and smart policing. The section is concluded by presenting the proposed working definition of smart policing for law enforcement agencies in Gauteng Province.

4.1 What is e-policing?

The study found that e-policing as a concept means different things to different respondents as illustrated in table 1.

Number	Definition
D1	E-police involves utilisation electronic systems such as computers, smart phones and the internet to enable communication between the LEAs and the public.
D2	E-police is the ability of the public to report crime in the comfort of their homes, to forward crime tips-offs and to forward complaints on LEAs to the authorities.
D3	E-policing refers to automation of police administration, that is, when the LEAs use computers, ICT and other technological devices to reduce the amount of policing paperwork.

Table 1: Definition of e-policing

Respondent come up with three definitions for e-policing. These referred to application of technology in policing, ability to report crime from homes as well automation of police administration.

4.2 What is smart policing?

Just as in the case of e-policing, the study gathered that there is no general consensus among respondents about what smart policing means. Table 2 illustrates variations in terms of what this concepts means.

Number	Definitions
D1	When the law enforcement agencies work smarter, not harder, in order to increase productivity. This could be done by means of improving communication between the agencies and the public.
D2	Collaboration between the police, other government agencies and other stakeholders to prevent and combat crime.
D3	A situation where the police have all the capabilities to be pro-active. Smart policing incorporates smart decision making by sensing, analysing, and predicting a situation, thus enabling the police to deal with a defined problem or to manage a situation.
D4	Effective application of policing technology or gadgets, in a smart way, in order to prevent and combat crime. It includes taking advantage of technology such as the Geographic Information System (GIS) to identify crime hotspots to displace crime deliberately, thus enable the police to deploy policing resources strategically.
D5	Providing training to law enforcement officers to utilise police technology effectively.
D6	Integration of Information and Communication Technology (ICT) systems of different law enforcement agencies, other government agencies as well as private sector organisations to prevent and combat crime.
D7	Augmenting the Closed Circuit Television (CCTV) camera systems with Facial Recognition Software to enable the police to track and apprehend suspects quicker.
D8	Improved crime detection through effective utilisation of crime investigation resources in order to reduce the number of cases closed as undetected and to secure convictions of cases presented in courts. This would serve as a deterrent for the perpetration of criminal acts.
D9	Smart policing is not exclusively about using policing technology, it refers to the application of different policing strategies such as hotspot policing, Problem-oriented Policing, Intelligence-led Policing and Community Policing. These policing strategies are applied in order to achieve the desired results, namely, preventing and combating crime, as well as ensuring that communities feel safe.

Table 2: Definition of smart policing

Respondents defined smart policing in nine different ways. These included application of technology in policing, simplifying police administration, training, collaboration among different police agencies in Gauteng Province as well as implementation of a variety of policing strategies in order to prevent and combat crime. Some of the definitions presented in table 2 are consistent with various definitions of smart policing, especially those advanced by the Bureau of Justice Assistance (2014), Rickman (2010) as well as Smith et al. (2004). The BJA regards smart policing as broad based interventions that incorporate the application of evidence-based and data-driven policing practices, strategies and

tactics in order to prevent and control crime. Conversely, Rickman (2010a) argues that smart policing stresses pro-active instead of reactive policing in order to prevent crimes from being perpetrated.

This author further contends that in order to realise proactive policing, smart policing should incorporate utilisation of new technology-driven tools such as analytic software, DNA forensics, ICT as well as surveillance capabilities to prevent and control crime (Rickman, 2010a). Smart policing is also viewed as a hybrid policing approach because it covers strategies such as Community-oriented Policing, Problem-oriented

Policing and Comp Stat, among others (Rickman, 2010a; Rickman, Stewart & Dimitrov, 2010).

Smith et al. (2004) do not explicitly define smart policing, but they are of the view that smart policing in the South African context is a comprehensive concept that incorporates a number of police management issues in the democratic era. These include application of policing legislation, improving relations between the community and the police, formation of partnerships with different stakeholders to prevent crime, improving the management of police stations, effective utilisation of crime intelligence, improving measurement of police performance as well as building in victim empowerment capabilities in the police service. A glaring omission to impressions about smart policing advanced by Smith et al. (2004) is that they do not mention the application of technological innovations to improve crime prevention and crime control. It could then be argued that the definitions of smart policing advanced by the literature cited in this report imply that the concept of smart policing is more than just application of ICT and other technological devices to fight crime, but it is a policing paradigm that also incorporates a combination of policing strategies with an intention to prevent and combat crime.

4.3 Proposed working definition of smart policing

It was noted in this paper that currently, law enforcement agencies in Gauteng Province do not have a working definition of smart policing. This state of affairs could be attributed to the absence of a strategy on smart policing. The discourse presented in the literature review section of this paper serves to clarify the relationship between the concepts of smart policing and e-policing, as well as to provide a general picture of what these two concepts mean. Nonetheless, it is imperative to coin a working definition of smart policing for police agencies in the province. Such definition

should be conceptualised in the context of the multi-pillar approach, namely, the Transformation, Modernisation and Re-industrialisation programme of the Gauteng Provincial Government, especially in relation to the pillars on the transformation of the state and governance, as well as the modernisation of the public service (Gauteng Provincial Government, no date).

The pillar on the transformation of the state and governance is intended to focus on building the capabilities of the developmental state through better organisation and professionalization; promoting an activist, purpose-driven and results-based government; active citizenry, sectoral engagement and community mobilisation (Gauteng Provincial Government, no date). Therefore, it is essential for the police agencies to bear these pillars in mind while executing their crime prevention and combating mandates through the implementation of smart policing initiatives, among others.

The pillar on the modernisation of the public service is based on the notion that the Provincial Government cannot pursue radical socio-economic transformation without fundamentally changing the way state institutions, and in this instance, the law enforcement agencies, relate to society. This pillar calls upon members of police agencies to radically transform their attitudes and behaviour towards the public. This would in turn reassert the aphorism that members of the police have a mandate to serve residents, not the other way round (Gauteng Provincial Government, no date). This pillar of the Transformation, Modernisation and Re-industrialisation also refers to the introduction of e-government, that is, when government agencies utilise information technologies such as Wide Area Networks, the internet and mobile computing in order to transform as well as modernise the manner in which these agencies transact with citizens, the business sector as well as other agencies of

government (World Bank, no date;). To this end, the Gauteng

Provincial Government has established a new department, namely, the Department of e-Government in an attempt to further improve service delivery, modernise the public service and stimulate the knowledge-based economy of the province (Gauteng Provincial Government, no date). The Department of e-government is mandated to implement the e-Government Strategy of the Gauteng City Region, which seeks to, consolidate back-end systems and processes, amongst other things, in order to bring about better front-line service delivery to residents of the province. It is reported that the Department of e-Government is in the process of finalising the architecture for a common platform that will enable all entities of the Gauteng Provincial Government to provide online and digitised services to the public. It is envisaged that this will enable residents to access public services at a touch of a button, and in the process saving them time and money as they will no longer have to travel to government offices frequently (Gauteng Provincial Government, no date). Nonetheless, it is not clear who this process will enhance the applications of smart policing initiatives, especially e-policing for the police in the province.

Based on the findings of the study, the literature as well as the Transformation, Modernisation and Re-industrialisation pillars on the transformation of the state and governance, and the modernisation of the public service, the working definition of smart policing could comprise of a narrow and a broad definition.

4.3.1 Working definition of smart policing: Narrow definition

Smart policing refers to the design, procurement and implementation of policing technology in order to improve police effectiveness and efficiency. The technology include, among others,

creating and integration of electronic databases, effective utilisation of a variety of policing gadgets and installation of surveillance hardware and software. The end result of implementing smart policing initiatives should be to prevent and combat crime in an effective and efficient manner as well as to create a feeling of safety and security in communities. This implies that the utilisation of smart policing initiatives should be evidence-based, purpose-driven and outcome-oriented. This definition is labelled 'narrow' due to its predominant focus on the application of innovations in policing technology to prevent and combat crime. Noting that smart policing is not necessarily about the exclusive utilisation of policing technology, it is also essential to reflect on the broader working definition of the concept.

4.3.2 Working definition of smart policing: Broad definition

Broadly speaking, smart policing is a combination of intelligent implementation of innovations in policing technology while at the same time implementing other existing policing strategies such as Intelligence-led Policing, Hotspot Policing, Problem-oriented Policing, Community Policing as well as Sector Policing effectively and efficiently. The application of this policing paradigm should enhance the effectiveness and efficiency of law enforcement agencies at strategic, operational and tactical levels.

Furthermore, the application of smart policing should be in pursuance of the transformation of the state and governance, as well as the modernisation of the public service pillars of the Transformation, Modernisation and Re-industrialisation programme. The ultimate goal of the application of the smart policing paradigm should be to prevent and combat crime, to leverage resources from various roles players through formation of strategic partnerships and to promote community mobilisation and active participation in crime prevention initiatives.

5. Conclusion

The leadership of law enforcement agencies in Gauteng Province as well the provincial government advocate for a heightened implementation of smart policing initiatives in order to reduce the scourge of crime. This paper presented disparities in the definition of the concepts of e-policing and smart policing. The paper further proposes two definitions of smart policing, namely, the narrow as well as the broad definition. It is envisaged that once adopted by the law enforcement agencies, the working definition will form an integral part of the smart policing strategy in the province in order to enhance co-ordinated application of smart policing initiatives.

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