



Faculty Of Technology Management And Technopreneurship

CITIZEN SATISFACTION OF E-POLICING SYSTEM IN THE UAE
UNIVERSITI TEKNIKAL MALAYSIA MELAKA

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CITIZEN SATISFACTION OF E-POLICING SYSTEM IN THE UAE.

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2025

DECLARATION

I solemnly declare that the research presented in this thesis titled " Citizen Satisfaction Of E-Policing System in the UAE." is the culmination of my own original work, conducted under the supervision and guidance of my advisors. All the sources and references used in this thesis have been duly acknowledged and cited. Furthermore, I confirm that this thesis has not been submitted for any other degree, and it has not been previously accepted for the award of any other academic qualification. This work represents my independent effort and contribution to the field of study, and I have complied with all relevant ethical guidelines and academic standards throughout the research process. I also acknowledge that any opinions, findings, conclusions, or recommendations expressed in this thesis are solely my own, and they do not necessarily reflect the views of the university, my advisors, or any other individual or institution. I take full responsibility for the accuracy, authenticity, and originality of the content presented in this thesis. I hereby affirm that this declaration is true and complete to the best of my knowledge and belief.

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APPROVAL

I hereby declare that I have read this thesis and in my opinion this thesis is sufficient in terms of scope and quality for the award of Doctor of Philosophy.



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: Professor Madya Dr. Juhaini Binti Jaber

Date

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DEDICATION

I dedicate this thesis with profound gratitude and heartfelt appreciation to my beloved family. They have been my unwavering source of encouragement, support, and love throughout my journey of pursuing my PhD. Their unwavering belief in my abilities, their patience during my long hours of study and research, and their unconditional love have been invaluable to me.

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ABSTRACT

Integrating technology has become a key component of evolving global police operations in the quickly evolving field of law enforcement today. In this regard, the United Arab Emirates is distinguished as a leader in innovation, demonstrating a dedication to technical progress by introducing electronic policing, or e-policing. This study looks into how many aspects affect how satisfied citizens are with e-policing systems, a topic that is becoming more and more important in the digital era. E-policing systems, which use technology to improve law enforcement services, are now necessary to guarantee that the public and police can engage and communicate effectively. The purpose of this study is to pinpoint the precise components of e-policing that have a major impact on citizen satisfaction in order to offer a thorough grasp of the factors that contribute to favorable public impression. Through the use of a robust methodology that includes bootstrapping techniques in SmartPLS 4.0 software and Partial Least Squares Structural Equation Modeling (PLS-SEM), the study looks at how citizen satisfaction is influenced by perceived integrity, transparency, responsiveness, interactivity, serviceability, community engagement, and response time. A standardized questionnaire was utilized to gather data from a randomly chosen sample of participants, guaranteeing an impartial and representative sample for the investigation. Perceived responsiveness, integrity, response time do not significantly affect citizen satisfaction, according to the data, but perceived transparency, interactivity, serviceability, and community engagement conduct significantly. In conclusion, three of the seven direct effect hypotheses—integrity, responsiveness, and response time were not supported, while four transparency, interactivity, serviceability, and community engagement were supported. There was no substantial mediation role, as evidenced by the fact that none of the seven demographic segmentation-related hypotheses were supported. These findings highlight how crucial it is for e-policing systems to promote transparent communication, interactive platforms, effective service delivery, and quick reaction times in order to increase public satisfaction and trust. The constructs' validity and reliability were ensured by the establishment of convergent validity, whereby all variables satisfied the criteria for Cronbach's Alpha, Composite Reliability, and Average Variance Extracted (AVE). Through the provision of empirical data on the crucial elements impacting citizen satisfaction with e-policing systems, this study adds to the body of knowledge already in existence. In order to cultivate good attitudes among citizens, it emphasizes the significance of transparency, interactivity, serviceability, response times, and community engagement. In order to raise citizen satisfaction and improve e-policing services, the study provides policymakers and law enforcement organizations with useful ideas. Law enforcement organizations can more effectively serve the communities they serve and better satisfy public expectations by concentrating on these important areas.

KEPUASAN WARGA TERHADAP SISTEM E-POLICING DI UAE

ABSTRAK

Penyepaduan teknologi telah menjadi komponen utama operasi polis global yang berkembang dalam bidang penguatkuasaan undang-undang yang berkembang pesat hari ini. Dalam hal ini, Emiriah Arab Bersatu dibezakan sebagai peneraju dalam inovasi, menunjukkan dedikasi terhadap kemajuan teknikal dengan memperkenalkan kepolisan elektronik, atau e-policing. Kajian ini melihat berapa banyak aspek yang mempengaruhi tahap kepuasan rakyat terhadap sistem e-kepolisan, topik yang semakin penting dalam era digital. Sistem e-kepolisan, yang menggunakan teknologi untuk menambah baik perkhidmatan penguatkuasaan undang-undang, kini diperlukan untuk menjamin bahawa orang ramai dan polis boleh terlibat dan berkomunikasi dengan berkesan. Tujuan kajian ini adalah untuk menentukan komponen tepat e-kepolisan yang mempunyai kesan besar terhadap kepuasan rakyat untuk menawarkan pemahaman yang menyeluruh tentang faktor-faktor yang menyumbang kepada tanggapan awam yang menggalakkan. Melalui penggunaan metodologi teguh yang merangkumi teknik bootstrap dalam perisian SmartPLS 4.0 dan Partial Least Squares Structural Equation Modelling (PLS-SEM), kajian melihat bagaimana kepuasan rakyat dipengaruhi oleh integriti yang dirasakan, ketelusan, responsif, interaktiviti, kebolehhidmatan, komuniti penglibatan, dan masa tindak balas. Soal selidik piawai telah digunakan untuk mengumpul data daripada sampel peserta yang dipilih secara rawak, menjamin sampel yang tidak berat sebelah dan mewakili untuk penyiasatan. Responsif dan integriti yang dirasakan tidak menjejaskan kepuasan rakyat dengan ketara, menurut data, tetapi tanggapan ketelusan, interaktiviti, kebolehhidmatan, masa tindak balas dan penglibatan masyarakat dengan ketara. Penemuan ini menyerlahkan betapa pentingnya sistem e-kepolisan mempromosikan komunikasi yang telus, platform interaktif, penyampaian perkhidmatan yang berkesan dan masa tindak balas yang cepat untuk meningkatkan kepuasan dan kepercayaan orang ramai. Kesahan dan kebolehpercayaan konstruk telah dipastikan dengan penubuhan kesahan konvergen, di mana semua pembolehubah memenuhi kriteria untuk Cronbach's Alpha, Kebolehpercayaan Komposit dan Average Variance Extracted (AVE). Melalui penyediaan data empirikal mengenai elemen penting yang memberi kesan kepada kepuasan rakyat terhadap sistem e-kepolisan, kajian ini menambah kepada badan pengetahuan yang sedia ada. Untuk memupuk sikap yang baik dalam kalangan rakyat, ia menekankan kepentingan ketelusan, interaktiviti, kebolehhidmatan, masa tindak balas dan penglibatan masyarakat. Untuk meningkatkan kepuasan rakyat dan menambah baik perkhidmatan e-kepolisan, kajian ini menyediakan penggubal dasar dan organisasi penguatkuasa undang-undang idea yang berguna. Organisasi penguatkuasa undang-undang boleh memberi perkhidmatan yang lebih berkesan kepada komuniti yang mereka layani dan lebih memuaskan jangkaan orang ramai dengan menumpukan perhatian pada bidang penting ini.

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LIST OF ABBREVIATIONS

ICT	-	Information and Communication Technologies
ADP	-	Abu Dhabi Police
TAM	-	Technology Acceptance Model (TAM)
ECT	-	Expectation-Confirmation Theory (ECT)
PERF	-	Police Executive Research Forum (PERF)
AVE	-	Average Variance Extracted
CB-SEM	-	Covariance Based Structural Equation Modeling
CI	-	Continuous Improvement
CRS	-	Congressional Research Service
CS	-	Citizen Satisfaction
CSV	-	Comma Separated Values
DBF	-	Dubai Police Force
DPF	-	Defence and Peacekeeping Force
EAA	-	Executive Affairs Authority
EFQM	-	European Foundation for Quality Management
FNC	-	Federal National Council
GDP	-	Gross Domestic Product
GSEC	-	General Secretariat of the Executive Council
GoF	-	Goodness-of-Fit
HTMT	-	Heterotrait-Monotrait
ICT	-	Information and Communications Technology
IMIM	-	Incident Management/Intervention Model
IV	-	Independent Variables

LS	-	Leadership Support
MV	-	Mediating Variable
NPIA	-	National Policing Improvement Agency
OE	-	Operational Excellence
OPEC	-	Organization of Petroleum Exporting Countries
PLS-SEM	-	Partial Least Squares Structural Equation Modeling
PPE	-	Project Planning and Execution
RBV	-	Resource-Based View
RCMP	-	Royal Canadian Mounted Police
SEM	-	Structural Equation Modelling
TP	-	Technical Proficiency
UAE	-	United Arab Emirates
USA	-	United States of America
VB-SEM	-	Variance-Based Structural Equation Modeling

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LIST OF PUBLICATIONS

1. Almansoori, A.E.S. and Jabar, J., 2021. Developing Conceptual Operational Excellence Model To Achieve Citizen Satisfaction Services In Abu Dhabi Police. *Review of International Geographical Education Online*, 11(5).
2. Almansoori A.E.S, 2022. Operational Excellence Model to Achieve Citizen Satisfaction Services in Abu Dhabis Police Using Structure Equation Model (SMART- PLS), *Journal of Tianjin University Science and Technology*.



CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter outlines the researcher's general approach for doing the research and reflects key principles. This research field of interest is described using the research context. It stresses the study's motivation, provides evidence of the identified gap in the literature, and outlines how it plans to bridge the gap through explicitly specified research objectives and questions. The chapter finishes with a description of the research methodology and expected contributions.

1.2 Background

Integrating technology has become a key component of evolving global police operations in the quickly evolving field of law enforcement today. In this regard, the United Arab Emirates is distinguished as a leader in innovation, demonstrating a dedication to technical progress by introducing electronic policing, or e-policing. Due to its innovative leadership and dedication to being on the cutting edge of technology, the United Arab Emirates has deliberately created e-policing initiatives throughout all of its emirates. These initiatives make use of digital technology's ability to improve communication, expedite the policing process, and give individuals more influence over public safety (Alshamsi et al., 2019). In the United Arab Emirates, e-policing started with a determined attempt to use technology to improve traditional law enforcement methods. Creating a strong digital infrastructure, implementing online reporting tools, and utilizing cutting-edge technology

like data analytics and artificial intelligence are all part of this. The aim is to completely revamp the police services in order to conform to the UAE's overarching vision of a technologically advanced and creative country, not only digitize antiquated enforcement methods (Othman & Al Hammadi, 2023a).

The Abu Dhabi Police are at the forefront of technological innovation since e-policing is an integral part of their operating plan. The Abu Dhabi Police Department has demonstrated its commitment to technological innovation through a number of projects, including real-time communication channels and smart surveillance systems. These advancements demonstrate a commitment to both boosting internal operational efficiency and citizen-centric policing, which calls on people to actively participate in preserving public safety via digital platforms (Sammari & Almessabi, 2020).

The Abu Dhabi Police's proactive programs, which have incorporated digital technologies to rethink traditional enforcement procedures, serve as an example of this paradigm shift (Radwan et al., 2023). The United Arab Emirates's e-policing initiatives are deeply entwined with broader e-Government initiatives, demonstrating a distinctive method of utilizing technology to enhance society (Obaid & Ahmad, 2021). The Abu Dhabi Police Department's entry into the digital sphere shows a dedication to maintaining law and order as well as a significant effort to build ties with the community. The Abu Dhabi Police Department is now at the forefront of technology breakthroughs in law enforcement thanks to the revolutionary expansion of e-policing in the United Arab Emirates. The emergence of a wide range of internet platforms and services targeted at enhancing law enforcement capacities is what defines this shift. These initiatives, which range from real-time communication channels to online event reporting, demonstrate the Abu Dhabi Police's commitment to using technology to assist citizens. The concept of citizen-centric policing, which envisions a model in which citizens participate actively in the policing process through

seamless digital interfaces, lies at the core of this digital transformation (Ekaabi et al., 2020). This way of thinking gives residents the ability to actively participate in a cooperative effort to maintain public safety, in addition to being the beneficiaries of security policies.

The UAE is positioning itself as a worldwide innovation hub, therefore e-policing research is becoming more and more important. In the rapidly evolving field of e-policing in the United Arab Emirates, a thorough evaluation of critical elements such as integrity, openness, responsiveness, serviceability, community participation, and reaction time is sorely needed (Obaid & Ahmad, 2021). Investigating these areas in-depth is necessary since the UAE Police strives for both organizational excellence and citizen satisfaction (Alshamsi et al., 2019). The main goal of implementing this research throughout the United Arab Emirates (UAE) police force is to obtain a thorough grasp of how satisfied citizens are with the e-policing system on a national level. Since people in the UAE come from a wide range of socioeconomic and cultural backgrounds, it is essential to collect data from all regions to guarantee that the conclusions are inclusive and representative. In doing so, the study can pinpoint shared problems and particular difficulties encountered by many communities, offering a comprehensive assessment of the efficacy of the e-policing system as well as opportunities for enhancement.

A more comprehensive assessment of the efficacy and quality of services is possible when the research is applied to the whole police force in the United Arab Emirates. The United Arab Emirates is renowned for its swift progress in technology and dedication to novelty, especially in the domain of public services. The research can evaluate the degree to which these technology solutions are being incorporated and employed by looking at the e-policing system in different emirates (Hamilton et al., 2023). This methodology facilitates the identification of optimal procedures and domains in which the police services can be further refined to augment citizen contentment. It also sheds light on the efficacy of the

policies in place as well as the possible need for fresh approaches to deal with particular regional demands.

Promoting uniformity and standards in e-policing services is another important justification for carrying out this research nationwide. There are seven emirates that make up the United Arab Emirates, and each has its own operational guidelines and administrative setup (Al-Khoury, 2013). Through a nationwide analysis of the e-policing system, the research can identify gaps and irregularities in the way services are provided. This data is essential for creating uniform procedures and guaranteeing that every citizen, wherever they may be, gets the same excellent police services. Standardization increases the public's trust and confidence in the police force while also increasing efficiency (Thoyyib, 2019).

The research's conclusions will offer useful information to help with strategic planning and policymaking at the federal and emirate levels. The knowledge gathered from this study can help policymakers better allocate resources and provide interventions that are targeted. For example, focused activities can be put in place to address concerns if different regions show lower levels of satisfaction as a result of certain problems. The study can also guide future training and technological expenditures, keeping the UAE police force at the forefront of innovation and able to adapt to the changing needs of its populace (Ulrichsen). In addition to promoting public input and participation—both of which are critical to democratic governance and ongoing progress—this research is being conducted throughout the United Arab Emirates. Participating citizens from every emirate in the research helps the public feel more accountable and has a sense of ownership (Elnaghi et al., 2019). It strengthens the bond between the police and the communities they serve by displaying the force's dedication to openness and responsiveness. Furthermore, data-driven decisions that accurately represent the wants and preferences of the populace can be made using the input that has been gathered (ABDOULI, 2017).

Lastly, social stability and national security depend on comprehending and raising citizen contentment with the e-policing system. Any secure community needs a police force that is both reliable and well-functioning. The research helps to preserve public order and safety by ensuring that the e-policing system is efficient and lives up to the expectations of citizens throughout the United Arab Emirates. High levels of citizen satisfaction can result in improved law compliance, more police collaboration, and an atmosphere that is safer and more secure for all UAE citizens (Saleh & Alqutbah, 2017).

The effectiveness of responsiveness and serviceability, the degree of community engagement through digital interfaces, the efficiency of reaction times, and the appropriate use of technology will all be evaluated. These elements are critical to the success of e-policing initiatives. By carefully assessing these factors, the study hopes to offer a comprehensive understanding of the intricate dynamics of e-policing. It also hopes to provide useful suggestions for enhancing these factors and, eventually, raising public satisfaction with policing services across the country.

International Comparisons and UAE Justification

E-policing systems, which use cutting-edge technologies to guarantee safety, transparency, and effective service delivery, have emerged as a key component of contemporary law enforcement tactics worldwide. However, because of variations in sociopolitical structures, technology developments, and cultural contexts, the way such systems are implemented differs greatly among nations. This section compares and contrasts the results and difficulties of e-policing strategies in various countries. The distinctiveness of the UAE's e-policing approach is highlighted by analysing these systems, demonstrating its inventiveness in combining cultural sensitivity, the demands of fast urbanization, and a diverse population. This research also explains why the UAE is the study's primary