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Information and Communication Technology and Crime Management by the Police in Nigeria's Federal Capital Territory

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Abstract
The Role of information communication technology (ICT) in the management of crime has overtime attracted scholarly attention. Hence. this study focusses on the effectiveness of Information Communication Technology (ICT) on Crime management among Police in Federal Capital Territory (FCT), Abuja. Hinged on the Structural functionalist and modern management technology theory of policing, both qualitative and quantitative method were utilized to collect data from 384 randomly selected Police officers across six Area Councils. The semi-structured questionnaire was utilized to elicit information on the challenges of Nigerian police in crime management, the types of ICT utilized and the effectiveness of ICT devices utilized for crime management. Six Key informant interviews was conducted with Deputy Police Officers in the 6 districts. Quantitative data was analysed using the statistical packages for the social sciences (SPSS) and presented using frequencies and percentages, while the qualitative data was content analyzed. Over half (58.1%) of the respondents are males, 43% were aged 39-45, while about half (49.3%) had OND/NCE. Scanning devices and radio communication devices (66.4%), CCTV-Close Circuit Television (23.1%), GPS tracking/Data mining system (6%), Satellite imagery biometric surveillance (2.6%) were reported as primarily technological tools used just for communication and not in-depth investigation or tracking, which thus, undermined the effectiveness of police in crime management. This was reported to be further exacerbated challenges such poor funding, lack of ICT skills, epileptic electricity supply etc. More sophisticated technology, adequate funding and electricity and ICT are recommended for effective crime management in the Nigerian Police force.

Keywords*:* Effective crime management, Information Communication Technology, Nigerian Police Force

Introduction

The increasing rate and complexity of crime across the world, and particularly in Nigeria, have necessitated a shift from traditional methods of crime prevention and detection to technologically driven approaches (Omoleke, 2017). Historically, crime prevention emerged from classical theories emphasizing deterrence through punishment, policing, and judicial systems (Garland, 2020). Over time, technological advancement became central to policing globally, transforming law enforcement practices through innovations such as telecommunication, mobile video recording, digital surveillance, and computer-aided dispatch systems (Agar, 2013).

In the United Kingdom and other advanced societies, policing has evolved through the adoption of situational crime prevention projects like CCTV surveillance and digital monitoring of communications (Crawford, 2018). These tools enhance operational efficiency but also raise ethical concerns about privacy and civil liberties. Similarly, developing nations like Nigeria are increasingly turning to Information and Communication Technology (ICT) as a critical instrument for improving internal security and managing crime. ICT, encompassing tools, processes, and digital techniques (Borgman, 2016), is now indispensable for intelligence gathering, information sharing, and real-time communication among security agencies.

Nigeria's security challenges ranging from terrorism, kidnapping, insurgency, cybercrime, and armed robbery have reached alarming levels (The Economist, 2022). These crimes have destabilized communities, crippled regional economies, and undermined citizens' trust in law enforcement. For instance, insurgent activities in Borno, Yobe, and Adamawa have caused widespread displacement and economic decline (Leadership Newspaper, 2013). Socio-economic inequalities, unemployment, and political instability continue to exacerbate the crime situation (Alemika, 2020). Recent national crises, including the COVID-19 pandemic, currency redesign, and subsidy removal, have deepened poverty and widened the social gap, leading to a surge in criminal activities.

The Nigeria Police Force (NPF), as the foremost internal security institution, has over the years made efforts to maintain law and order through modernization and adoption of ICT tools. However, despite these efforts, there remains a growing perception of police inefficiency and public distrust. Reports of increasing cases of armed robbery, kidnapping, and other violent crimes indicate that existing measures have not achieved the desired results (Punch Newspaper, 2009). The application of modern technologies in policing is therefore essential to enhance operational effectiveness, intelligence management, and rapid response to threats.

Globally, scholars have emphasized the dual nature of technology in policing—it enhances crime control but also raises human rights and data protection concerns (Ogunbameru, 2018; Simon, 2014). The challenge lies in balancing efficiency with justice and civil rights. In Nigeria, the effective use of

ICT in policing has been constrained by multiple institutional, technical, and infrastructural challenges.

Despite heavy investments in ICT infrastructure, Nigeria continues to experience security failures and widespread criminal activities. Key impediments include inadequate funding, poor infrastructure, irregular power supply, limited internet access, and the absence of a coherent national ICT security policy. The Nigerian government allocates only about 0.2% of its GDP to security insufficient to procure and sustain advanced ICT equipment (Adebayo & Ogunwede, 2020). Additionally, poor interagency coordination and duplication of functions weaken ICT deployment, while many security personnel lack the technical training required to utilize available digital tools effectively.

Furthermore, Nigeria lacks a centralized national security database that could integrate and streamline intelligence from various agencies (Nwankwo & Eze, 2019). This fragmentation hinders timely information sharing and collaboration, thereby reducing operational efficiency. Compounding these challenges are unreliable power supply and inconsistent internet connectivity, both critical to sustaining ICT-based crime management systems (Olabode, 2018).

Given these limitations, the need arises to systematically evaluate the role and effectiveness of information and communication technologies in police crime management in the Federal Capital Territory (FCT), Abuja. This study therefore seeks to assess how ICT contributes to crime prevention, detection, and control within the Nigerian policing context, identify existing challenges, and propose strategies for improving technological integration into law enforcement operations.

Theoretical Frameworks

Structural Functionalism Theory

The structural functionalist theory, rooted in the works of early sociologists such as Herbert Spencer (1820–1903) and Auguste Comte (1798–1857), likens society to a living organism whose interdependent parts function together to maintain stability and order. Spencer emphasized that social systems evolve progressively, while Emile Durkheim and Talcott Parsons (1902–1979) explored how shared norms and values create social solidarity and cohesion. Durkheim distinguished between mechanical solidarity in simple societies and organic solidarity in complex societies, highlighting how social cohesion evolves with modernization.

Functionalism assumes that each institution in society performs roles that sustain the whole system. Parsons and Robert K. Merton (1910–2003) advanced this perspective by proposing that social structures have manifest (intended) and latent (unintended) functions, and that all institutions such as the family, education, religion, and the police contribute to societal stability. Merton's notion of unanticipated consequences underscores the idea that social actions may yield both expected and unforeseen outcomes, necessitating constant adaptation.

From this perspective, society remains stable when institutions fulfill their respective roles effectively. Social disturbances, such as crime or institutional breakdown, are viewed as temporary imbalances that trigger realignment within the system. Structural functionalism therefore emphasizes consensus, order, and gradual change rather than conflict or revolution.

In the context of this study, the police institution represents a vital component of the societal system. The police function to enforce laws, preserve order, and maintain public safety all of which are essential to the equilibrium of society. The theory posits that policing is an expression of the collective norms and values of society. Consequently, when law enforcement operates effectively and impartially, it contributes to the stability and functionality of the social structure. Conversely, failures in policing, such as inefficiency, corruption, or technological gaps, disrupt this equilibrium and foster insecurity. Thus, structural functionalism provides a theoretical basis for understanding how technological integration in policing supports societal balance by improving crime management and reinforcing institutional efficiency.

A key limitation of the structural functionalist perspective is that it overemphasizes social order, consensus, and institutional stability while paying insufficient attention to the underlying causes of institutional dysfunction, power inequalities, and conflict. It assumes that institutions such as the police generally function in the interest of society, but does not adequately explain why they may become ineffective, corrupt, resistant to innovation, or unable to adapt to emerging security threats. Furthermore, the theory offers limited insight into how technological disparities, organizational constraints, or competing interests influence policing outcomes. This limitation necessitates the introduction of Modern management technology theory that can explain the dynamics of institutional change, technological adoption, organizational behaviour, or the situational factors influencing crime and policing, thereby providing a more comprehensive understanding of the relationship between technological integration and police effectiveness.

Modern Management Technology Theory of Policing

The Modern Management Technology Theory of Policing emerged from the recognition that effective policing in the 21st century requires the integration of technology into law enforcement strategies. Policing is inherently an information-intensive enterprise, and the ability to collect, analyze, and apply data in real time has become essential for addressing complex security challenges. The theory emphasizes that technology when strategically managed enhances efficiency, accountability, and responsiveness in police operations.

By the late 1980s, police organizations globally had begun adopting advanced systems such as Computer-Aided Dispatching (CAD) and Automated Fingerprint Identification Systems (AFIS), which revolutionized communication, record keeping, and investigative processes (Peak & Glensor, 2016). These innovations signalled a paradigm shift toward evidence-based, data-driven policing. Effective policing is no longer limited to crime prevention

and apprehension; it also encompasses problem-solving, predictive analysis, and community engagement through technological tools.

According to Peak and Glensor (2006), police departments must manage technology proactively rather than be controlled by it. When properly implemented, information technology reduces operational costs, improves personnel deployment, enhances response time, and strengthens inter-agency collaboration. The theory aligns with the view that technology acts as a managerial tool for optimizing human and material resources in law enforcement.

Application to Community Policing

Modern management technology theory also underpins the principles of Community Policing a strategy emphasizing partnership, problem-solving, and information sharing between police and the public. The theory highlights that a people-oriented police system can only succeed when supported by real-time information networks and digital tools. As Maheshwari (2001) observed, modern policing must address critical information domains such as environmental scanning, problem diagnosis, and community interface.

Community policing therefore requires integrating technological sub-systems such as Geographic Information Systems (GIS) for mapping crime hotspots, Problem-Solving Information Systems for identifying recurring criminal patterns, and External Information Systems for enhancing citizen police communication. These tools enable proactive, data-informed decision-making, which strengthens trust and efficiency.

The integration of information and communication technology (ICT) in community policing reflects the broader transformation in global governance brought about by globalization, liberalization, and digital innovation. Technology not only enables the police to respond faster to threats but also improves transparency and accountability. However, the success of such systems depends on training, infrastructure, and strategic management. while Structural Functionalism provides a sociological explanation of the police as a stabilizing institution maintaining societal equilibrium, the Modern Management Technology Theory explains how technological innovation enhances the operational capacity and adaptability of the police in the face of modern security challenges. Together, these theories provide a robust framework for analyzing the role of ICT in police crime management in the Federal Capital Territory, Abuja.

Materials and Methods

The cross-sectional survey design is adopted for this study. The adoption of this method of research is to avail the researcher the chance to gather large amount of data while complementing both methods of qualitative and quantitative data. This study was carried out in the Federal Capital Territory (FCT), Abuja. At the 2006 census, the city of Abuja had a population of 776,298, making it one of the top ten most populous cities in Nigeria. Today, the population of Abuja is estimated at 3,839,646 (NPC, 2023).

The study adopted multi-stage sampling procedures. The sample frame of this study was developed from clustering the FCT into Area Councils (AMAC, Gwagwalada, Bwari, Kuje, Kwali and Abaji). Through the Quota sampling method, the study categorized the respondents into police divisions, and applying the Bourley's proportion allocation formula to allocate number of respondents to each police division in the Area Councils.

A combination of both qualitative and quantitative method of data collection were used for the study. These included questionnaires and In-Depth Interview guide (IDIs). Data was analyzed based on the method of collection used. For the questionnaires regression analysis and descriptive analysis used to analyze data generated and tested hypothesis, while openended questions were categorized before coding. Content analysis was used for the qualitative data (IDI responses). The sample size for this study is 351 derived through the Mugenda and Mugenda model (2003) of sample size determination.

Research Findings/Results

Table 1: Socio-demographic Characteristics of Respondents (N=351)

Variable	Category	Frequencies	Percentages
Age	18-24 years	12	3.4
	25-31 years	50	14.2
	32-38 years	70	20
	39-45 years	151	43.0
	46 and above	68	19.4
Sex	Male	204	58.1
	Female	147	41.9
Education	Secondary sch. Certificate	71	20.2
	OND/NCE Certificate	173	49.3
	HND/B.Sc Certificate	98	27.9
	MSc/PhD	9	2.6
Marital Status	Single	2	1.0
	Married	324	92.3
	Divorced	10	3.0
	Widowed	15	4.3
	Total	351	100%

Source: Field work, 2025

Table 1reveals the socio-demographic characteristics of 351 respondents that were surveyed in the research. The analysis indicates that there were more respondents on distribution on ages 39-45 years than other age categories. This was deduced from the responses of 43.0% of respondents and by implication, it can be concluded that the sample frame is dominated by individuals who are experienced enough to provide adequate responses on the subject of study. Over half showed (58.1%) of the respondents were male; this could be a major reflection of the recruitment pattern of the Nigerian Police Force in relation to gender spread across the country.

Large majority (over 70%) of respondents who have acquired a minimum of a higher education degree; which is an indication of high educational attainment in the sample. The study was composed of a very literate population, this maybe as a result of the area of study (the FCT) which is assumed more urban than most other cities in the country. Marital status-wise, 92.3% of the respondents are married; 4.3% are widowed, 3% are divorced and 1% is single. The result on the table showed a high prevalence of family system in the Police force. There is a noticeable lack of younger and single individuals, which may reflect the specific demographic characteristics of the population sampled.

Table 2: Efficiency of the Police in responding to Crime Situations across the FCT

Response	Frequency	Percentage
Very efficient	93	26.5
Good enough to quell the crime	183	52.1
Not efficient at all	75	21.4
Total	**351**	**100**

Source: Field work, 2025

Police response level is a major factor affecting the performance of the Nigerian police. From table 2, majority of the respondents (52.1%) stated that, police response level to criminal activities have been just good enough to quell the crime. However, a significant minority of responses (26.5%) stated that the Police in the FCT have been very efficient in responding to crime calls. The implication of the majority of responses from 52.1% of responses shows that the Police still has some gaps that affects their efficiency in responding to crime situations across the FCT. This means they have not been very efficient.

Most interview participants acknowledged that while the police in the FCT make visible efforts to respond to crime, their efficiency remains moderate and inconsistent. Several respondents described police response as "good enough to quell crimes*"* but lacking the speed and precision required in modern policing.

One of the interviewees has this to say, that;

> Our men try their best when crime incidents are reported, but the response time is not always immediate. Sometimes, the challenge is logistics no vehicles or poor communication channels. We manage situations with what we have, but more support is needed. *(IDI Participant Male, DPO)*

This statement highlights a partial operational efficiency hindered by resource inadequacy and delayed mobilization. Respondents generally agreed that, despite visible police presence, response to incidents is often reactive rather than proactive.

One officer pointed out that much of the efficiency achieved in crime response still relies on manual and traditional policing methods rather than technologically driven approaches. Patrols, informant networks, and radio communication remain the main strategies in her words.

> When distress calls come in, we rely on radio calls and vehicle patrols. We do not have advanced systems like digital tracking or real-time surveillance that can guide quick deployment. So, efficiency is limited by the old methods we still use. *(IDI Participant Female, ASP)*

This view reflects the limitations of non-digital systems in ensuring rapid, coordinated response. The absence of modern ICT tools constrains timely detection, analysis, and intervention during criminal events.

One participant expressed optimism that advanced ICT tools would drastically improve response efficiency through better coordination, tracking, and communication. In his words:

> If we had GPS tracking, CCTV coverage, and central command software, responding to crime would be faster and more precise. ICT is the missing link in our system. *(IDI Participant Male, SP)*

This indicates an institutional awareness of technology's potential in enhancing police responsiveness and overall effectiveness in crime management. From the qualitative narratives, it is evident that police efficiency in responding to crime situations across the FCT is moderate but constrained by a combination of systemic and infrastructural limitations. While there is commitment and operational readiness among officers, their effectiveness is undermined by poor logistics, inadequate ICT tools, fragmented coordination, and weak community trust.

Table 3: Police Adoption of Information Communication Technology in Crime Management

Response	**Frequency**	**Percentage**
Police adopt ICT in crime management	201	57.3
Police do not adopt ICT in crime management	150	42.7
Total	**351**	**100**

Source: Field work, 2025

Table 3 shows that a simple majority of the sampled population (57.3%) believe the Police adopt the use of information communication technology in crime management in the FCT. However, a high number of 42.7% disagree to the

adoption of ICT in crime management by the Police. The implication of the close margin of contradictory response shows that the use of ICT in crime management may not be clearly pronounced or may not be well utilized.

Most interview participants admitted that while ICT tools are being used within the Nigerian Police Force, their adoption is partial, inconsistent, and largely limited to basic communication functions rather than strategic crime management. From the forgoing, one of the participants has this to say;

> Yes, we use ICT to some extent mostly radio communication and phone calls for coordination. But when you talk about advanced crime tracking or data analysis, we don't have those facilities yet. Our use of ICT is still basic. **(***IDI Participant Male, Deputy Police Officer)*

This response highlights that the police have adopted ICT primarily at the communication level, not at the intelligence or investigative level, showing a gap between availability and strategic utilization.

Another participant noted that the adoption of ICT is slowed by limited technical knowledge and lack of formal training among police personnel. Many officers rely on personal experience rather than structured digital capacity building. In her words

> Some of us are not properly trained to use ICT equipment. The few tools we have are underutilized because officers don't know how to operate them effectively. We need regular ICT training if we must use technology for crime management. *(IDI Participant Female, ASP)*

This suggests that capacity building is a major determinant of ICT adoption. Without proper training, available tools remain underused, reducing their impact on crime control efforts.

One participant emphasized poor funding as the primary constraint to adopting and maintaining ICT facilities. The cost of procuring, maintaining, and upgrading digital systems has hindered widespread adoption. In his words:

> Technology is expensive, and our funding is limited. Even when some divisions get computers or CCTV, they break down and are not repaired. Without steady funding, it is difficult to sustain ICT use in policing. *(IDI Participant Male, SP)*

The interviews reveal that ICT adoption by the police in the FCT is incipient and limited, characterized by basic usage of communication tools but lacking

advanced digital technologies for crime analysis, tracking, and prevention. Institutional enthusiasm exists, but poor funding, inadequate training, infrastructural deficits, and fragmented systems remain critical obstacles.While officers recognize the transformative role ICT can play in modern policing, its full integration into Nigeria's crime management framework requires strategic policy action, funding prioritization, and systematic digital literacy training.

Table 4: Responses on the types of ICT tools used by the Police in Crime Management in the FCT

Response	Frequency	Percentage
Close circuit television (CCTV)	88	25.1
Scanning, Radio and Communication Devices	233	66.4
GPS tracking/Data mining system	21	6
Satellite imagery biometric surveillance	9	2.6
Total	**351**	**100**

Source: Field work 2025

Table 4 shows the responses on the forms of ICT tools or devices used by the Police in the FCT in crime management and control. The study observes that most of the respondents (66.4%) agreed that the Police use mostly scanning devices and radio communication devices. A few more; 25.1% of respondents suggest that the police utilize also close circuit television (CCTV). By implication, the study believes that, the technological device mostly utilized by the Police in the FCT is more general and primary technological tools used for communication and not in-depth investigation or tracking.

Most respondents from the in-depth interview reported that the major ICT tools currently used by the police in crime management across the FCT are basic communication technologies such as radio sets, mobile phones, and walkie-talkies. These are primarily used for coordination, patrol communication, and quick relay of information during operations one of the participants said;

> We mostly rely on radio communication and our phones to exchange information during patrols or emergencies. That's what keeps us connected in the field. *(IDI Participant Male, Superintendent of Police)*

In the same vein, another participant also said;

> Apart from the radio sets, we use WhatsApp groups among officers to share information or track operations when there's a security alert. *(IDI Participant Female, ASP)*

This indicates that ICT use among police officers in the FCT is largely traditional and limited to real-time communication tools, which, while essential, do not constitute advanced technological systems for crime detection or prevention.

A few participants mentioned the use of CCTV cameras and other surveillance devices, mostly in high-security areas or specific commands. However, these systems are not widely available or effectively networked across divisions. Buttressing this, one of the participants said;

> We have some CCTV coverage in certain parts of the city, especially around government offices and major roads. But the coverage is limited, and not all stations have access to the footage. He continues by saying even where CCTV is installed, the network is often not functioning properly due to poor power supply or technical issues. We still rely more on human intelligence. *(IDI Participant Male, CSP)*

This shows that surveillance technologies exist but are poorly maintained and unevenly distributed, which weakens their impact on crime management

One of the participants expressed that forensic ICT tools such as biometric identification systems, crime mapping, data analytics, or cyber monitoring platforms are either absent or rarely used at the divisional level. In his words;

> We don't have the kind of technology that can analyze crime patterns or track suspects digitally. Those things are usually done manually or through informants. *(IDI Participant Male, DSP)*

This highlights a technological gap between the police's operational needs and their available ICT infrastructure, particularly in intelligence-led policing and data analysis.

The in-depth interviews reveal that the types of ICT tools used by the police in crime management across the FCT are basic and communication-oriented, including radio sets, mobile phones, and occasionally computers and CCTV systems. Advanced forensic or analytical technologies are largely absent. Officers have, however, shown adaptability by informally using social media and digital platforms to enhance operational awareness. The overall pattern shows limited digital transformation of policing operations, constrained by inadequate funding, poor maintenance, uneven distribution of ICT resources, and lack of central data management systems.

Table 5: Responses on whether the types of technology use have been good enough in crime management in the FCT

Response	Frequency	Percentage
They have been good enough	183	52.1
They have not been good enough	93	26.5
Not sure	75	21.4
Total	**351**	**100**

Source: Field work, 2025

Based on the result on table 5 it can be concluded that the forms of technology used by the Police in the FCT helps to contribute to crime management in the FCT. 52.1% of respondents claimed through the communication devices they are able to communicate across surveillance and crime monitoring.

Interview participants also suggested that, through their radio communication devices that defile usual internet support, the Police are able to link up quite well in reaching out to field officers and have proper hold or control of crime situations.

One of the participants stated that:

> You know for now we do not have all the sophisticated technologies. The reality is that, for now most of our field officers on routine surveillance and monitoring deal more with radio communication device, and scanning devices. This helps us to be in touch of the situation and have more control of crime situations around communities in the FCT. *(IDI Participant 3)*

From the above response it is obvious that even the law enforcement agents do not deny the fact that they are still coming up when it comes to utilizing information communication technologies in crime control in Nigeria. This again calls for urgent attention and concern.

Table 6: Responses on whether the use of more sophisticated technology can enhance police effectiveness in the FCT

Response	Frequency	Percentage
Use of more sophisticated technology can enhance police effectiveness in the FCT	321	91.5
use of more sophisticated technology cannot enhance police effectiveness in the FCT	30	8.5
Total	**351**	**100**

Source: Field work, 2025

Table 6 shows that an overwhelming number of respondents (91.5%) believe that with the use of more sophisticated technology policing can be enhanced and

the effectiveness of the police in crime management in the FCT will be better. The implication of the response proves that, the police are ready to accept technological tools in their functions of crime management in the FCT.

Interview participants also supported the ideas of improving police effectiveness in crime management through better or sophisticated technologies. The participants stressed that better technologies will help police response rate and crime prevention and control in the FCT. In The words of one of the participants:

> Certainly, with better or more sophisticated technological devices such as GPS tracking/Data mining system and Satellite imagery biometric surveillance system, policing in Nigeria can be better. It will help us respond to calls quicker and the data system will help us track crime situations and put us on a better pedestal of crime prevention and control. *(IDI Participant 4)*

Table 7: Challenges faced by the police in utilizing better technologies in crime management

Response	Frequency	Percentage
Funding challenge	189	53.8
Lack of capacity to handle technologies	101	28.8
Lack of acceptability of technologies	61	17.4
Total	**351**	**100**

Source: Field work, 2025

Table 7 above showed that the major challenge facing the police in utilizing better technologies in crime management. 53.8% of respondents made the claim that funding challenges to purchase the needed modern technologies for policing is the major hindrance to technological adoption in crime management in the FCT.

One of the IDI participants stated that:

> One major problem in crime management in Nigeria is the lack of the utilization of modern technology in policing, and of course funding challenge is the reason why we do not have modern technologies. Go to developed countries and see what is invested in policing especially in their devices; policing has gone beyond the arrest, having guns and pistol on and all of that. Technology is the game charger now, and with proper funding and budgeting we can achieve

> technologically driven police in Nigeria as a whole and not just the FCT. *(IDI/Male/47years)*

The above response enumerated the numerous challenges faced by the Nigerian police force. Such challenges such as lack of adequate funding is key to all the challenges enumerated. In current and contemporary times, the use of modern technology in controlling and preventing crime is important. To be emphatic, crime control has been narrated to be far beyond just arrest a suspect, advanced use of technological device does not only contribute to effective crime control, but also to effective crime prevention particularly in a country like Nigeria.

Discussion of Findings

The findings of this study demonstrate that the adoption of Information and Communication Technology (ICT) by the Nigerian Police Force in the Federal Capital Territory (FCT), Abuja, remains limited in both scope and sophistication. Although a slight majority of respondents (57.3%) indicated that the police utilize ICT in crime management, the technologies currently deployed are predominantly communication-based, particularly radio communication devices and scanning equipment, rather than advanced investigative technologies such as Geographic Information Systems (GIS), biometric databases, data mining software, predictive analytics, or integrated surveillance systems. This finding suggests that ICT integration within the Nigerian Police has not progressed beyond its traditional communication function, thereby limiting its contribution to intelligence-led policing.

The study further revealed that police effectiveness in responding to crime is moderate rather than optimal. While over half of the respondents (52.1%) considered police response to be adequate in quelling crime, only about one-quarter rated police response as highly efficient. The qualitative findings support this observation, with senior police officers attributing delayed responses to inadequate logistics, obsolete communication systems, poor coordination, and insufficient technological infrastructure. These findings corroborate the position of Manning (2008), who argued that modern policing increasingly depends on information technology for rapid decision-making, intelligence gathering, and coordinated operational responses.

Another significant finding is that the ICT tools currently available to the police are used primarily for communication rather than crime intelligence, forensic investigation, or predictive policing. The overwhelming reliance on radio communication devices (66.4%) indicates that policing in the FCT still depends largely on conventional operational methods. The limited use of CCTV (25.1%), GPS tracking (6%), and biometric or satellite surveillance (2.6%) illustrates a substantial technological gap when compared with international best practices in law enforcement. This finding aligns with Bayley (2005), who argued that contemporary policing requires sophisticated technological systems capable of supporting proactive rather than reactive policing strategies.

The study also established that police personnel recognize the enormous potential of advanced ICT in improving crime management. An overwhelming majority (91.5%) believed that the adoption of more sophisticated technologies would significantly enhance police effectiveness. This positive disposition indicates that resistance to technological innovation is not the principal obstacle; rather, institutional constraints limit effective ICT integration. The interview findings further revealed that officers perceive technologies such as GPS tracking systems, integrated surveillance networks, centralized crime databases, and biometric identification systems as essential tools for improving operational efficiency, response time, and crime prevention.

Furthermore, inadequate funding emerged as the most significant barrier to effective ICT utilization, followed by inadequate technical capacity among personnel and limited organizational acceptance of technological innovations. These findings reinforce previous studies (Adebayo & Ogunwede, 2020; Olusola *et al.*, 2018), which identified insufficient budgetary allocation, inadequate training, poor maintenance culture, and unreliable electricity supply as major impediments to technology-driven policing in Nigeria. The qualitative evidence equally demonstrated that available ICT equipment often becomes obsolete or remains non-functional due to poor maintenance and irregular funding.

From a theoretical perspective, the findings support the assumptions of Structural Functionalism, which views the police as a critical institution responsible for maintaining social order. The limited effectiveness of ICT weakens the capacity of the police to perform this stabilizing function, thereby affecting societal security and equilibrium. At the same time, the findings provide stronger support for the Modern Management Technology Theory of Policing, which emphasizes that organizational effectiveness in contemporary policing depends on the strategic adoption, management, and utilization of technological innovations. The inability of the Nigerian Police to deploy advanced ICT systems significantly constrains intelligence-led policing and limits operational efficiency.

Overall, the study demonstrates that although ICT has begun to influence policing in the FCT, its current application remains largely elementary and communication-oriented. Transforming the Nigerian Police into a technology-driven institution will require sustained investment in digital infrastructure, continuous capacity building, reliable power supply, integrated security databases, and institutional reforms that promote intelligence-led policing. Without these reforms, ICT will continue to play only a limited role in enhancing crime management and public security in Nigeria.

Conclusion and Recommendations

The study on Effectiveness of Information and Communication Technology (ICT) in Crime Management by the Police in the Federal Capital Territory (FCT), Abuja, Nigeria reveals that while ICT adoption within the Nigerian Police Force (NPF) has made modest contributions to crime prevention and management, it remains grossly underutilized. The findings show that

communication-oriented technologies—such as scanning and radio devices dominate police operations, while advanced investigative and analytical technologies such as GPS tracking, data mining systems, satellite imagery, and biometric surveillance are rarely used.

Although over half (57.3%) of the respondents affirmed that ICT is employed in crime management, the limited range and sophistication of technologies in use have constrained the overall efficiency and responsiveness of policing in the FCT. The study further established that inadequate funding, poor ICT skills among officers, and erratic power supply are the most significant impediments to effective technological integration.

From the theoretical standpoint, the Structural Functionalist Theory affirms that the police, as a key institution in maintaining social stability, must function optimally through technological adaptation to sustain societal order. Similarly, the Modern Management Technology Theory of Policing underscores that effective crime management in contemporary society depends on how well technology is integrated into policing strategies.

Conclusively, the study asserts that ICT adoption is no longer optional but an essential component of modern policing. Without significant investment in digital infrastructure, capacity building, and institutional reforms, the Nigerian Police Force will continue to face challenges in crime prevention, investigation, and public trust.

Recommendations

1. Enhanced Funding for ICT Infrastructure**:** The Federal Government and Police authorities should allocate dedicated budgetary provisions for ICT-driven policing. Adequate funding is crucial for procuring modern equipment such as surveillance cameras, GPS trackers, forensic data systems, and cyber monitoring technologies.
2. Capacity Building and Training: Continuous training programs should be institutionalized to improve ICT competence among police officers. Collaboration with ICT experts, universities, and international partners can facilitate hands-on training in data management, digital forensics, and cybercrime investigation.
3. Establishment of a Centralized Security Database: A national digital crime and security database should be developed to integrate intelligence across all security agencies. This would enhance real-time information sharing, reduce duplication of efforts, and promote coordinated responses to security threats.
4. Improved Power and Internet Infrastructure: Reliable electricity supply and broadband connectivity are critical for sustaining ICT-based crime management systems. Partnerships with the private sector and government agencies like the Ministry of Power and Nigerian Communications Commission (NCC) are essential.
5. Policy and Legislative Reforms: The government should review and strengthen existing ICT and data protection policies to promote lawful and

ethical use of technology in policing, ensuring that efficiency does not compromise citizens' rights and privacy.

6. Public Police Technological Collaboration: Encourage community participation through mobile crime reporting apps, digital hotlines, and social media engagement to improve intelligence gathering and strengthen trust between the police and the public.

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