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**Using Soft Power for Crime Prevention and Reduction: The Experience of Abu Dhabi police**

**by**

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## **Abstract**

The concepts of soft power and soft policing had long been part of the Western approaches for crime reduction and prevention and had become viable tools to supplement the conventional hard approaches usually utilised in the policing context. Although there is a bulk of research pointing out the advantages of introducing soft policing, most of the research had been conducted in Western countries where the need to reform operations to ensure that citizens' concerns are taken into consideration has been longer appreciated.

Nevertheless, soft tools are gradually introduced in Middle East countries, as higher-ranking officers and policy-makers understand that hard and repressive measures are not going to win the trust of local communities whose engagement is vital for successful crime prevention.

Due to the lack of literature surrounding the use of soft policing in non-western contexts, the present work investigated soft policing in the Abu Dhabi context. This novel research explored perceptions of a varied population of police officers surrounding soft policing via questionnaires analysed using descriptive statistics. This quantitative element was further supported and triangulated through qualitative interviews with high ranking police officers analysed using thematic analysis.

The research findings uncovered that Abu Dhabi police officers are largely familiar with the overall concept of soft power and are willing to implement it when dealing with local communities. However, more specific knowledge was inconsistent. Whilst a number of soft policing tools had been initiated across the Emirates in order to improve police-community relations, embracing soft policing had also led to a number of practical challenges for officers who previously used predominately hard tools in their careers. Abu Dhabi Police needs to develop more opportunities for training for its police officers to ensure that they are comfortable in using soft tools in their daily activities and evaluate its strategies.

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# Chapter 1: Introduction

## 1.1 Policing in the UAE context

Abu Dhabi has been voted one of the safest emirates in the United Arab Emirates (UAE) (The National, 2014a) and among the regions with the lowest crime ratings. Indeed, the crime index (lower number indicates lower crime rating) of Abu Dhabi is 14.4, only a few points away from those of the champion Japan (13.9) a number that is in stark comparison with other countries as Venezuela (82.59) or the UK (50.15) and the USA (48.93) (Numbeo, 2017). If nothing else, the low crime rates are a suitable indicator for the success of the Abu Dhabi Police in maintaining law and order across the Emirate, for identifying criminogenic elements in the society and enforcing social control. However, for Al-Shaali and Kibble (2000) the Abu Dhabi Police in the past had relied on hard policing methods to ensure public order, and unfortunately those approaches had impacted negatively on the police image, and on the community relations between the Abu Dhabi Police and the increasingly diverse population of the country. Indeed, some even claim that crime rates across Abu Dhabi are much higher than the ones reported by the government; however, the poor relations between the police and the local communities and the citizens' fear of the police hard methods are often deterring victims of crime from reporting crime and delinquency (The National, 2014b; The National, 2018). Whilst these reports originate from newspaper articles rather than official or academic sources, it is important to report on issues which are in opposition of what is officially presented, especially as independent academic research is non-existent. All of these had prompted the Abu Dhabi police to innovate its strategies for policing and crime control, to strengthen the ties between police officers and the local residents, and to ensure the cooperation of local residents in policing. Such aspects of soft policing also conform to the Abu Dhabi Police core values such as obedience, respect and religious harmony that the police are attempting to respect in its daily activities.

Apart from the conventional hard strategies, which are characterised by a disconnect between the police and the public law enforcement can also rely on alternative approaches, such as soft policing, that can increase the trust the local communities have in the police service (Hopkins, 2014). The United Kingdom is an example of a country where policing by consent has been popularised as a model that can address the limitations of hard power strategies (Crawford & Lister, 2004). A key advantage of soft policing is that it offers the chance to attain public consent for policing activities and to enhance the legitimacy of the police as an institution (where police legitimacy must be understood as the extent to which the police forces confront to the law that regulate their behaviour and to the expectation of the citizens of police behaviour); however, its effect had been much more encompassing. Innes (2005) argued that the effectiveness of the police is not limited to investigation of crime and detaining criminal elements. Instead, the level of citizen satisfaction with police performance and police legitimacy should be also considered as

suitable indicators of police work, all of which increase through soft methods rather than through hard approaches (Innes, 2005).

Hopkins (2014, p.102) considers that “hard policing’ can include conformation, detection, reactive policing and rigorous enforcement of the law that can be politically motivated and be threat to the state” while he characterised ‘soft policing’ as consensus, prevention, proactive policing, based on discretion, desire to avoid the criminal justice system to provide non-political and support to the state. Thus, departing from conventional approaches to policing can lead to a more active engagement of the community in supporting police investigations and in the long-term in higher rates of voluntary compliance with the law (Worden & Mclean, 2017). Still, Innes (2005) had warned that police officers often face challenges when implementing soft strategies for community involvement as they inevitably require a change of police culture (traditionally more accepting of hard policing) and could be considered as a deviation from the role they had been performing so far. Thus, simply introducing soft-policing tools is not the answer to solving key issues plaguing police work. Such introduction must be appropriate and become accepted as part of regular police work.

Despite the UAE’s late introduction of soft policing, the UAE were able to develop a distinctive strategy for national security on this basis (Ibish, 2017). As one of the wealthiest countries in the world when considering its per capita wealth, and given the complexities arising from its proximity to Saudi Arabia, Iran, and Oman, it is perhaps not surprising that the nation’s government has succeeded in forging what is considered one of the most complex national security strategies across the globe and has protected their status regardless of their low population (Hellyer, 2001). Soft power has increasingly played a role in the UAE foreign policy and international relations, and the nation’s government has frequently utilised this kind of power in furthering national interests and defending their beliefs, particularly in Muslim countries (Ibish, 2017). Although there exists research exploring how the UAE had utilised soft power in the international arena, the introduction of soft power in national and local policing has not yet been evaluated. This dissertation will outline the uses of soft power in policing from a criminological perspective, explore the ways that the concept interacts with crime prevention and reduction, and look to the limitations for its application in policing contexts. This background paves way to provide an exploratory evaluation of soft power through the experiences of Abu Dhabi police officers. This will enable for a critical review of the use of soft power in Abu Dhabi and establish recommendations for future practice.

## **1.2 Significance of the research**

As will be demonstrated in the literature review provided in the next chapter, the main scholarly endeavours surrounding the topic of soft power policing had been conducted mainly in the Western countries, where drive for substituting hard power policing with softer one had been on-going for the last three decades. One

of the reasons for such research focus comes from the fact that emerging and developing economies are often perceived to lack the resources to dedicate to soft power policing initiatives and even if they do, soft power practices fall short to achieving their objectives mostly due to the community scepticism accustomed to lack of accountability and to the pervasiveness of police brutality (Grant, 2015). Whilst this is not directly comparable to the UAE context, the UAE aim to further strengthen its policing apparatus, maintain low crime rates, make the Emirates a safe haven from regional turmoil and deviancy in the Middle East, and ensure policing is perceived legitimately by the public. And so, it had become more and more important to provide scholarly assessments on the impact of soft policing. Considering the fact that the strategies for soft policing inevitably require generous state funding, it is essential to examine how soft power is understood and utilised and which strategies seem to work best in the specific context of Abu Dhabi.

The present research is going to address a poignant research gap, namely the lack of empirical studies to provide an account for the experiences of the Abu Dhabi police officers surrounding the topic of soft power. It will explore police officers' perceptions of soft power, the successes and constraints of soft power and relevant strategies. In doing so the research utilises a combination of methods and data gathered from a variety of sources not only to increase the validity and reliability of the research findings but also to provide a comprehensive account on police officer perceptions surrounding soft power as implemented in Abu Dhabi.

### **1.3 Aims and objectives**

The aim of this research is to explore the experiences of Abu Dhabi police officers in adopting soft power initiatives. The research examines not solely the experience of introducing soft-power in the Abu Dhabi Police modus operandi and police culture, but also examines the relative successes and emerging challenges of soft power policing.

The fulfilment of this aim will be accomplished through the following objectives:

- To explore the perceived role of soft power in the context of criminology with a focus on how soft power is applied by the Abu Dhabi Police Force
- To identify the main perceived successes and challenges of soft power policing in Abu Dhabi, along with what the future holds relating to soft power policing
- To understand the perceived effect of soft power initiatives rolled out by Abu Dhabi Police and to identify 'what works' practices
- To present a set of recommendations on how soft policing practices across the Abu Dhabi in particular, and the UAE in general, can be improved in order to maximise their long-term impact on both crime control and crime prevention

## **1.4 Research Methodology**

The current research utilises a mixed method research methodology. The combination of quantitative and qualitative methods allows the researcher to cross-validate the findings obtained through different methods, to enjoy the complementary strengths that both qualitative and quantitative tools offer and to enhance the reliability and validity of the gathered material (Saunders, et al., 2012). Conducting primary research was the only viable way for addressing the ambitious research objectives poised above due to the absence of quality secondary material and empirical data obtained from the Abu Dhabi Police.

The quantitative component of the research consisted of a Likert-scale questionnaire administered to 207 employees of varied ranks and roles of Abu Dhabi Police. The purpose of the questionnaire was to gather vast data on the officers' perceptions of soft power and the perceived effectiveness of soft-policing, on the challenges associated with it and on the potential change in police officer mentality that soft policing requires. The qualitative component of the research included 10 semi-structured interviews with police officers of Abu Dhabi Police. Exploring further the trends identified in the questionnaire, the interview questions focused on the managerial difficulties and opportunities in developing, implementing and monitoring soft power initiatives.

## **1.5 Dissertation Outline**

The dissertation has 5 chapters. The present chapter, chapter 1, presents the background of the research through the context of policing in Abu Dhabi and introduces the research aim, questions and objectives. Chapter 2 reviews literature on soft power as a tool for achieving short-term (e.g. community engagement) and long-term (e.g. crime reduction) goals. It further applies such information to the Abu Dhabi police context. Chapter 3 presents the methodology of this research. This includes a discussion of the research philosophy, approach and design, as well as specific information surrounding participants, research instruments, procedure and ethics. Chapter 4 presents key findings of the survey instrument that constituted the quantitative element of the research, while chapter 5 does the same with the qualitative data obtained through interviews. Finally, the discussion is presented in chapter 6 which includes a discussion of the findings in context of previous literature, future research avenues, and conclusions.

## Chapter II: Literature review

### 2.1 Introduction

The role of the current chapter is draw from existing literature on the various means soft power had been used in the context of policing and identify the way soft power tools had complemented traditional hard power policing in order to assist the police forces to device novel methods for community engagement and crime and delinquency prevention and reduction. In doing so, the chapter examines four core themes. First, it explores the meaning of soft power and how it had evolved in the police examining the linkages between soft power and community involvement. Second, the chapter examines how soft power had been applied and what challenges officers commonly face when adapting soft power approaches. Third, the chapter acknowledges both the contribution that soft power has in improving police accountability and police-community relations, but also the challenges encountered when piloting soft power programs along with their apparent limitations. The last section of the chapter briefly examines the ways soft power had been used in the UAE context to identify the research gap that the subsequent chapters will address and examine in a more comprehensive manner.

### 2.2 Soft Power in Criminology

Soft power in the context of criminology is best understood as a non-penal kind of influence which allows criminal justice authorities to act ‘at a distance’ with the use of normative controls (Garland, 2017). Whilst soft power is normally utilised in criminological discourse to describe the use of more diplomatic power relations, it is also implemented in the context of policing, where it is usually referred to as the non-coercive elements of police work such as engagement with the community or situational knowledge (Wooff, 2017). Although traditionally policing relies upon ‘hard power’ and the existence of certain power structures which afford police officers the ability to maintain order and control in society, with the shift toward a softer approach has come the realisation that both might work in harmony with one another in continuing a push toward normative influence alongside a penal response to unacceptable behaviours (McCarthy, 2014).

Soft policing has been lauded as one of the most important developments in policing over the last century in terms of the work that it allows police officers to do in building community relations (Skolnick & Bayley, 1988). Indeed, it would seem that the increasing popularity of community policing across the globe, including developments in this style of policing in the UK, USA and Australia, signifies the general consensus of the usefulness of soft measures in crime prevention and reduction strategies. Skolnick and Bayley’s (1988) review of community policing in police departments across the world found that there was an increased reliance on community prevention measures including neighbourhood watch schemes and education initiatives, rather than a reliance purely on police patrols to prevent crime. Other favourable effects of an increased focus on community policing have also been noted; however, it was acknowledged

that such positives are only possible through an appropriate introduction of measures, as ‘traditional’ policing tactics and values can be an obstacle. Other commentators noted increased accountability and legitimacy of police work that came from directly serving the community they patrolled and taking into account the problems faced by this community on a daily basis (Jannetta & Bieler, 2015). These positive effects have not just been limited to the outcomes of community policing on the community; however, with studies concluding that this effect also transferred to police initiative and work ethic, when afforded more discretion in their roles within the community (Robinson, 2003). Ultimately, the increased discretion afforded to junior officers through community policing initiatives is thought to improve performance, both at a ‘real’ level, and at a publicly-perceived level (Rogers, et al., 2011).

Brown (1989) found that police officers engaging in community policing initiatives demonstrate increased problem-solving skills due to their engagement with the community on a proactive level, as well as an improvement in recognition of the value of community input in policing. Not only does community involvement increase the trust of the community in the police officers they encounter, but this also works in a similar way in increasing the level of trust that police officers have in their local community. One study noted that police engagement within the community led to a mutual respect and partnership between the two, with the police also no longer viewing the people they meet through the course of their duty as “nameless and faceless strangers whose reluctance to cooperate and share what they know makes them indistinguishable from criminals” (Palmiotto, 2011, p. 202).

There are criticisms of community policing as being soft in terms of the job requirements and its perceived existence as detracting from ‘more serious’ approaches to crime; however, these fail to realise that Community Police Officers (sworn police officers in the UK with more limited powers than Police Constables often utilised for community policing approaches) continue to make arrests in the same way as ‘ordinary’ police officers, but also deal with a range of broader concerns allowing them to be more proactive in their approach to tackling crime (Brogden & Nijhar, 2013). The same can be said for critics claiming that community policing detracts from the more traditional model of policing, without proper consideration of the usefulness of community police work as an accompaniment to ‘ordinary’ policing, rather than a substitute (Palmiotto, 2011). The broad nature of community policing allows for it to function as a means of bringing the police into a community, rather than being viewed through ‘othering’ and this has also been shown to bring in benefits for police forces in encouraging cooperation from those within the community (Bain, et al., 2014). The Neighbourhood Policing Plan introduced in the UK in 2005 further elaborated on previous efforts by ensuring *all* community stakeholders are involved in policing (e.g. business owners) in order to increase police legitimacy and accountability and create harmonious areas (Longstaff, et al., 2015).

Soft policing is a concept which has been widely-criticised, both by proponents of a harder approach to crime control and by the police themselves whose culture has, according to commentators, caused resistance to the development of softer models of policing (Innes, 2005). Definitional difficulties should also be taken into account, since evidence has shown that police officers often find it difficult to describe their role when considering the sheer number of functions that they are expected to perform throughout their daily duties. These include duties that would have, at one point, been considered to be relegated to social workers, and the introduction of community engagement can leave others confused about their place in the criminal justice system (McCarthy & O'Neill, 2014). Much of the debate on soft policing has, however, centred around so-called 'reassurance policing' which developed in response to increasing public anxiety about crime rates in the 1990's in the UK, in a time period when crime rates were actually falling (Tuffin, et al., 2006). Following on from this realisation, the introduction of a range of policing strategies on 'signal crimes' aimed to focus on a neighbourhood connection with police forces, to encourage community involvement in policing, and to utilise Community Support Officers to ensure valuable links with the community were maintained (Tuffin, et al., 2006).

Notably, differences between the new reassurance policing regime and that of previous attempts at community policing include the focus of the former on reducing public fear of crime, and that of the latter which was on the improvement of relationships and community links with local police forces (Skogan, 2006). Whilst earlier models of community policing were concerned mainly with reinforcing the role of the police officer as a liaison point for bringing the local community into policing decision-making, the development of reassurance policing presents and prioritises measurable outcomes, with the influence of 'signal crime' perspective allowing police work to become more intricately linked with policing matters of public concern (Scottish Government, 2009). Reassurance policing has also been specifically linked with increasing public confidence in policing, and in reversing the previously-existing trend of an over-focus on crime and crime statistics which led the general public to believe that rates of crime were dangerously high (Millie & Herrington, 2005). Moreover, reassurance policing's objectives were intrinsic to the broader functions of the police, with a focus on reducing public fear, increasing confidence in the police, and improving intelligence-gathering, ensuring a new proactive and inclusive police force which worked alongside the community, rather than above it (Millie, 2014).

And so, generally, the value of soft policing lies in the notion that through a legitimate and accountable police force, the public and the police will work in unison which, long term, reflects upon crime prevention, as well as subsequent reduction.

### **2.3 The Use of Soft Power: Lessons from Western countries**

The use of soft power in crime reduction strategies is commonplace in Western nations, with police forces in the UK and US favouring a soft approach to reducing the opportunity for crime in targeted areas over reactive policing involving launching a response to reported criminal activity (Brogden, 2004). More frequently, discourses on successful police work have focused on the use of 'hotspot' policing in identifying potential areas for high rates of crime, and reducing the opportunities available for prospective criminals (Ratcliffe, et al., 2009). Hotspot policing has been developed over the last two decades to enable criminological scholars to better determine its effects in reducing crime and experiments have often revealed that the positive outcomes from its use far outweigh the potential negative outcomes (Braga, et al., 1999). Although hotspot policing might be considered to contain both 'hard' and 'soft' elements of policing, with the threat of a 'hard' response also serving as a deterrent, studies have shown that crime reduction through soft patrols of community support officers is effective, and does not have the 'displacement' effect previously thought to undermine the benefits of hotspot policing (Ariel, et al., 2016). According to the findings, soft patrols were linked to both lower causal crime rates and lower crime harm index scores, illustrating the benefits of soft approaches to crime reduction (Ariel, et al., 2016). Further research is needed to understand public perceptions of this and how this contributes to soft policing strategies in terms of community engagement as research on these outcomes is lacking.

The use of 'soft policing' in the UK came with the identified need to establish a more familiar police presence across the country, as well as the ability to provide essential support to fully-trained and warranted police officers (Johnston, 2006). Similar reasons for a turn toward soft policing styles have also been given for this type of development in other countries, including Australia and the United States (Paoline, et al., 2006). Police and Crime Commissioners (locally elected representatives of an office aiming to serve as a link between the public and the police, overseeing police budgets and plans) in the UK have also been central to promoting the use of soft power throughout the policing infrastructure. Through their role as an elected official with a public voice, this allows the general public to have a greater level of control over policing decision-making (Crowhurst, 2016). A turn back toward community-based policing, following previously-favoured discourses on zero tolerance and crime control, has been differently received by critics and commentators, with many noting the distinct shift toward measurable outcomes that has been inspired by problem-oriented policing (POP) and community engagement (Innes, 2006). Inspired in the UK by the success of the Chicago Alternative Policing Strategy (CAPS), the development of Reassurance Policing and its integration into Neighbourhood Policing has largely been based on evidence from the Signal Crimes Perspective, and chooses to incorporate both 'hard' and 'soft' approaches to crime reduction, rather than placing an overreliance on one over the other (Innes, 2005). The transition toward an inclusion of soft



policing powers has, however, not been an easy one, and critics have noted the difficulty apparent in performing soft policing functions, when traditional policing styles remain rooted in crime control, rather than in producing a responsive function to the demands of the public (Skogan & Hartnett, 1997).

There are undoubtedly challenges in making the transition toward softer policing styles, emanating perhaps from an intrinsic human and organisational reluctance to change, which might also interplay with elements of police culture to create resistance (Skogan, 2008). These challenges are also not always associated directly with reactions from within the police force, either, with a considerable amount of risk coming from gauging public responses to proposed change, and political fallout from unpopular reform (Reiner, 2010).

Resistance to innovation has been fairly comprehensively studied across police forces in Western nations and this has been noted to occur most frequently when the push for change is coming from an outside entity, or in other words, from outside of the police force itself (Bradley & Nixon, 2011). Moreover, studies on resistance to innovation and change from within policing organisations in the United States have found that career and bureaucratic interests have often prevented a true embrace of proposed change, with higher-ranking officers tending to be afraid to stray from what they know in case of losing respect or authority, and lower-ranking officers resisting change as a result of their concern about associated job losses or 'getting into trouble' (Wesiburd & Braga, 2006). Issues arising specifically within the United States when attempting to implement community policing initiatives tended to stem from middle-management figures, whose disdain at the thought of parts of their authority being redirected to lower-level officers caused problems from the outset (Kelling & Bratton, 1993).

A lack of organisational trust has also been cited as a challenge to overcome in order to properly implement softer policing mechanisms such as problem-oriented policing and intelligence-led policing, since the increased discretion these initiatives place with officers from lower-levels of the force has not often been met with approval from more senior management figures who doubt low-level officers' abilities in this kind of decision-making (Skogan, 2008). Resistance has not only been found amongst higher-ranking officers, however, with evidence that lower-ranking officers tend to view pushes for reform as being politically-based and therefore either not concerning to them, or out-of-touch with the reality of policing (Skogan, 2008). Compelling evidence has also been found in the United States for the links between a belief in community involvement in policing and a willingness to adopt a community-based approach to crime prevention and reduction (Dicker, 1998). Where there is a strong feeling that community involvement in policing decision-making is unnecessary or invalid, there is a stronger risk of attempts to implement a softer approach to policing resulting in failure.

The ability of soft power to reinforce accountability mechanisms in involving the public in policing decision-making, along with its emergence as a response to a crisis in legitimacy of the police force,

especially in the UK's experience, make it a beneficial means for increasing standards, performance, transparency, and legitimacy across the board (Mackenzie & Henry, 2009). Studies from the UK have found that the use of softer policing techniques, including community and reassurance policing, have resulted in a significant increase in public satisfaction with the police force which is of importance when considering the police's legitimacy as a public-serving agency (Weitzer & Tuch, 2005). Indeed, most existing research on public satisfaction, the majority of which hails from the United States and Australia, indicates that the strongest performance-based measure of public satisfaction with the police emanates from the perception of fairness in procedural justice, rather than in police statistics on crime or increased police presence (Hinds & Murphy, 2007). The problem-solving basis for softer policing approaches, then, would just as effectively meet these public demands, if not performing even better than traditional approaches in taking into account specific areas of public concern and in establishing a strong basis for conflict resolution. To further enhance the public perceptions of fairness and justice, the police must create a strong basis from which work within the community and to improve the community ties (Community Relations Services, 2016). Further, in reassuring the public that the police force is attempting to work *with* them, rather than against or around them to solve problems which are of importance to the community, there is evidence to suggest that cooperation with the police will increase, accompanied by a decrease in low-level disorder (Gill, et al., 2014). This is a particularly important development when considering the links between low-level disorder and an escalation to criminal activity, which is especially prevalent when monitoring offending over the life-course, and in linking juvenile delinquency with adult offending (Schaeffer, et al., 2003). Tackling low-level disorder is thought to present tremendous benefits for future crime reduction, although this has proven difficult to measure as a reduction of crime rates can indicate both lower level of crime and citizens' decline to report crime (Rogers, 2017).

Analyses of soft power in the context of crime reduction have also focused on the merits of community policing styles in reducing more serious crime, adding weight to existing scholarship on the usefulness of community-based measures in controlling minor crime and disorder. Thomas (2016), for example, presents a compelling case for the use of soft policing methods in the reduction of crimes including terrorism, arguing that the abilities of police forces to engage with the community and gain involvement to dispute resolution or resolving problems within the community promote a more inclusive version of policing which distances itself from exclusionary discourses usually associated with 'breeding' terror (Murray, 2005). In fact, soft approaches to forming relationships within communities, to involving communities in fact-finding and identifying issues, and in the reporting of activity, have been generally considered to be useful in generating intelligence which can be utilised to develop police strategy. Further, softer policing styles with a focus on community involvement, engagement, integration and reduction of 'othering', have been postulated as being useful in removing motivations for crime stemming from a feeling of 'otherness'

(McLaughlin, 2002). This is particularly poignant in considering the potential usefulness of softer policing approaches in reducing hate crime and removing stigmatisation of minorities which is also generally associated with the commission of offences. This, along with the previously discussed benefits arising from a reduction in exclusion, and an increased possibility of gaining intelligence, should result in a more proactive approach to more serious crimes (McGarrell & Freilich, 2007).

Another benefit of introducing soft policing comes from improved opportunities for engagement between police officers and young people, the age cohort that is most vulnerable to criminogenic tendencies. Introducing digital means for delivering message to young members of the society can help in building trust between officers and between members of the youth and improve police legitimacy (Thomas, et al., 2012). Police can initiate online campaigns focusing on fair treatment for citizens, discussing social issues faced by the youth, providing means for the youth to access local police authorities and showing the significance of youth for the overall social prosperity and economic growth (Thomas, et al., 2012). Such approaches can demonstrate to young members of society that the police are not merely interested in prosecution and apprehension but are also responsive to addressing the concerns and problems of their local communities. Youth can be accessed by the police through schools by organising debates and discussions in schools can help in increasing interaction between the police and the youth (Wheller, et al., 2013). This regular interaction between the police and the youth can remove the communication barrier between the two hence the trust of youth toward police will encourage them to report incidents and can decrease the offending cycle. Soft policing as relating to young people works best when police officers are provided with training programs so that they can understand the sensitive aspects of dealing with the youth because unlike adults, the management of the youth by the police could be quite different (Wilkinson & Pickett, 2009). Youth could need more care from the police (due to their vulnerability or due to anti-authority attitudes) so that they can feel well taken care of and can discuss their issues. This strategy can help in changing the mind-set of those young people who are at risk of offending or are victims of crime, living a normal and social life is their prerogative.

## **2.4 The Limitations of Using Soft Power in a Policing Context**

Although there are inherent difficulties present in measuring the successes or failures of the use of soft power in a policing context which arise from its tendency to step away from statistics or other measures of performance, making empirical evaluation a potential impossibility, there are other means or suggestions as to its effectiveness in crime reduction and prevention (Lombardo & Lough, 2007). Through the literature presented above, several limitations and challenges have been briefly considered. The examples discussed seem to be pointing to one key issue relating to soft power in policing - perhaps the biggest problem facing the adoption of this kind of power lies in its implementation (Myhill, 2006). Without being able to ensure

police support across ranks for the concept of community engagement and involvement, there is no possible way to ensure organisational commitment and cultural acceptance. When looking to evaluate the use of soft power as an accompaniment to ‘ordinary’ policing and hard power, it could be said that the intrinsic lack of mainstreaming of soft values, rather than the use of specialised forces or divisions committed solely to soft policing, represents a failure for both actual and future possibilities for its use in crime prevention and reduction (Lombardo & Lough, 2007). Whilst it can be said that soft policing is, indeed, present through any police work, it is important that this is transparently communicated across the police organisation, its partners, and the public.

Whilst the use of proactive patrols is an essential part of soft policing, and this is claimed as a benefit by proponents of a softer approach in relation to the increased visibility and safety it offers to the community, there is also evidence that increased police patrols might be interpreted as meaning that an area is particularly ‘high-crime’, leading to a false sense of danger (Johnson, 2016). Critics have further noted the possibility of increased police presence in certain areas of a neighbourhood increasing the recognition of so-called ‘undesirable’ areas, potentially damaging relationships with this locale, and exacerbating differences between members of the community (Crawford, et al., 2003). Aspects of community policing which focus on increasing public confidence have also been criticised as being ‘superficial’, with officers more concerned about *seeming* to be tackling crime, than actually working to promote interventions which will work on finding effective ways to prevent and reduce crime (Lombardo & Lough, 2007). Overall, whilst questions are raised in relation to soft power policing, existing evidence supports its use. However, it is clear that police officer perceptions of soft power shape its utility.

## **2.5 The Application of Soft Power in Policing in the UAE context**

An attempt to establish a softer approach to crime fighting in the UAE over the last decade with the introduction of problem-oriented policing approaches to crime reduction and prevention has, according to available evidence, been met with limited success due to the resistance to change and police culture (Laycock, 2014). However, the effects of this renewed approach to policing in the UAE have been of slightly more merit, with commentators noting the ‘new service role’ of police officers in the country and the similar emergence of a trend toward less traditional policing methods in other Arab nations (Alaajel, 2006). Whereas previous policing models emphasised the need for distance between police agencies and the general public in order to retain authority, the turn toward community-based policing aims to restore the links between the police and the community, ensuring cooperation and attempting to replicate crime prevention and reduction benefits from similar approaches in the West. However, there is evidence that previously-held beliefs about the need for focus to remain on law enforcement and a harsher approach to crime control might prove difficult to counter (Darweesh, 1987). Further evidence suggests that there are

similar developments happening in the UAE in terms of police-public relations as happened in Western nations such as the UK in the 1970's and 80's (Alaajel, 2006). In particular, a renewed commitment to the use of innovative community policing methods to tackle various forms of family violence, which has been part of the Ministry of the Interior's strategy, has seen the introduction of social support centres and increased community engagement in the UAE (Buzawa, et al., 2017).

This renewed commitment can be seen in the introduction of a number of new initiatives currently ongoing in Abu Dhabi. First, *Happy Patrols* were introduced as a way of rewarding drivers for good behaviour through positive comment and vouchers, based on the rationale that rewarding good behaviour can result in more positive impact than punishing bad behaviours. *Ramadan Gatherings* allow for communities and authorities to work together during the Ramadan period through activities raising awareness surrounding traffic safety during the night. This is done by speaking directly to community members in relation to staying safe, as well as avoiding crime and violence. *Youth Gatherings* are aimed specifically at young people who participate in dangerous street racing and reckless driving. As part of the initiative, young people are warned about their behaviours and educated in relation to safety. This aim is to strengthen the partnership between police officials and the communities they police, with special focus placed on young people. Lastly, *Comprehensive Police Stations* were established to change the public's perception of the image they have of a traditional police station as a place where only crime is reported. The aim was to present police stations as more comprehensive, by making the public aware of a number of services available (e.g. renewal of a driving license), but also by presenting them as more welcoming of the public, through being able to talk to community police officers over a cup of coffee about any concerns. To this date, the impact of these initiatives has not been investigated.

There are reasons to suspect that a softer approach to policing might not be as effective, or might take a different shape, in the UAE than in Western nations. The 'dark' nature of crime data and the low crime rates in the nation according to statistics that have been released by the current government raise real doubts as to the 'real picture' of crime in the UAE and there is the possibility that it might be difficult to garner support for softer initiatives such as community policing due to the lack of public fear or urgency that released low crime rates incur (Laycock, 2014). However, perhaps the reported fear of the police by the newspapers will result in the public welcoming a softer approach. Similarly, uptake of concepts such as problem-solving in policing has been considerably low, suggesting that the UAE's renowned 'hard-line' approach might be tough to break, and that attitudes and police culture in the country might make implementation of new initiatives based on softer principles of policing difficult (Laycock, 2014). The present research will examine those trends to offer novel insights on the contribution and implementation of the soft policing in the Abu Dhabi context.

## 2.6 Conclusion and research questions

As the present chapter showed, soft policing had revolutionised the way the police forces engage with local communities and the way they address crime and delinquency today. Soft policing had been heralded as a panacea for a variety of societal problems: from the increasing distrust of the local communities to the police forces, through the lack of accountability of both high and low-level police officers to the community they serve, to the hesitancy of victims and witnesses of crime to assist the police in criminal investigations.

The majority of the discussed studies were conducted in the Western context: namely the UK and the USA, as those countries pioneered soft practices for the past 30 years and researchers could rely on vast empirical data from those countries. Soft power policing, as was stated, has been introduced fairly recently across the UAE and its role in influencing rates of crime and delinquency had been not yet been clearly determined. There is also limited evidence on how the introduction of soft approaches to crime had permeated within the UAE police culture which has relied on the past on exclusively hard approaches. In such context, the Abu Dhabi police piloted a number of initiatives for both crime control and community engagement with the ambition to improve crime reporting, police-citizen collaboration and reducing delinquency among minors and adolescents, whose performance and outputs have not been explored in sufficient detail. Considering the benefits that the police can get from soft power approaches if implemented appropriately and if the conducted initiatives fit the socio-cultural local context, it is important to examine how soft power had been implemented in Abu Dhabi. Therefore, the current research explores how soft policing is perceived by Abu Dhabi police officers, by following the aims and objectives highlighted in the Introduction.

In order to achieve those aims, the following research questions lead the current research. The study is exploratory in nature and so no specific hypotheses are concerned; rather, a set of research questions guide this research:

- What is the understanding of soft power policing by Abu Dhabi Police officers?
- What is the perceived role of soft power and soft power initiatives on crime reduction, crime prevention, community relations and police legitimacy?
- What is the perceived effectiveness of existing soft power policing initiatives?
- What are the main challenges and limitations experienced with the introduction of soft policing in Abu Dhabi and how can they be overcome?

## Chapter III: Research Methodology

### 3.1 Introduction

The chapter examines the methodological decisions made for the research through a detailed description and argumentation of the adopted methods. Embracing the research philosophy of pragmatism and thus side-lining some of the epistemological and ontological debates, the researcher goes on to adopt a case study approach and data collection through quantitative and qualitative means utilising a mixed-method research design. The chapter also provides details relating to participants, research instruments and procedure. It further acknowledges the various ethical issues encountered during the data collection as well as the ways through which they were addressed. By collecting data through various means and sources the researcher was able to enhance the reliability and validity of the study and ensure that the used research tools complement each other.

### 3.2 Research philosophy

In order to establish the appropriate research approach to the study, the researcher has to possess a clear core attitude or research philosophy of what they perceive as valid source of knowledge (Saunders, et al., 2009). The research philosophies commonly applied, positivism and interpretivism, offer unilateral views on knowledge production based either on accepting the scientific processes usually followed in natural sciences (Moses et al., 2012) or on embracing the relativist experiences of individuals (Angen, 2000), respectively.

Positivism accepts that that reality exists externally to any individual and as a result knowledge should be produced in a similar manner as the one employed in natural sciences to generate value-free findings (Gray, 2014). Knowledge production is seen as independent from the researcher's interpretation and may be externally observed, therefore is considered to be objective. Positivist studies collect structured data that is more reliable than those collected by interpretivists (Moses, et al., 2012). Furthermore, positivism ensures high degree of replication as its structural instruments can be easily employed by other scientists to confirm or reject the obtained results (Bryman, 2012). Through positivism, existing theories and new hypotheses may be tested to enable generalisation; however, few phenomena in the social realm can be understood through entirely objective lenses and as a result, positivism is deemed to offer only offer a narrow view in most social investigations (Goldkuhl, 2007).

The interpretive philosophy in turn involves exploring human perception and experiences for knowledge generation by studying not only physically evident phenomena but also the unseen reality; it also puts individuals in the centre of study (Moses, 2012; Gray, 2014). In doing so, it addresses the inherent limitation of the objectivist focus of positivism; however, interpretivist research can be compromised by both bias

and subjectivity and by lack of generalisation (Saunders, et al., 2012). Interpretivism considers that the social world is shaped by individuals who live in it, and as a result, it is important to examine their subjective understanding in any research project (Adams, 2007).

As the chosen research questions of the study involve investigation of soft power in the context of Abu Dhabi police, it seems that neither positivist nor interpretivist philosophy alone can be adopted. Since soft power is a subjective concept, embracing the positivist objectivism will not provide the necessary depth to study the social construction of soft policing. Similarly, embracing solely interpretivism, the research will risk producing results that lack systemicity as Innes (2005) considers that most studies on soft policing do. Therefore, the researcher decided to embrace pragmatism as the most appropriate research philosophy for the study (Dumez, 2016). Pragmatism is a philosophy that offers comprehensiveness and systemicity (Saunders, et al., 2012) of research, which allows combination of the positivist and interpretivist views, thus aiming at exploring a variety of issues through combining the diversity of viewpoints that interpretivism and pragmatism both offer. For pragmatist scholars, the ontological and epistemological debate between positivists and interpretivists can be put aside to enable the researcher to combine the tools and the instruments from both schools as long as such an approach will provide the most comprehensive means for answering the research questions (Jebreen, 2012). Validity of generated knowledge through pragmatism stands for the reconciliation of the otherwise opposed epistemologies of positivism and interpretivism. (Saunders, et al., 2012). The suitable utilisation of multiple methods within the pragmatic approach does not mean any combination of research design would work so that the research purposes are attained.

### **3.3 Research approach**

The range and specificity of pragmatic convergence of methods presupposes lack of inclination neither towards the pure deductive, nor towards the inductive attitude (Saunders, et al., 2012). The separate application of inductive and deductive approaches provides a one-sided perspective on an analysed subject and bear the potential of missing out significant implications on the way soft policing is applied in the Abu Dhabi context which limits the study reliability (Saunders, et al., 2012). This combination is suitable under the pragmatic philosophy which promotes research questions over specific hypotheses (Saunders, et al., 2012). As the research questions involve investigation of people in a certain context, case study is accepted as the appropriate research approach. The case study approach is a valuable strategy for examining real phenomena which are to be studied and mostly related to the particular context of Abu Dhabi police. Therefore, a rich understanding of the surrounding circumstances is to be gained (Gray, 2014). As contrasted to the experimental strategy, with the case study, there is opportunity for analysis of a real-life context (Yin 2003, as cited in Saunders, et al., 2009). Thus, the environment is viewed as it is. Another



advantage of the case study approach is that it allows the application of various data collection techniques (such as interviews and questionnaires herein), which enriches the scope and abundance of collected data, and may lead to the emergence of new ideas for better comprehensiveness and objectivity of the study. However, the case study approach is limited in that it has a narrowed scope of the studied context, which does not offer many possibilities for generalizability of the study results beyond the given context (Saunders, et al., 2009).

### **3.4. Research design**

There are three main options for research design, namely qualitative and quantitative and a combination of them (Saunders, et al., 2012). Quantitative methods tend to transform the gathered data into numbers or quantitative measures (such as extent of involvement) gathered from multiple participants to enable generalisation and identification of statistically significant trends (Neuman, 2006). Qualitative methods are mostly applied for analysis of not only the evident reality but the one laying underneath the tangible which cannot be captured through statistical trends such as individual perceptions and opinions (Neuman, 2006). In the current research a blend of both, qualitative and quantitative tools, is chosen at the stage of data collection. Therefore, the current study utilised a simultaneous mixed-method design with two types of data collected (qualitative and quantitative) as part of the overall case study approach.

Among the most crucial positives of a qualitative method is its relative simplicity of application, clear identification of the study risks, deep understanding of the factors behind the evident reality and immediate feedback on the research question (Neuman, 2006). Qualitative research also enables the researcher to examine not solely the specific answers the participants provide, but also other hints that can emerge during the interaction such as non-verbal cues (Flick, 2009). The interaction between the researcher and participants during qualitative data collection provides opportunities to clarify both the questions and the responses and thus ensure that each side correctly interprets the input of the other to ensure higher internal validity of the data than quantitative structured instruments can provide (Bryman, 2012).

Among the negatives could be the limited scope and lack of clear measurement parameters, which may lead to various interpretations, therefore, there is a possible increase in subjectivism and bias (Wisdom & Creswell, 2013). It should be also mentioned that interpreting qualitative data requires skills and experience to produce meaningful results which might be a daunting task for inexperienced researchers (Alasuutari, et al., 2009).

On their own, quantitative methods are appreciated for their ability to generalise from the sample to the population and provide more precise estimates of trends, events and tendencies (Neuman, et al., 2006). As quantitative investigations rely on a higher number of respondents to gather the required insights, they can

be characterised by higher reliability than those provided by qualitative data (Boxil, 1997). On the other hand, results generated by quantitative methods might appear misleading in terms of their perception for accuracy while not being always as precise as they claim to be (Wisdom & Creswell, 2013). At the same time, quantitative methods are often less time consuming and expensive to be practiced (Field, 2013).

Due to the aims, objectives and research questions of the current research, a phenomenological design is undertaken as relating to the qualitative data as it is at the core of the research to understand the participants' own lived experiences (Tracy, 2013). Further, in relation to the quantitative data, the current research employs an exploratory descriptive design in order to provide an overview of the perceptions of soft policing by Abu Dhabi police officers (Field, 2013). The combination of both methods in the current research design strengthens the benefits of both methods and compensates their drawbacks when applied separately.

### 3.5. Participants

Participants for both studies (quantitative survey and qualitative semi-structured interviews) were chosen on the principle of snowball convenience-sampling (Field, 2013). The non-probability sampling method was chosen for its cost and time effectiveness, also for its easy accomplishment (Saunders, et al., 2009). The biggest advantage of snowball sampling is its ability to better find study respondents when otherwise they are not around to be reached by the researchers. Whilst random sampling would provide stronger results, this was not feasible for the current study due to financial and time constraints (Saunders, et al., 2009). Using snowball sampling provided the researcher with finding the right respondents, qualified for the study purpose and willing to participate (Bryman, 2012).

#### 3.5.1. Quantitative study

For the first, quantitative study, 207 Abu Dhabi police employees were recruited. They represented various ages, genders, experiences and positions. The majority were male (76.8%; n=159) and 23.2% were female (n=48). This resembles the population recruited in previous research (Al Ramahi, 2015). The mean age of the recruited sample is 33.57 years old (SD=6.80). Table 1 provides frequencies as relevant to the different age categories. The average experience in the police is 12.22 years (SD=6.96) and Table 1 provides frequencies as related to the different years of experience categories.

Age group	N(%)	Years of experience	N(%)
20-25	28 (13.5%)	1-5	34 (16.4%)
26-30	34 (16.4%)	6-10	57 (27.5%)

31-35	61 (29.5%)	11-15	62 (30%)
36-40	56 (27.1%)	16-20	24 (11.6%)
Above 41	28 (13.5%)	Above 21	30 (14.5%)

Table 1: Age and years of experience distribution

A wide spectrum of police officer ranks and departments are included in this study, as seen in Table 2.

Rank	N(%)	Department	N(%)
First warrant officer or less	64 (30.9%)	General HQ Sector	18 (8.7%)
Lieutenant-Lieutenant Colonel	117 (56.5%)	Community and security sector	41 (19.8%)
Colonel	20 (9.7%)	Finance and service sector	19 (9.2%)
General	4 (1.9%)	Human resource sector	23 (11.1%)
Major General	2 (1%)	Special task sector	27 (13%)
		Criminal security sector	24 (11.6%)
		Strategy and institutional development centre	15 (7.2%)
		Security and ports sector	17 (8.2%)
		Decision-making support centre	7 (3.4%)
		Executive office department	7 (3.4%)
		Governance and financial audit section	9 (4.3%)

Table 2: Rank and Department distribution

This variance is significant as previous studies have shown that differing perceptions among police officers are found to be dependent upon rank, gender, department and years of experience (DeLong, 1997). The current sample is representative (though does not perfectly represent) of the Abu Dhabi Police which increases the generalisability of the current study. Whilst the demographic of Abu Dhabi Police is not publicly available information, it was confirmed the current study participants resemble the force.

### **3.5.2. Qualitative study**

For the second, qualitative study, the opinions and insight of 10 higher ranking officials were sought. All respondents were male. Of the participants, one held the rank of Major General, one General, four Lieutenant Colonel, three Lieutenants and one of Sergeant. Ages ranged from 34 to 57 ( $M=42.6$ ,  $SD=7.96$ ) Experience ranged from 8 to 20 years ( $M=13.75$ ;  $SD=4.12$ ). Findings from previous research indicate that the more military experience an officer has, the more likely they will hold negative opinions of community policing (DeLong, 1997). For this reason, the researcher had chosen to study officers with different ranks and position in the Abu Dhabi police to fully capture the divergent perceptions that might exist of people with different experience. There were few notable differences between the sample used for the interviews and the sample used for the surveys. First, while the survey participants were mostly in-field police officers (more than 30% of the survey participants had the ranks of first sergeant or lower), the majority of the interview participants were of higher ranks. Originally, the sample for this qualitative research was larger ( $n=20$ ). However, data for the remaining participants was not thorough and was very brief. More explanation can be found in Chapter 5.

## **3.6 Research Instruments**

The research instruments utilised for the project are A) a survey used to gather quantitative data (Appendix 2), and B) interviews used to gather qualitative data (Appendix 1). Combining interviews with questionnaires among members of Abu Dhabi police provides opportunity for gathering more comprehensive and exhaustive data as explained above (Neuman, 2006; Saunders, et al., 2009).

### **3.6.1. Quantitative study**

In order to generate more specific and insightful data, questionnaires were applied to respondents of different demographics in the Abu Dhabi police to explore their perceptions on soft power measures, their effectiveness and outcomes. More general questions than those in the semi-structures interviews (explained below) were asked with the survey instrument. All questions were rooted in previous literature relating to the use of soft power in policing. For example, questions were asked about the meaning and scope of soft power, its ability to influence crime, trust in soft power, utility and employment of soft power (including the role of management), and specific soft power initiatives. Questionnaires are a valuable research instrument for the practical and cost-effective means for gathering data. (Neuman et al., 2006). One of the greatest advantages of questionnaires is their ability to generate fast results from larger audiences and opportunities for generalization of studied population are created. As questionnaires employ a structured framework, their results are more easily and accurately analysed, it is easier to keep the respondents' anonymity and no time pressure is usually added to the respondents as they can complete them in their own time (Saunders, et al., 2012). On the other hand, among the most significant limitations of using

questionnaires are considered the potential lack of honesty of answers, gaps among respondents' interpretation and understanding, low reflection on emotions, lack of personalization, lack of provided answers and sometimes the provision of difficult to interpret answers (Neuman, et al., 2006).

The questionnaire designed for this study (Appendix 2) was comprised of a short introductory section where each participant was requested to provide demographic information (e.g. job role, experience, gender). This was followed by 33 Likert-scale questions (where '1' signifies no agreement, '3' signifies being unsure, rather than indifference, and '5' signifies full agreement). Likert-scale was employed due to its ability to gather the degrees of agreement/disagreement with a statement without forcing the participant to choose between two binary options (Crotty, 2012). The popularity of Likert-scales makes them appropriate tools for collecting data without the researcher's guidance as the participants can easily understand what is being required from them.

### **3.6.2 Qualitative study**

Semi-structured interviews, as opposed to the structured ones, offer greater flexibility in the data collection process, therefore granting opportunity for more freedom of expression of the interviewees which is considered one of their highest advantages (ZhijingEu, 2013). Furthermore, initial question design of the semi-structured interviews may be amended in the interview course, to enable the researcher to delve into trends and issues that might not have been anticipated (Saunders, et al., 2012). Semi-structured interviews usually include open questions which delivers opportunity for taking various directions of the conversation (Neuman, 2006) and the opportunity to tailor the questions can help in establishing rapport between the interviewee and the participant to guarantee higher accuracy of their answers (Flick, 2009). Although semi-structured interviews require more time, concentration and expertise since the interpretation of open questions is difficult, the instrument provided the researcher with further insight and perspectives from the police professionals' point of view (Dumez, 2016). The questions for the interview were developed based on literature reviewed in the previous chapter, similarly to the development of the quantitative survey, and surrounded 1) understanding of soft power 2) exploration of the implementation 3) exploration of initiatives, 4) the role of the top management in implementing soft power. Since the present interviews of semi-structured type were short ones (as each interview had been completed in around 40 minutes;  $M=38.44$ ;  $SD=5.41$ ), it carried little risk for participant fatigue that would have compromised the findings of the study, a problem commonly experienced in unstructured interviews (Crotty, 2012).

### **3.7. Procedure**

The following procedure was followed to obtain the data for this study. The procedure was the same for both studies with minor differences which are identified.

Participants were approached personally and they were provided with materials about the project. They were familiarised with the aims and objectives of the dissertation. Upon agreeing to participate in the study, participants for the quantitative study were further informed about their rights and responsibilities through the provision of the information sheet (Appendix 3). The researcher gave each participant time to ask questions prior to signing a consent form (Appendix 4). Then, participants for the quantitative study were provided with the survey and they were given time to complete it in private. Participants were verbally debriefed after completing the study. Data was transferred into Excel and SPSS for analysis.

For the qualitative component of the research, after presenting individuals with brief information surrounding the study, the researcher agreed with the willing interviewees about the time and place for the interview to take place. As with the participants for the quantitative study, their rights and responsibilities were explained and individuals had time to ask questions. They then had to sign a consent form. During the interview, the researcher brought his recorder to record the interview and the participant agreed to have their conversation recorded. Then, the interview took place by following the semi-structure interview template. Participants were then verbally debriefed. Data were transcribed and recordings were then deleted.

### **3.8. Ethics**

This study was conducted in accordance with the ethical principles of collecting, processing and analysing data in social studies. The researcher took the necessary measures to ensure a safe environment for conducting the survey when collecting data through the interviews and questionnaires. Each respondent that took part in the research was provided with a participant information sheet he/she read in private that explained to them the objectives of the study, the way it is carried out, the risks associated with participation and the measures taken to ensure compliance with ethical practice (Appendix 3).

Participants were ensured of anonymity and confidentiality of the study (in that no names will be revealed and identifier numbers will be used) and the academic research nature of the study (data was to be used for academic purposes only and not shared with third parties). Participants were informed of their voluntary participation in the study with none of their rights being affected if they chose not to participate. They could also withdraw from the study at any point without providing an explanation. To ensure that research participants were comfortable with the way the research had been conducted, they were also provided with opportunities before the data was gathered to ask the researcher any question in relation to the research and the data collection process. In safeguarding the participant information, the researcher had followed the 1998 Data Protection Act and the General Data Protection Regulation framework (which came into place *after* participation), storing the consent forms separately from the participant information sheet with all primary data being stored in a secured cabinet permanently locked.

After reading the information sheet, participants were presented with a consent form (Appendix 4) which reiterated key information and required the participant to sign it in order to proceed with the study. The respondents also had to agree to the qualitative interviews being recorded. This was not applicable for the quantitative research respondents. It is important to note that the researcher is a current Abu Dhabi police officer undergoing a year out in order to complete this research. Whilst every care was taken to ensure that the researcher makes it clear to the participants that he is not there in the capacity of a police officer, it is possible that this might have impacted on participants due to the inside/insider paradigm (Saunders, et al., 2008). This was noted to the participants prior to taking part in the research and no participants voiced concerns over this fact.

After participants completed the questionnaire or the interview, they were debriefed verbally. They were once more given the opportunity to ask questions, they were pointed to researcher and supervisor contact details and were reminded of keeping their participant number. The study received ethical approval from Canterbury Christ Church University.

### **3.8 Conclusion**

As the overall direction of current study involved analysis of practices and opinions on soft power in the case of Abu Dhabi police, the researcher found as the appropriate research philosophy pragmatism and case study as the necessary research approach. Further, a combination of quantitative and qualitative methods was applied (mixed-method design) for the increased comprehensiveness of reached results. More specifically, a combination of descriptive and phenomenological designs was utilised. Therefore, questionnaires and semi-structured interviews were chosen as necessary modes of data collection.

## Chapter IV: Findings from Quantitative data analysis

### 4.1 Introduction

In its aims of determining the role of soft power policing within the Abu Dhabi Police department, the use of both qualitative and quantitative research methods were adopted in order to provide comprehensive and in depth findings. These will also seek to fill the current research gap in relation to the unique experience of Abu Dhabi police officers in their understanding and implementation of soft power policing strategies. This chapter presents the analysis of the quantitative data for this project by presenting a descriptive analysis of responses. Subsequently, the key findings from this chapter were compared with the ones obtained through qualitative data and through the literature review to inform a comprehensive review of the soft policing as presented in the discussion.

### 4.3 Descriptive analysis

Data were input into Excel and SPSS 24 for Windows. Then, it was cleaned by looking for any missing or incorrectly input values. Descriptive statistics were utilised to analyse data which is appropriate considering the aims of this research (which is exploratory) and due to lack of previous literature in the context (Field, 2013). As Likert-type data (where 1 signifies full disagreement, 3 signifies being unsure, rather than indifference, and 5 signifies full agreement) were analysed, Mode, Median and Frequencies are reported.

#### 4.3.1 Police officer understanding of soft policing

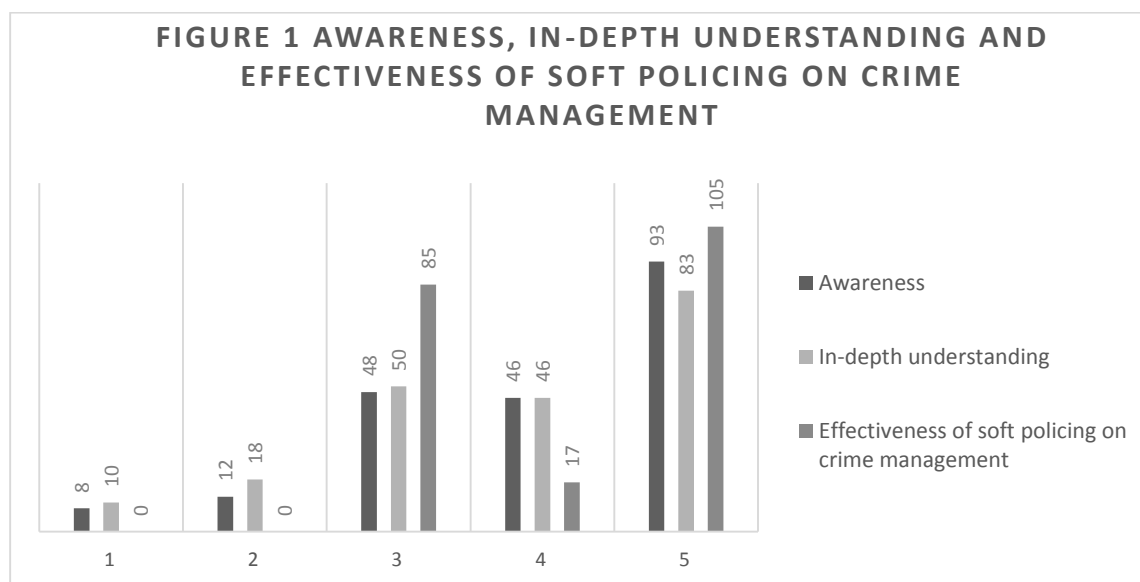
This subsection describes the answers of respondents regarding their awareness of general and specific soft power tools, as well as their opinion on the impact of these tools on soft crimes in transforming the police practices, on improving the police-community relations and on enhancing the legitimacy of the police force. The first question asked the respondents whether they are aware of soft policing and the second related to how in-depth their understanding is. The majority of respondents (67%) have replied strongly positively to the question. However, 9.6%, namely, 20 respondents reported non-awareness of soft power tools as they had been implemented in the Abu Dhabi Police.

In addition, a slightly smaller number of respondents has reported in-depth understanding of soft policing tools (62.3%). On the other hand, approximately 13% of total respondents have stated that, they possess poor or very poor understanding of above mentioned tools. Such finding indicates two key trends in the Abu Dhabi Police: first, that the training to educate officers about the opportunities for using soft power had been permeating through the department and resulted in the fact that the vast majority of the respondents were aware of such initiatives. The shift from hard policing and the gradual adoption of soft measures is indeed taking place as evidenced by the growing awareness of the respondents about it. However,



approximately a quarter of respondents were not sure about the specific meaning of soft policing and about a further tenth is currently unaware of the soft initiatives. Thus, it can be safely argued that the attempts of the Abu Dhabi Police to increase the understanding of soft policing among the officers had not reached everyone to an extent that 10% of the officers are still confused about the meaning of soft policing and a quarter are unsure about what soft policing is. Without a proper understanding of what soft policing is, one cannot expect those officers to be able to fully utilise soft policing tools.

The figure below presents the opinion of respondents on the perceived effectiveness of soft policing tools. As expected, the majority of respondents replied positively or strongly positively to this question and smaller number (41%) reported being unsure regarding the effectiveness of these tools. None of the respondents have reported the disagreement with the effectiveness of soft policing tools. Although the majority of the respondents acknowledge the merit of introducing soft policing in the UAE, one cannot help to notice that some respondents are still not convinced about the results of the measures. Such results can be indicative of two general trends: either the officers who were not aware of soft power initiatives were hesitant to share their opinions about their effectiveness or even they believed that the conventional hard approach to policing is rendering incomplete results and any novel approach to policing might inevitably produce better results.



Awareness: Mode = 5; Median = 4

In-depth understanding: Mode = 5; Median = 4

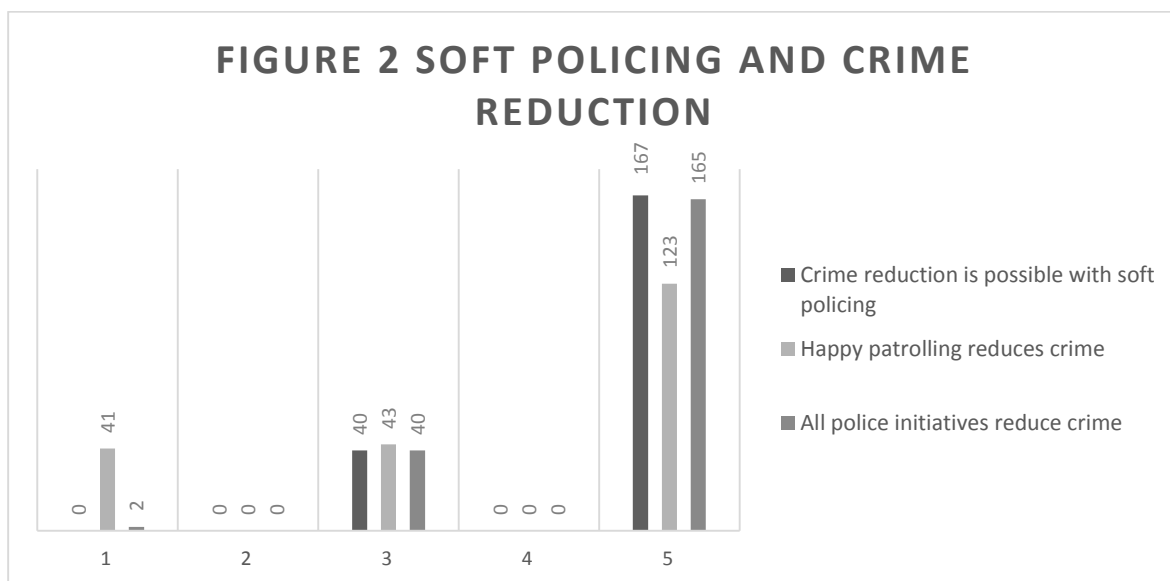
Effectiveness of soft policing on crime management: Mode = 5; Median = 5

Figure 1 Awareness, in-depth understanding and effectiveness of soft policing on crime management

The opinion of the police officers regarding the effectiveness of soft policing tools on crime reduction is also not uniform. Although the majority of respondents have shown positive attitude to soft policing crimes

and happy patrolling tools in crime reduction, some respondents were inconclusive regarding its effectiveness (25%). Such hesitancy can be due to the lack of evaluation of the performance of the soft policing tools implemented across the Abu Dhabi. Without proper measurement of soft policing effectiveness, there will always be officers who would doubt that soft policing does not deliver its promises. Such issue can be seen in the evaluation of a specific measure such as happy patrolling. Twenty five percent of the respondents have expressed their inconclusiveness regarding the impact of this tool and 23% have stated that they totally disagree that happy patrolling is effective in crime reduction. Still, one cannot help to notice that the participant's opinion about the effectiveness of *Happy Patrols* is in contrast with their overall opinion on soft policing as indicated in the previous graph none of the respondents shared a negative perception about soft policing. Thus, it can be argued that the 25% of the respondents who evaluated negatively *Happy Patrols* still consider that the soft power is effective in the Abu context and that *Happy Patrols* is not representative of the entirety of soft policing. The lack of consensus about the effectiveness of *Happy Patrols* can be attributed to insignificant knowledge about the program or the participants' feelings that the specific initiative is not as effective as it should be in terms of crime reduction. Further issues in relation to happy policing will be discussed in the next chapter.

However, the majority of respondents have also expressed that all policing tools are effective in crime reduction regardless its nature and method of application. A similar number (approximately 25%) were unsure about this statement.



Crime reduction is possible with soft policing: Mode = 5; Median = 5

Happy patrolling reduces crime: Mode = 5; Median = 5

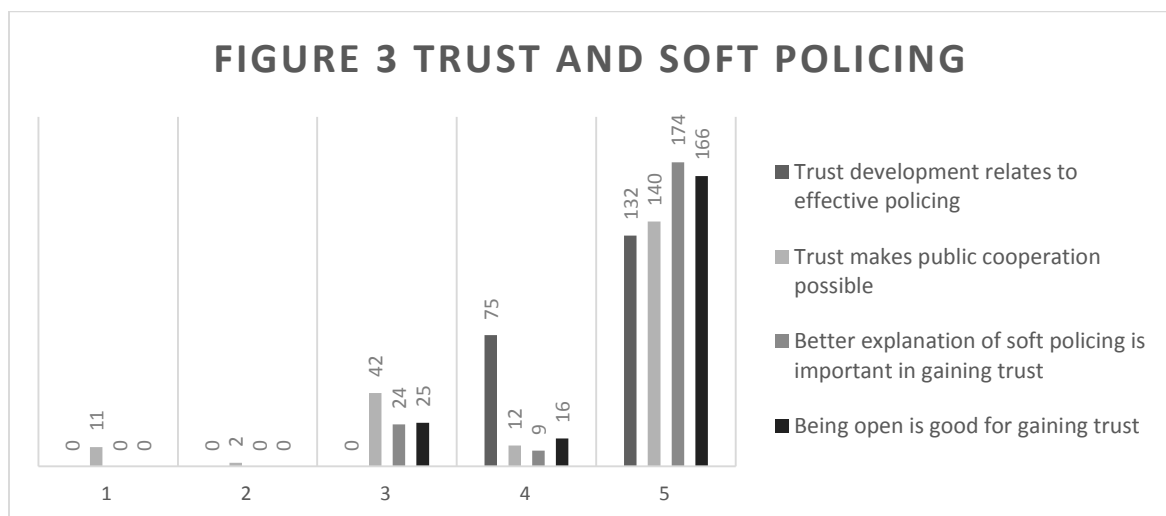
All police initiatives reduce crime: Mode = 5; Median = 5

Figure 2 Soft policing and crime reduction

### 4.3.2 The role of soft policing in developing communication and trust of the local communities

In addition to exploring the perception of police officers in relation to soft policing, the questionnaire was set to explore the link between soft policing and public trust. The respondents have largely supported the assumption that the development of trust between the public and the police facilitates the effective application of policing and help the police in achieving its outcomes. A vast percentage of the police officers agreed that developing trust of the local communities is mandatory for effective police work and that soft policing is necessary to achieve this outcome. However, it was also observed that the participants overwhelmingly considered that better communication strategy of soft policing measures is necessary to popularise soft policing and gain the trust of the local communities about such interventions. Nearly 84% of the respondents believe that local communities must be better informed about the functioning of the police and how it operates to ensure that they are fully committed to the police functions and to supporting the police work.

Moreover, in the opinion of respondents, a better explanation of soft policing tools is also important in gaining public trust, as well as being transparent and open. In contrast, there was less of a consensus regarding the role of trust in public cooperation among the respondents. Although the majority was affirmative in this regard, about 27% of respondents was either inconclusive or had negative attitude to the role of trust in public cooperation. This should be explored further as this answer is not in line with others exploring this topic. It is possible that officers have not seen how trust development translates to public cooperation, yet, as soft policing is still in its infancy.



Trust development relates to effective policing: Mode = 5; Median = 5

Trust makes public cooperation possible: Mode = 5; Median = 5

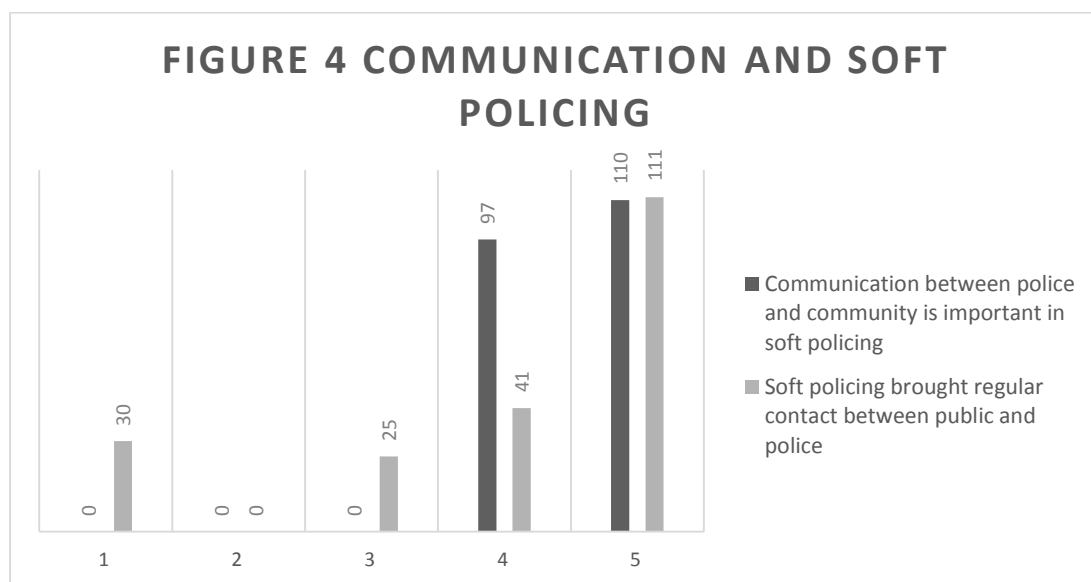
Better explanation of soft policing is important in gaining trust: Mode = 5; Median = 5

Being open is good for gaining trust: Mode = 5; Median = 5

Figure 3 Trust and soft policing

The role of soft policing for developing communication with local communities was mainly evaluated positively among respondents. The majority was affirmative or strongly affirmative regarding the role of communication between the police and publicity in applying the soft policing tools. Such findings imply that the police officers, even those who are very aware of soft policing initiatives still consider that communication between the police and local communities is a vital understanding of soft policing. Further exploration of indifference and negative evaluations is needed in order for a uniform response by the police.

On the other hand, whilst it seems that the police officers see the link between soft policing, trust development and communication with the community, not all respondents agreed that soft policing was the facilitator of contact between the public and the police; 55 respondents have said that they are inconclusive or they do not agree with the statement regarding the role of soft policing in facilitating the regular contact between the public and police. However, all respondents agreed or strongly agreed that communication between the police and the community is important in soft policing. The differences in the answers to those questions can be attributed to the challenges of the implementation of soft policing (as discussed in the next chapter). While respondents overwhelmingly support the idea that communication between the community and the police, it seems that in practice the desired contact between the police and the local communities should be better implemented.



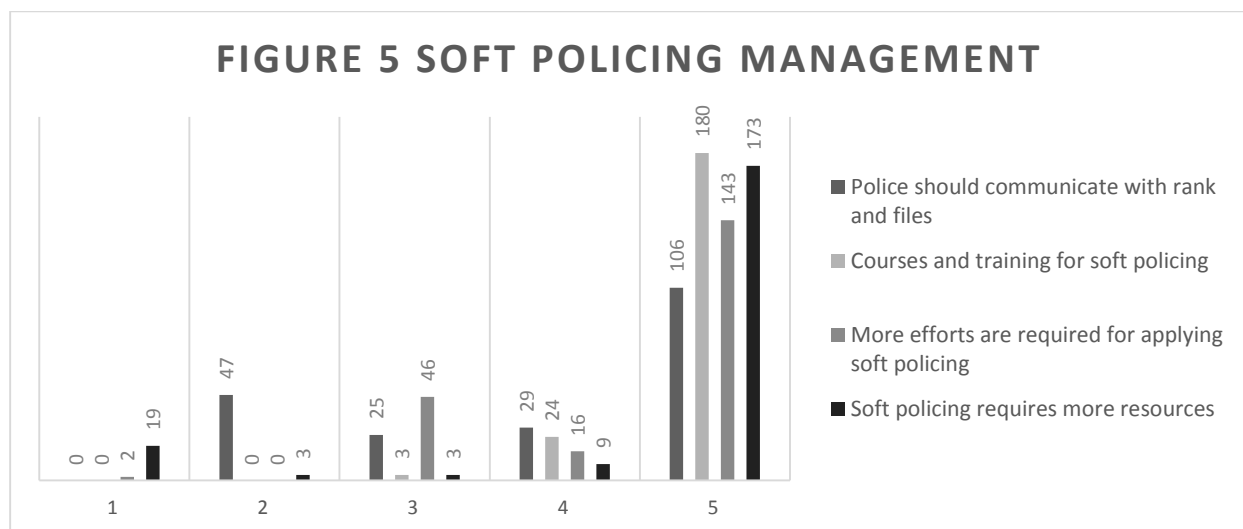
Communication between police and community is important in soft policing: Mode = 5; Median = 5  
 Soft policing brought regular contact between public and police: Mode = 5; Median = 5

Figure 4 Communication and soft policing

### 4.3.2 Issues in soft policing

The questionnaire also covers issues regarding the role of soft policing related to various matters which are presented below. The role of top management in facilitating and developing the application of soft policing tools was addressed in the questionnaire. Almost all respondents (bar three who were indifferent) have stressed the necessity of organising courses and training before introducing soft policing tools; moreover, around 84% of all respondents have stated that more resources are needed for the effective realisation of soft policing in Abu-Dhabi. Such findings correspond to the trends observed in literature where the lack of training opportunities is often cited as a burden for effective implementation of soft policing. Respondents have also expressed that not only courses and resources, but also more efforts are required for the conduction of soft policing, which directly implies the necessity of previous two administrative measures.

That is, the motivation and expertise of the staff can be effectively raised with adequate trainings which, in turn, require substantial material and intellectual resources. Only 2 out of 207 respondents have expressed that, there is no need for extra efforts for effective soft policing. However, nearly 20% of the respondents are indifferent to this statement. Such findings can be indicative of a larger trend where police officers perceive that soft policing require as much or even less efforts to introduce than hard policing, a trend that was also observed in the qualitative data section. Interestingly, whilst the majority of respondents agreed there needs to be better communication with rank and file officers (135 agreed or strongly agreed), 25 were indifferent and 47 disagreed. This is an interesting trend as communication across different ranks is often a struggle inhibiting successful application of new methods or tactics.



Police should communicate with rank and files: Mode = 5; Median = 5

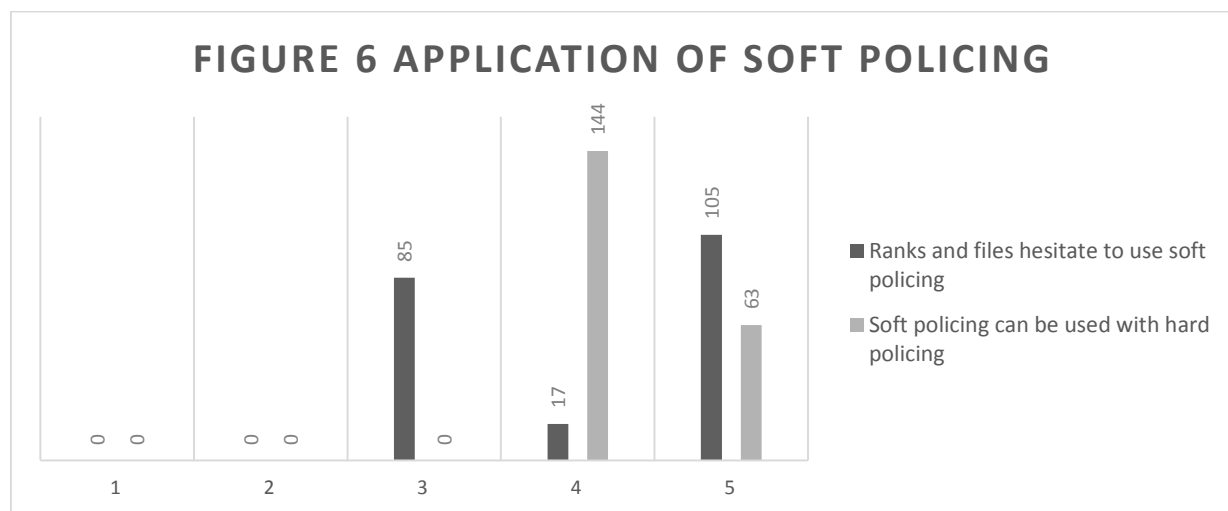
Courses and training for soft policing: Mode = 5; Median = 5

More efforts are required for applying soft policing: Mode = 5; Median = 5

Soft policing requires more resources: Mode = 5; Median = 5

Figure 5 Soft policing management

The majority of respondents have stated that the management in Abu Dhabi police department is hesitant to apply soft policing tools. Furthermore, the respondents had overwhelmingly supported the view that the low ranking officers are not familiarised with the soft policing strategy that the management had decided to introduce. So, while the management in Abu Dhabi had done some steps to ensure that the officers are aware of soft policing, understand its basic premises and support the building of police-community relations, there are still gaps related to the communication between members of the different hierarchies about the ways soft power is introduced and the depth of officer understanding. Figure 6 below also shows that the gaps in the communication between the different ranking officers, the low availability of training opportunities had resulted in a situation the vast majority of the respondents support (59%) support or strongly support the view that the low ranking officers hesitate to implement soft power initiatives. The remaining participants were unsure and none disagreed with the statement. However, all respondents were in agreement with the statement that soft power can be used in unison with hard power – this appropriate understanding of the use of soft policing is positive as it can enable the implementation to be more successful.



Ranks and files hesitate to use soft policing: Mode = 5; Median = 5

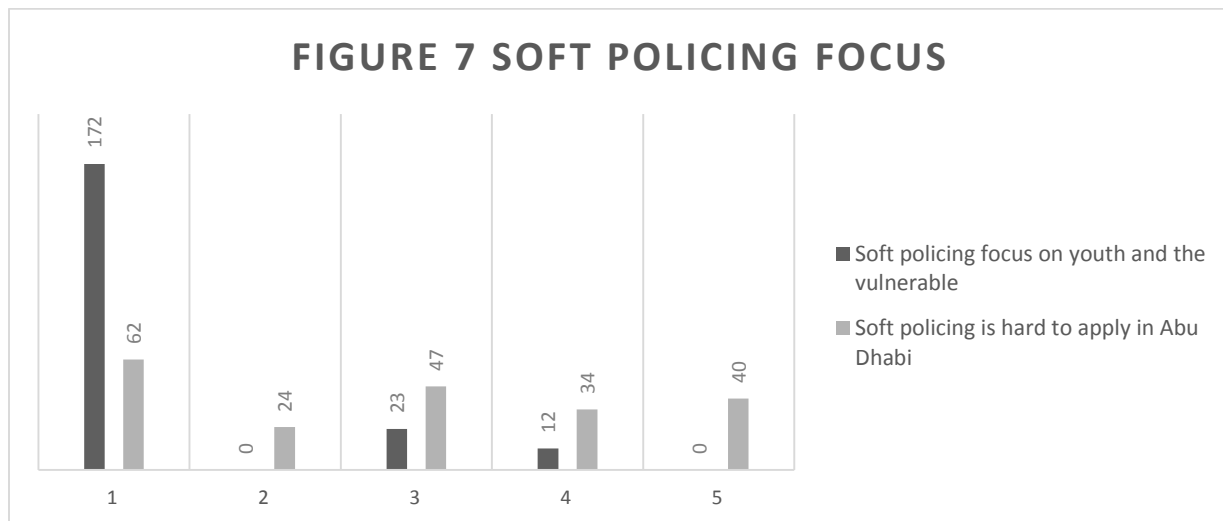
Soft policing can be used with hard policing: Mode = 5; Median = 5

Figure 6 Application of Soft policing

Figure 7 shows that the majority of respondents disagree that the main focus of soft policing in Abu Dhabi is on the youth and the vulnerable, only 12 respondents have answered positively to this question. While most respondents evaluate positively the initiative ‘Youth police gathering’ that is mentioned below, it seems that the youth and the vulnerable are not perceived to be the predominant focus. Such data sharply contradicts to the trends and patterns already uncovered in the literature review where soft policing is viewed as a novel mechanism for enhancing the opportunities of the police for youth engagement (Thomas,

et al., 2012). The qualitative data that is gathered for the study offered important insights to explain such trend as will be explained later.

The data further revealed that there is ambiguity and inconsistency regarding the hardships in applying soft policing; while around 23% of participants were inconclusive in this regard, almost 40% have said that, it is not hard to apply soft policing in Abu Dhabi. However, almost 42% stated it is hard to apply soft policing in Abu Dhabi. This may be related to answers given previously (surrounding training, efforts, communication with rank and files) but might also be a larger socio-cultural issue prevalent in the Abu Dhabi context specifically. It needs to be better understood.



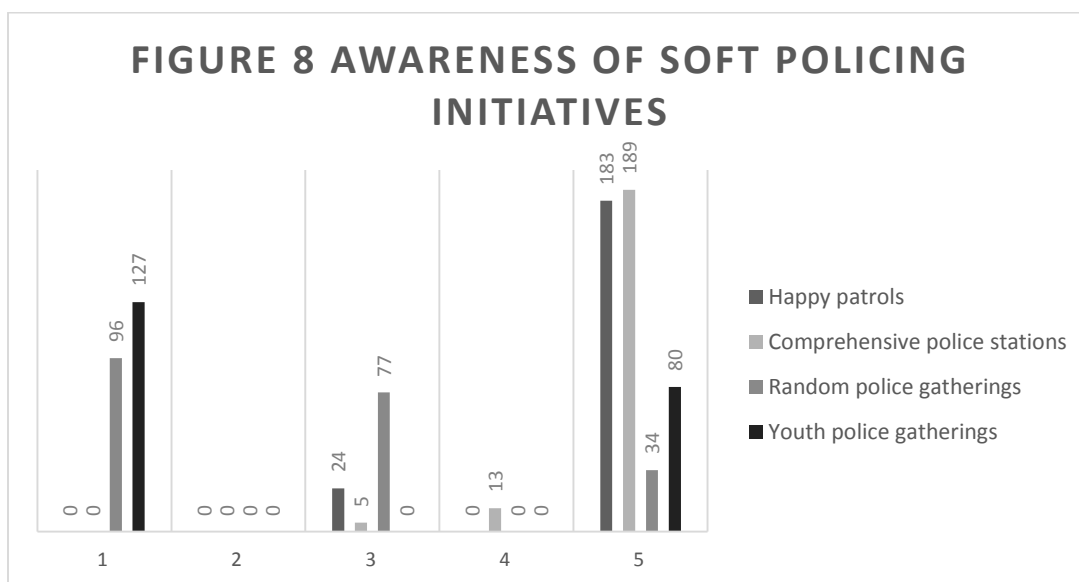
Soft policing focus on youth and the vulnerable: Mode = 1; Median = 1

Soft policing is hard to apply in Abu Dhabi: Mode = 1; Median = 3

Figure 7 The focus of soft policing

#### 4.3.3 Respondents perceptions about specific soft-policing measures

The respondents were also asked about the awareness of specific soft policing measures. The following diagrams present the answers. There was visible inconsistency in participants' awareness of the different initiatives. A vast majority were aware or very aware of happy patrols and comprehensive police stations. A small number of participants were unsure about these two initiatives, but none reported not being aware. An opposite trend is visible relating to the other two initiatives. Almost a half of participants were not aware of random police gatherings whilst more than a half of participants were aware of youth police gatherings. Relatedly, only 34 participants were aware of random police gatherings and 80 of youth police gatherings. It is interesting there are such differences across police officer awareness of the different initiatives – it would be appropriate to gain a better understanding of what differentiates these initiatives and hence police officer perceptions.

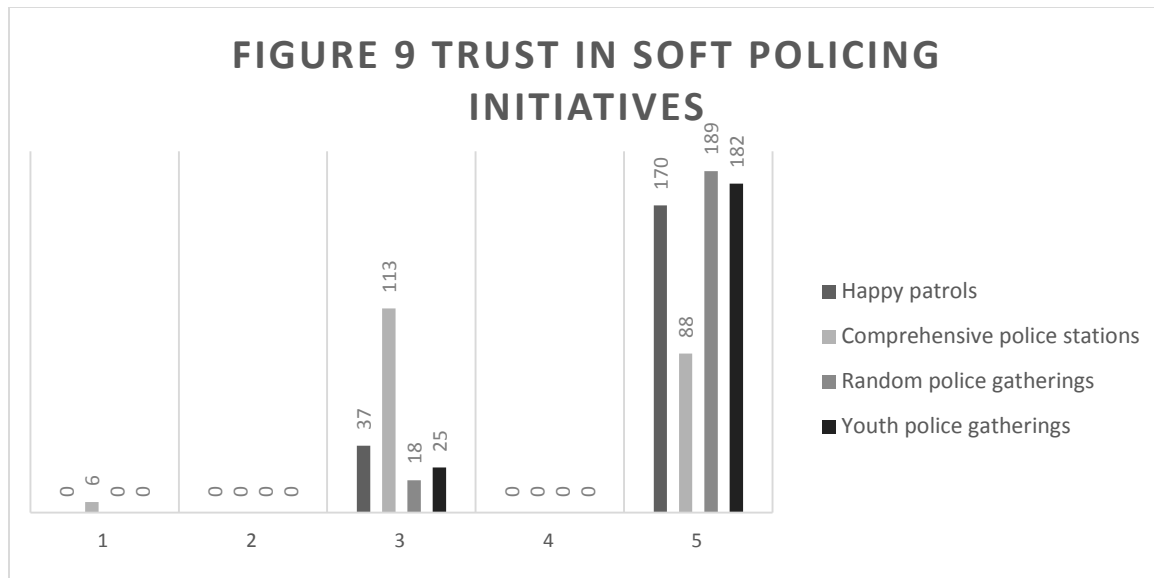


Happy patrols: Mode = 5; Median = 5  
 Comprehensive police stations: Mode = 5; Median = 5  
 Ramadan police gatherings: Mode = 1; Median = 3  
 Youth police gatherings: Mode = 1; Median = 1

Figure 8 Awareness of soft policing initiative

On the other hand, the respondents were also asked about how effective they find the different strategies or in other words, how much they trust them. The answers in this case were different from the above and showed interesting trends, especially as officers did not show high awareness of two of the initiatives. The majority of respondents were affirmative regarding the effectiveness of Happy Patrols, Ramadan Police Gathering and Youth Police Gathering with only a small portion of officers being indifferent to the initiatives. However, the role of Comprehensive Police Stations being an effective tool was not assessed as positively as for other tools. The majority of participants were unsure a small number of employees even have expressed a negative attitude towards the role of comprehensive police stations in being effective; only 88 participants found the tool effective. It would be useful to better understand why police officers believed in the effectiveness of initiatives that they were not well aware of and what makes Comprehensive Police Stations different from the other initiatives. It is possible that whilst officers do not have good knowledge of initiatives they still hear about the positive and/or negative effects. Therefore, rigorous evaluations would be helpful in order to provide thorough information to police officers on which to base their opinions on.





Happy patrols: Mode = 5; Median = 5  
 Comprehensive police stations: Mode = 3; Median = 3  
 Random police gatherings: Mode = 5; Median = 5  
 Youth police gatherings: Mode = 5; Median = 5

Figure 9 Trust in soft policing initiative

#### 4.4 Conclusion

The quantitative component from the study offered descriptive insights into the awareness of police officers as relating to the topic soft power in Abu Dhabi Police. This was done using a survey administered to a large variety of police officers with the vision of gaining a holistic picture of the area. The data obtained indicated that a vast majority of the respondents are aware of what soft policing is, attempt to implement it in their practice and are familiar (to different extents) with the various initiatives that are being introduced in Abu Dhabi. The shift from the hard methods of policing that were overwhelmingly applied in the past is already taking place. Indeed, the respondents believed that the combination of both hard and soft approaches is necessary for crime prevention and crime control. However, the findings from the quantitative section of this research indicate that the implementation of soft policing in Abu Dhabi faces a number of obstacles. Those relate to the lack of sufficient communication between the management and the rank and file, to the actual outcomes of the soft power initiatives, and to the need of more training available across the different departments on how the soft policing is to be applied in the UAE. Generally, whilst awareness exists, there were multiple inconsistent answers across the questions which need to be addressed in the future as only by working in unison can a strategy be a success. These issues will be further explored in the next chapter that will present the qualitative component of the study.

## Chapter V: Findings from qualitative data analysis

### 5.1 Introduction

In addition to the survey results presented in the previous chapter, semi-structured interviews were conducted with higher ranking officials and further aided in the attainment of how soft power strategies are being adopted and implemented within Abu Dhabi Police. The interview questions were open-ended providing enough flexibility to both the researcher and the participants to elaborate upon their answers and provide with a full account of their perceptions of the various effect of using soft policing. The analysis resulted in five themes and the results will be presented in relation to these.

### 5.2 Analysis

The original premise of the qualitative analysis was to compare and contrast the views of senior and junior police officers. However, throughout analysis, it became apparent that interview answers were of varying lengths and depths and analysis based on the junior/senior officer classification would be meaningless. As noted under the 'Participant' section, the views of ten participants were very vague and brief. It became apparent that these participants comprised the lower ranks of those interviewed. Whilst this is an interesting observation in its own right, no conclusions can be drawn from it in the current research. Therefore, the current analysis present views of higher ranking officers and further research is necessary to uncover whether there are indeed similarities or differences between junior and senior officers.

Of the recorded 420 minutes of interview data, the transcriptions which followed allowed for the sorting, labelling and organization of this data. This process of summarising the collected information produced 'codes' line by line and paragraph coding was utilised in order to create codes across participant interviews. The analysis employed was thematic analysis. Such analysis is instrumental for discovering specific trends and data of an abundant qualitative data set to provide rich insights to adequately report the meaning and the experiences of the individuals (Braun & Clarke 2006). From the initial codes (approximately 50), five core themes emerged based on concepts, ideas and opinions considered pertinent to the research questions. The themes are covered are the five directly below and the results are presented in the same order.

1. Understanding of soft power policing
2. Police legitimacy and soft power in the UAE
3. The reduction and prevention of crime through soft power
4. Constraints and limitations in the application of soft power policing strategies

5. Improvements within the Abu Dhabi Police Department since the implementation of soft power policing

### **5.3. Results**

#### **5.3.1 Understanding of soft power policing**

The first theme relates to how the respondents understood the concept of soft power policing. This theme is not mutually exclusive from the others as the concepts within are highly related to those in other themes. This theme, in specific, provides a broad overview of police officer perceptions which are then further refined in the coming themes. When asked for its definition, the majority of participants were not able to state what specifically soft power was, but there was a shared understanding of what the concept entails, its core characteristics, as well as its importance to policing. Participants described soft power in terms of community engagement and relations. More specifically, as the fostering of positive relationships between the public and the police, as means of gaining cooperation, and a way in which to develop trust and effective communication between police and the public. For example, interviewee 1 stated: *“I do not have a specific definition of soft power in police; I can roughly say it is the power of good communication between policeman and [the] people”*.

The blurred understanding of what soft power within the department can largely be attributed to it being a relatively novel concept within the UAE (Ibrahim, 2003). Considering that it is a recent and new approach, it is not surprising that there were respondents' replies which consisted of statements such as: *“I have no great idea about soft power”* (Interviewee 5) and: *“I am not sure I can properly define this term”* (Interviewee 1). Often dubbed the ‘second face of power’, soft power rests on the principle that in order to get others to want the same outcomes, co-option rather than coercion is imperative (Nye, 2004). This aspect of soft power was repeated by Interviewee 3, who defined it as: *“how to make people follow you without force”*.

Previous studies on the relationship between the measures of police attitudes and community policing have indicated that officer attitudes' have a significant impact on the actual implementation of soft power strategies (Chappel, 2009). This is reiterated by Interviewee 5 who stated that even though changes are being made at command level to introduce soft power policing, there is still resistance by lower ranking officers who feel overwhelmed when adopting soft approaches as they have to perform duties outside of their usual scope of police work. *“We are simply not social workers”* (Interviewee 5).

However, other participants felt that the introduction of modern methods in policing is creating positive changes in the UAE landscape:

*“It is so important that we move away from the old style of policing because Abu Dhabi is no longer*

*what it used to be....Many of my colleagues may not know how to precisely explain soft power. But we all understand soft power helps to close the gap between the police and the community and that constant communication the public is important in combatting crime and more importantly, preventing it” (Interviewee 10).*

The importance of public cooperation in terms of providing crime related information and working collectively to devise solutions to crime and disorder was also part of the understanding of soft policing according to, as voiced by Interviewee 8. *“I think that soft policing is more about getting information about the local communities and working with the community to address their specific concerns.”*

However, this outcome can be only realised if the local communities trust the police and believe that the police actions abide to the community values and police behaviours demonstrate procedural justice principles and legitimacy (Gilbert, et al., 2014). Themes of communication, trust and cooperation are reflective in the answers of participants who define soft power as: *“I can say it means the power of communication between a policeman and normal people”* (Interviewee 9), *“generating good conduct between both the police and the people”* (Interviewee 1) and: *“soft power is the power of gaining the trust of the public to handle your services”* (Interviewee 7).

Indeed, it is often a slow process to make soft policing from a philosophy to reality in the police force reliant to hard approaches. However, the majority of the respondents were bespoken on how the relationship between police and communities aids policing. They were even more enthusiastic and committed about the programs developed within the department to promote soft policing. Among the officers, there was agreement that those programmes achieved success in its changing the traditional reactionary approach to crime to a preventative one. Interviewee 2 considered that daily activities which involved interactions with community members felt to be more ‘police work’ than the traditional approach of: *“waiting for something to happen”*. He stated that in building trust with the public it was easier to identify criminal trends and to take preventative measures rather than to only being in contact with community members at the crime scene. *“This way it makes the community and us feel as though we work together and that we are not simply sitting around waiting”* (Interviewee 2).

Trust, as can be seen, seems to be a connecting thread among the answer and was recurring throughout participant answers and shows that the law enforcement agencies have discovered that traditional or hard power strategies have not effectively addressed the issue of community trust in police and the law. Interviewee 3 supported this premise, saying:

*“we have all been on the streets and seen how important it is for us, as officers, to build trust with community members. Trust leads to tips on crimes that are going to happen and allows for us to*

*prevent catastrophic incidents..... As police we are not separate from the public but part of it”.*

Other participants showed support for the belief that focus on strict penalties does not promote community collaboration but rather instil fear which then leads to the police often being unaware of crimes until it is often too late: *“The public needs to feel that we are here to help and for them to feel that way they can’t be scared of us but trust”* (Interviewee 5). However, participants all agreed that they have not yet reached the required level of trust and that although soft power helps in engaging local communities and promoting trust, there is: *“a lot more than we can expect “* (Interviewee 6). For effective crime prevention, according to Interviewee 9: *“soft power alone is not enough because we need to work more on building our relationship with the local communities”*. It is interesting that this participant did not see soft policing as the answer to this issue and perhaps there are unexplored areas of soft policing which are not yet understood or used in Abu Dhabi. Those feelings support the key findings from the quantitative data as both the senior and junior participants shared in the questionnaire that there is still a lot more for the Abu Dhabi Police to do to reap the real benefits from soft power policing.

### **5.3.2 Police legitimacy and soft power in Abu Dhabi**

The way soft power policing relates to police legitimacy is a theme in its own right due to the strong relationship between the concepts. Codes relating to trust, importance of good public relations and communication noted within the first theme remain core within this theme, too. It is contended that procedurally fair treatment of the public by police is of great value and importance to police legitimacy as it supports the assessments of police efficacy and ultimately affects short and long-term cooperation between the local communities and the police (Skinns, Rice, Sprawson & Wooff, 2017). The participants were in agreement that soft power relates to police legitimacy, expressing that these are inextricably linked and was described as a source of information, a 'real' police officer power and a tool with which to develop community trust in the police department.

Interviewee 10 expressed that: *“police officers drive their power not from their positions rather it’s from the society and community”*. Many of the participants were recorded as sharing a similar opinion to Interviewee 10 with commonalities in all their answers related to the community as a source of effective policing. Interviewees 3 and 7 shared equally pertinent beliefs that when officers are viewed by the public simply by the rank and position within the police department that this widens the gap that has traditionally been dubbed as the ‘us’ versus ‘them’ dilemma which exists between law enforcement and the public (Waddington, 2013). However, when officers are felt by the community as being ‘one of them’, there is legitimacy and open communication which challenges traditional policing and its ineffective use of force and reactionary strategies.

Interviewee 1 explained:

*“when I was young, I remember that my community was fearful of the police .....In changing attitudes and integrating into the community as protectors of the public instead of just scary enforcers of the law, there is a good change happening. People are starting to feel that they can trust us and if they do that, it means that we make them feel safe instead of threatened”.*

The recurring theme of ‘trust’ was apparent in participants’ answers with Interviewee 11 stating that: *“I think if the community believe and trust police officer effort then we can say that soft power relates to police legitimacy”*. Although it was evident that all respondents viewed police legitimacy as a crucial and indispensable component of soft power there was little evidence of officers’ understanding on more specific elements surrounding this relationship. As can be seen, participants knew the relationship exists but no more depth was provided. Whilst the appreciation of its existence is important, more thorough understanding of the concept of legitimacy and its relationship with effective policing might be effective in promoting soft power tools further.

### **5.3.3 Crime reduction and prevention**

Since the Abu Dhabi Police Department implemented soft power initiatives, there has been a drop in crime (Abu Dhabi Police, 2006). The interviewees have attributed this crime reduction to higher level of trust achieved between local communities and the police. *“It doesn’t surprise me that when we work together towards the same aim of reducing and preventing crime that crime levels are constantly decreasing”* (Interviewee 3). This was largely due to among other initiatives, the deployment of foot patrols with one participant explaining that the initiative helped to create confidence in the police and keeps a constant interaction between the local communities and the police (Interviewee 6). When participant 6 was questioned to explain why some of his colleagues ranked Happy Patrols initiative lower than expected, he said that the program had very ambitious and unrealistic goals. So, although he was convinced that the program had helped reduce crime levels in Abu Dhabi, he said that some of his colleagues still think that the initiative failed short of its platform. This shows how important it is to continuously evaluate strategies in order for resources to be appropriately divided and strategies updated for higher effectiveness.

One of the reasons why soft policing contributed to crime prevention according to Interviewee 1 is that the soft initiatives managed to convince Abu Dhabi residents that the perpetrator of minor offences will not be punished disproportionately. There was a fear he explained in the local communities that the police were intolerant and that reporting to the police will result in decades in prison for the perpetrator, a perception that has changed in the latest years. Thus, by obtaining information from the communities that were open to reporting, the police were able to apprehend individuals as they build up their criminal career and before

they could engage in more serious crimes. Similar sentiments were recorded in the other interviews with Interviewee 9 expressing that since the launch of soft power initiatives; he had noticed an increase of the number of people who come to the police with valuable information about the crime and crime rates, especially for incidents of burglary and delinquency. *“I noticed that since 2013, more people had come out with intelligence about burglaries and drug crimes and I think that it is because we changes the way we work with local people”*

Interviewee 5 also elaborated on this aspect by explaining that: *“when a community does not trust law enforcement, its members are not likely to offer any information, crime related or not because we are viewed as the enemy”*.

However, there were three interviewees which expressed their belief that the combination of both soft and hard power policing strategies is attributable to crime prevention. The premise that the merging of both soft and hard power within policing is one which is felt by many as being an integral part in combatting crime. In fact, the distinction between interventions to control precipitators of crime and those aimed at its reduction resembles the parallel between ‘hard’ and ‘soft’ crime prevention (Wortley, 1998). In many cases, both approaches may be necessitated and act as complementary elements of crime prevention (Wortley, 1998). Interviewee 9 supports this notion by stating that: *“it is often necessary to use both soft and hard strategies. When we aim to prevent crime, soft strategies are needed to penetrate the neighbourhood. But hard power is what we need to apprehend the perpetrator”*.

#### **5.3.4 Constraints and limitations in the application of soft power policing strategies**

The methodological difficulties in measuring soft policing are often discussed in the literature. As crimes prevented are not measurable it is difficult to determine the efficacy of modern policing and the contribution soft policing has in it (Ludwig, Norton and McLean, 2017). Previous research attempts to address this limitation by using crime rates as a measurement tool for police efficacy but this estimate is deemed unreliable as these figures reflect merely a small proportion of the crime which actually occurs within a community. Furthermore, these crime statistics recorded by law enforcement have been found to be influenced by their recording practices and police discretion (Ludwig, Norton & McLean, 2017). This issue has also been observed by the participants. Interviewee 10 noted that he had observed that an increasingly higher number of local citizens had come forward and had reported crime and deviance in the last few years, a trend that he had attributed to the novel and softer methods of policing. The growing willingness, however, translated into slightly higher rate crime rates which left the impression that crime is increasing, which might not have been the truth. Such findings resonate with the opinion about Happy Patrols that was discussed by Interviewee 6 above who mentioned that setting ambitious objectives for soft power initiatives can leave both officers and the local community disappointed as the results from such interventions will

not be immediately obvious

Other limitations to the successful implementation of soft power policing are the attitudes of police officers towards this relatively new concept in which their work, traditionally reactionary is now focused on prevention, and building positive relationships with their communities (Nalla, Modic & Mesko, 2014). Similarly, one of the participants noted that for ordinary police officers the transition from hard to soft policing: “[is] *very hard and very stressful*” (Interviewee 3) especially since many believe that they might not keep their jobs if they do not do well in implementing the novel methods. This is in line with research showing how police officers often fear change (Wesiburd & Braga, 2006). The participants also shared the opinion that their workload had increased with the introduction of soft policing as they had to conduct a number of novel initiatives, trainings to other police officers in addition to their other duties. However, according to Interviewee 8, one of the reasons for the practical difficulties in implementing soft policing was linked to the expectation that new policing methods will bring immediate results and “this is not happening”. Nevertheless, it must be mentioned that participants considered that the challenges experienced in the implementation of soft policing are temporary and that they will be overcome in the future.

Decentralisation and the ‘loss of authority’ experienced by superiors are customarily impediments to initial community police training. Coupled with a lack of understanding, poor planning and a change experienced by most as ‘too fast’, it was discovered that in order to be successful, training programs need to communicate the change in strategy at all levels within the department (Demir, 2002). The findings from the study seem to support such conclusions. As Interviewee 7 explained he had not received proper training about how policing models are to be changed and this translated into difficulties when he attempted to engage with his subordinates. When participants were asked whether they think that the communication flow about soft policing is good enough in Abu Dhabi Police, Interviewee 4 considered that low ranking officers had enough opportunities to raise both formal and informal queries in case of problem and an issue. Thus, it can be concluded that Abu Dhabi Police management needs to better understand the communicational challenges related to the implementation of soft policing and design adequate measures to overcome them. It seems that, at this stage, the management has an expectation of individuals raising issues, rather than providing training and be proactive in communicating effectively.

### **5.3.5 Improvements within the Abu Dhabi Police Department since the implementation of soft power policing**

Since the implementation of soft power policing within the Abu Dhabi police department, there have been noted improvements on crime rates, though statistical analyses have not been conducted. According to a database of user-contributed data, Abu Dhabi’s crime index reports it to be the safest capital in the world (Ahmad, 2017); however, it is not possible to know how much of this is due to soft power policing and



recent developments.

Participants throughout the interviews expressed pride that the efforts of community policing had had a large impact, stating that: *“through the development and implementation of our various programmes and initiatives we have achieved a huge milestone of being one of the safest places to live”* (Interviewee 7). One such initiative is Happy Patrols designed to encourage drivers, their passengers and pedestrians to abide by traffic rules and regulations and thus reduce the number of accidents in Abu Dhabi; police officers in designed vehicles distribute gift vouchers to those abiding by the law (Suhail, 2017). *“Happy patrols are one such initiative with one goal in mind: to spread happiness. Basically, law abiding citizens are given a ‘happiness voucher’. It’s innovative, has great potential and is a one of a kind, never done before programme”* (Interviewee 4). However, Interviewee 8 expressed the opinion similar to the one that was also shared by some of the survey respondents: that the initiative has minimum impact on crime and general well-being of the citizens and stated that *“he could not see how such practice can help us police better”* by emphasizing that *“something I think that it is simply waste of resources”*. These views which are in stark contrast are important to be considered as it is possible that the initiative needs to be improved in order to bring the desired results. It is also possible that participants did not see immediate rewards in this initiative and need to better understand the long-term ambitions of soft power policing

Other participants mentioned the benefits of the Ramdam police gathering initiative during which officers are allowed to pray while on duty, with patrols taking shifts during time of prayer. This is not only beneficial for officers but extends to the public when during the holy month, police assist in the distribution of iftar boxes to people driving home before magrib prayers which take place at sunset. *“This is a way in which police encourage drivers to not speed excessively so that they can get home to break their fast with loved ones* (Interviewee 10).

In its attainment of improved community relations, building the community trust and effective two-way communication this is driven by different soft power initiatives by the Abu Dhabi police department (Mannan, 2017). 'We Are All Police', for example, offers the opportunity for members of the community to undergo training in which they are equipped with the tools in dealing with different situations such as the management of traffic, compiling reports and differentiating between 'right' and 'wrong'. Once training is completed they will be able to exercise authority to stop a fight, direct traffic if there is a malfunction and report incidents. In doing so, the police department is offering the community a chance to be a part of and have a stake in the legal applications of the law and feel as though that rather than being in opposition to police, are cooperating team members. Participants shared their opinions on such initiatives with Interviewee 4 stating that:

*“I think We Are All Police is a great example of effective community policing. It helps community*

*members feel as though they can actually do something and contribute to the safety of their neighbourhoods". Others expressed that "With this initiative, members of the public are trained to deal with specific situations which previously would have been the sole responsibility of police. They can intervene if they witness a fight unfolding, if there is someone committing a traffic violation and this not only helps their confidence in crime reduction but helps us with our workload"* (Interviewee 10).

The positive outcomes of such initiatives have been witnessed by all participants within the study who agreed that combining the police with its community is an essential component for future crime fighting. Interviewee 10 in an attempt to explain the important function of tasking members of the public with certain crime fighting activities said: *"when you place your trust as a law enforcement officer in members of the public with low level police tasks, you are conveying the message that not only are they capable of doing so but that they have a stake in how their community is run"*.

Additionally, the majority of participants showed enthusiasm for initiatives aimed at targeting the youth with the formation of a Youth Council in 2017. Its launch was described as being an extension of the departments' aspirations of establishing cooperative and long lasting ties with its community. One participant stated that: *"the youth are the future and if there is any hope in improving what we have started, it is by encouraging the younger members of our community to help in the fight against crime"* (Interviewee 3). Another added:

*"the Youth Council was developed with the recognition that young people are the leaders of the future and so we want to harness their potential and create a place where they are able to come and present their ideas and participate in maintaining community safety. It was also developed for our younger officers as an opportunity for continuous guidance and help in their decision making as an officer of the law"* (Interviewee 8).

There was also a sense that its foundational principles and philosophy are well understood Interviewee 2 discussed this by emphasising that:

*"the move away from overly rigid policing practices has allowed us to create two way communication with the community, without which we would not receive the necessary Intel to fight and prevent crime. It used to be that people feared the police but now I think that more and more people understand that we want to help and are not persecutors"*.

Participants within this study showed positive attitudes toward how soft policing related to young people and those vulnerable. Whilst this is in line with previous literature, as the youth are a cornerstone of future generations, this in strong contrast with what was reported in the survey.

Community partnerships are critical for the efficacy of community policing efforts and are based upon joint priorities which are considered imperative to both the public and law enforcement (Lawrence & McCarthy, 2013). This signifies that partnerships need to be on-going and that there is a shared commitment evident at all levels within the department. The initiatives developed by the Abu Dhabi Department show an effort to develop and maintain these important links to its community with the majority of respondents demonstrating some level of commitment. Interviewee 5 elaborated by saying that: *“we all have our own interests. I enjoy participating in the training of community members with the ‘We Are All Police’.*

## **5.4 Conclusion**

Throughout this chapter the researcher had revealed the responses of higher ranking police officers about the ways soft power had been applied in Abu Dhabi and how the police had responded to the challenges associated with soft power policing. The key findings confirmed the main trends that were observed in the literature and further added strength to the quantitative data obtained. First and foremost, the researcher uncovered that the majority of the participants have a basic understanding of soft policing and share the opinion that the soft policing complements hard policing in achieving the desired reduction of crime and the desired improvement of police legitimacy and police community relations. However, such understanding has not reached everyone, and reached them in varying depths, as even some members of the Abu Dhabi Police management struggle sometimes to define soft policing more thoroughly and to develop the best ways through which soft police can work in the country. Similarly, whilst a link between policing, communities, trust and legitimacy was accepted by the participants, this seemed to be on a superficial level and perhaps more knowledge on this topic is needed. Despite these challenges, the existent measures had been mainly positively evaluated with participants observing reduction of crime, improvement of police-community relations, and improvement of the trust that local communities had in the police. The data also revealed a number of key challenges that loom ahead, such as: inadequate training opportunities, communication gaps between the officers of different ranks, ambitious soft power initiatives that sometimes do not achieve their goals, increased managerial workload that must be addressed to fully realize the true benefit of soft power policing, inconsistency in understanding of core concepts, and lack of appropriate evaluations and redesigning of current initiatives.

## Chapter VI Discussion

### 6.1 Summary and discussion

At its outset, this research was concerned with exploring the perceptions of police officers relating to the role of soft power within the Abu Dhabi Police. It had also focused to uncover the successes and challenges that emerged during the transition from purely hard power to the inclusion of soft power and offered an analysis in what seems to work in its aims of reducing crime and disorder in the Abu Dhabi context.

The key findings of the study all address the four research objectives set out at the beginning of this dissertation. The first objective was to examine the perceived role of soft power in criminology both in the existent literature and in the context of Abu Dhabi Police. The study uncovered that soft and hard policing relate to the concepts of power and leadership and at its most basic form can be defined as the capacity to influence the behaviour of others. The research revealed that hard power is characterised by the utilisation of force, coercion and legislation to influence behaviour whilst soft power is concerned with taking advantage of the relationships between people, to co-opt others and attract them into choosing a particular type of behaviour (Drennan, 2013). Soft power is often thought of as being characteristic of diplomacy, non-coercive policing and is an effective means of community engagement, for building rapport between police and the public. It is through these ‘soft’ strategies that law enforcement agencies are able to obtain situational knowledge integral to the prevention of crime (McCarthy, 2014). Whereas soft power is thought to be effective in crime prevention, hard power policing was expressed as being imperative in instances where reactionary measures were needed, such as in the apprehension of offenders (Drennan, 2013). It is understandable that there is a prevailing belief among police officers to utilise both strategies in the policing context. A similar perspective was shared by participants of both the quantitative and qualitative sections of the study who considered that soft power is complementary to hard power policing, which requires the police to maintain regular contact with the local communities and to engage directly in addressing their immediate concerns.

Yet, some participants struggled to define what constitutes soft power policing. Approximately a third of the participants from the quantitative study were not aware of what soft power truly is or had an in-depth understanding. Similarly, the interviews uncovered a similar trend where a general understanding was acknowledged but more thorough understanding or knowledge were lacking. Such definitional constraints need to be considered as this and other research has shown that officers who encounter difficulties in accurately describing their job roles experience pressure in their day-to-day performance (McCarthy, 2014). Soft power and community policing imposed new functions on police officers which until the introduction of soft approaches have been primary responsibilities of other agencies and had increased the confusion

about the duties officers are to perform (O'Neill & McCarthy, 2016). Prior studies have reported that many police officers felt that the concept of community policing is the responsibility of social workers and see it as a move away from 'real police work'. Scepticism was also shown towards initiatives originating outside of the police organisation due to the belief that such initiatives are not attuned to the specific needs of the law enforcement (Nalla, et. al, 2014). Additionally, officers were forced to identify and solve a wide range of problems which entail reaching out to communities which were previously outside of their purview (Lurigio & Skogan, 1994). This reluctance towards reform and change is not uncommon among police who often experience work related stress and strain with a perceived lack of support from upper management (Nalla, et. al., 2014). Not surprisingly, the research participants experienced cognitive overload, increased pressure at work in their attempts to adapt to the demands of the soft power policing. This limited understanding is also thought to be partly attributed to the recent adoption of community policing within the department in comparison with other countries where modern policing has been in use for decades. However, in comparison with the prior research on the topic, which uncovered significant resistance of low ranking officers to embrace change and support soft power (Wesiburd & Braga, 2006), this research noted a very different trend: police officers were aware that the excessive reliance on hard power policing had burdened their work and were willing to adopt novel models that can break away from conventional policing.

Despite their limited ability to specify what soft power entails, the majority of participants were familiar with its core characteristics such as establishing good channels of communication and building trust with the community, fostering relationships of co-option and cooperation and that the 'us vs them' attitude of traditional policing has restricted success in effectively dealing with and preventing crime. These definitions of soft power are reflective of community policing and other soft power policing tools, whose basic tenets are to create transparent two-way relationship between law enforcement and the local communities which fosters trust and accountability (Lortz, 2016). Generally, whilst participants were appreciative of the concept of soft policing and its core characteristics, it seems that more is needed to build their knowledge further to fully grasp all the different sides to soft policing and its possible benefits.

The second objective of the study was to identify the main perceived successes and challenges of soft power policing in Abu Dhabi. The literature review uncovered that soft policing reduces the fear of crime in the local communities (Skogan, 1999), improves the performance of the police officers (Rogers, 2017), and supports legitimacy and accountability initiatives across the police (Jannetta & Bieler, 2015). The literature also suggested that soft power contributes to crime prevention by developing the problem solving capabilities of police officers, by encouraging the public to establish contact with the police officers, by providing intelligence that can help law enforcement in crime control and crime solving (Brown, 1989;

Palmiotto, 2011). All participants shared the opinion that there is a strong link between police legitimacy and soft power policing and regarded the community as an indispensable source in crime prevention. In the Abu Dhabi context, this is attempted to be achieved through various initiatives whose aim is ultimately to increase police legitimacy by ensuring that police officers are addressing citizens' concerns with dignity and respect and giving them a say on how the community needs should be addressed (Gilbert, Wakeling & Crandall, 2015). 'We Are All Police' is one such initiative in which community members were able to take on a more participatory role in the policing of their neighbourhoods. By employing such strategies, prior research has found that law enforcement can expect higher levels of public collaboration, increased compliance with the law, greater deference to police and stronger public support (Gilbert, et al., 2015). Similar observations were made by the research participants as they witnessed that the employment of soft strategies had encouraged the collaboration of the youth and migrant communities, had promoted positive vibe in the local communities and demonstrated the benefits of abiding the law. There was also an identified change in relation to the command structure of the department where in contrast to the traditional supervisory authority, marred by enforcing the compliance of subordinates with bureaucratic standards there was a mutual dependence and collaboration between officers.

When it comes to crime prevention, the present research had uncovered that police officers support an assumption that soft policing contributes to reducing and preventing crime. Initiatives like *Happy Patrols* had been with a noted contribution to reducing crime and deviance. However, an important implication from the present study is that soft policing initiatives must be carefully introduced and set realistic agendas to gain the trust of police officers about their effectiveness. Whilst the qualitative interviews rated *Happy Patrols* initiatives well, some were sceptical about its contribution for crime reduction due to a mismatch between the set objectives and conducted initiatives. This was also prevalent in the quantitative data and so appropriate evaluation of the strategy, along with training, seem to be required in order to make it a success. The collected data and prior research indicates that compliance with the law is best achieved if law enforcement is perceived by the public as a legitimate actor. The question of how to achieve this image is not novel and studies have explored the role that procedural justice plays in gaining public willingness to help police in controlling crime has found that police legitimacy is key in influencing public cooperation (Murphy, Hinds & Fleming, 2008).

The study participants recognised that in order for the police to be effective in reducing crime they must have the ability to elicit cooperation from the community. This cooperation should be based upon the belief that the police is effective in doing so and that police are legitimate authorities. This research had uncovered that the various COP initiatives conducted by the Abu Dhabi police department, including the Comprehensive Police Centres which were developed to cope with on-going social developments had

improved communication, reviews on patrol locations and defining tasks for the various community police branches in accordance with the community's present and future needs (Abu Dhabi Police, 2013). As a consequence, it can be argued that the soft policing strategies in Abu Dhabi theoretically fulfil their roles in promoting police accountability and legitimacy. However, its real success is still unknown. Whilst participants usually spoke about initiatives positively, it became apparent that there is not a uniform response relating to awareness or perceived effectiveness. For example, whilst soft power policing is often targeted at young individuals, participants were rarely aware of such initiatives. Further, participants were conflicted about how they perceived initiative success, for example, being unsure about the effectiveness of the Comprehensive Police Stations. It all seems to point to lack of evaluation and lack of communication about these strategies. These inconsistent findings can be useful in redesigning them to fulfil their aims better.

In addition to this the research uncovered a number of limitations linked to the implementation of soft policing in the Abu Dhabi context. The literature had suggested that soft power and community policing often achieve limited results due to impediments that include norms are grounded in the notion that the role of police are to react, the limited resources for soft power initiatives. Often, the literature had uncovered that the COP measures are isolated programs whose implementation was marred by a number of bureaucratic barrier within the police (Skolnick & Bayley, 1988). The current study did not support such an assumption, as the reviewed soft power initiatives had received significant support from the upper management of the Abu Dhabi police and had been recognised by the low ranking members (though somewhat inconsistently as noted above). The lack of cultural acceptance that is often cited as a problem in the implementation of soft policing (Scottish Government, 2009) was not dominant in the current study. Instead, the researcher noted that the effective implementation of soft power in the police is marred by insufficient training opportunities for both the low ranking officers and for high ranking officers. There was also a perceived gap in the communication about the role and effectiveness of soft power between the members of different ranks with low ranking members often believing that the management is not delivering important information to low ranking officers. However, it must be said that some resistance was noted due to workload and a change in culture; these issues should be addressed.

The literature had also identified that measuring the success of soft power is often vague owing largely to the lack of a concrete definition, while establishing criteria for determining its efficacy has been complex and difficult (Mulugeta, 2017). Whilst COP is focused on decentralisation and in turn challenges the traditional structure of bureaucratic police organisations, there are often discrepancies between the adoption of soft power policing philosophy at command levels and its implementation at street level (Chappel, 2009). Such issue was also observed in the present study where the gap between the supposed benefits of soft

policing and those which were realised in practice was evident. Issues surrounding successful implementation have been identified as a lack of control and flexibility, lack of information and not recognising the historical lack of trust between certain communities and law enforcement. The literature had also suggested that officers may be resistant to COP because they perceive it to be a move away from traditional policing and as a consequence, members of the community may feel disempowered and fail to offer solutions if they feel police to be dominating as the experts on crime and disorder (Mulugeta, 2017). In the context of Abu Dhabi, COP was felt to be particularly important as its community is comprised of various nationalities and will assist in changing perceptions, improving relations between police and residents and helping to break barriers (The National, 2017).

The third objective of the study was to identify how the existent soft policing measures were implemented and what was their contribution for the policing work. Some of the findings about the outcomes and the limitations of the existent measures were mentioned above. However, in addition to this, it is worth noting that the communication which is paramount to the success of COP is found in the initiatives driven by the department which include among others the education of juveniles, training of community members and joint celebrations of religious holidays where the community police distribute gifts to its public as celebrating together reinforces their position in society and creates a solid understanding of what community policing entails. As noted previously, there were inconsistencies in participant perceptions of their awareness, as well as perceived effectiveness, as related to strategies and this information should be noted for future redevelopment of them.

## **6.2 Recommendations**

The last objective of this study was to present a set of recommendations. Participants cited a lack of adequate training opportunities as a problem that affects the introduction of soft power in policing, it is recommended for the ADP to organise internal training of small groups which will facilitate discussion and participation. Training in community policing is thus essential, recommended and often mandates that several aspects to be considered. These include the principles and conceptual understanding of community policing, the use of civil regulations and code enforcement, the utilisation of specific crime data in the analysis of neighbourhood problems, the organisation of community groups and mediation (Paoline, Myers & Worden, 2000). Considering that there were participants who expressed a reluctance or dissatisfaction with current policing methods, the first of these is pertinent as it is concerned with presenting justification for the adoption of a new philosophy. Continuous officer training should be provided and cover an array of special tasks such as conflict management strategies, crime detection, self-defence, crime reporting and human rights. Expanding its presence on an international scale the members of Abu Dhabi police can participate in global and local conferences and learn from practitioners how to reform policing strategies.



Abu Dhabi Police is to consider a more extensive awareness programs for promoting soft policing. Managers should also encourage low ranking officers to raise their concerns on how soft policing is implemented in their department, and how it affects their work. Though better cooperation and coordination between the different levels of the police hierarchy, Abu Dhabi Police can ensure that its police officers are able to meet the demands of soft policing and are aware on how to cope with the challenges that inevitably stem from the transition from hard to soft power. This way, the police will be able to avoid some of the practical challenges of soft policing implementation such as reluctance in the abandonment of traditional police values.

### **6.3. Limitations and further research**

Although the research had accomplished its objectives it is not without limitations. As mentioned above, there is a methodological challenge in measuring the actual impact of soft power in policing context since the indicators such as crime rates which are often used to evaluate police work are not suitable for accurately capturing the real impact of soft power. This research had focused on the perceived benefits of soft policing by interviewing and surveying police officers, and such an approach can render distorted results since police officers might be reluctant to concede organisational programs to researchers. Further research is indeed necessary to examine not solely the police perspectives on how soft power works, but also that of the local communities. Those researchers who are closely engaged with the Abu Dhabi police should also consider performing research that evaluates not solely the perspective of the local police officers about the effectiveness of the various soft power initiatives, but also the actual impact of the initiatives mentioned in this research such as *Happy Patrols*, *Ramadan Police Gathering* and *Youth Police*. This evaluation should focus both on the effectiveness, cost-efficiency and on the output of those program through quantitative estimates and on the opinion of the local communities about the above mentioned initiatives. Receiving community feedback is important for ensuring that the police adapt its soft power strategies to the community concerns and priorities and such research will be instrumental for paving a way for soft power reform in Abu Dhabi.

The existent research has also uncovered that soft policing might have a negative consequence by damaging the relationships between the different members of the communities (Crawford, et al., 2003). Murray (2005) also suggested that the close proximity of the police and local communities can produce important intelligence about a potential terrorist plot, but the increasingly visible police presence can also motivate some individuals to resort to extremism. Such challenges might be even more pronounced in Abu Dhabi where members of different nationalities and ethnicities co-exist together. Unfortunately, this issue could not be explored through the research instruments currently utilised in this study. Further research is needed

to evaluate the impact of soft policing on the various ethnic communities in Abu Dhabi, the contribution of soft policing in preventing terrorism.

As mentioned above, the original premise of the study was to explore and compare the views of the police officers and how they differ on the basis of their age, rank and experience. However, such idea could not be fully realised as the researcher uncovered that the low ranking officers were not thorough with their interviews, and their views were brief and vague. Such research idea can be pursued further by other researcher investigating the topic in the next few years when soft power policing becomes more embedded in the UAE and junior officers are more comfortable to talk about. Further, the length and content of the remaining interviews did not allow for a thorough analysis of issues. Rather, they provided preliminary information and should be elaborated on to provide more detailed insights.

The participants of the study also noted that hard and soft policing complement each other and both of them add value to the policing work and yet further studies on the topic are to explore the synergy between hard and soft policing in Abu Dhabi. The topic of soft policing in Abu Dhabi also provides opportunities for longitudinal research, especially in terms of investigating police performance prior and after the introduction of soft policing. Such research can explore whether the introduction of soft policing in Abu Dhabi produces similar outcomes as its introduction in the Western countries as well as the additional value of soft policing in the Arab world.

Altogether with presented advantages of combining quantitative and qualitative methods of research, several limitations of this study were observed. First of all, the fact that more than one method approach is applied (Wisdom, et al., 2013) makes the planning and implementation stage of study more complex and therefore more difficult to conduct. The researcher has to understand the scope and purpose of studied object very well to minimise bias. Study sample has to be very carefully selected so that it becomes suitable for analysis by both quantitative and qualitative methods (De Vellis, as cited in Wisdom, et al., 2013). Furthermore, the combined study requires multidisciplinary research potential (Wisdom, et al., 2013), which may be challenging in number of contexts. The simultaneous following of the specific standards of each method approach may further challenge the high quality of mixed methods research design. As a whole, in order for the research purposes are achieved, more resources and time might be necessary to be invested.

#### **6.4. Conclusion**

This research had sought to address a major research gap that was identified in the literature, namely the lack of comprehensive studies exploring, examining and evaluating the understanding of soft policing in Abu Dhabi, and the outcomes of the various soft policing tools that were currently introduced in the

Emirate. Furthermore, the researcher wanted to uncover the contribution soft power has in Abu Dhabi policing and identify major limitations of soft policing instruments.

Those objectives were achieved through collecting quantitative and qualitative data. A shared understanding among participants soft power policing was uncovered, as well as how it is applied for reducing crime and how public support is crucial to its effectiveness. Overall, the attitudes of officers toward soft power policing was positive, though some officers appeared not to be fully comfortable about the way soft policing is applied in Abu Dhabi. Struggling to adapt to new policing realities is indeed a challenge as this research had uncovered, and police officers experience various performance-related problem in their transition from hard to soft policing. There were inconsistent answers relating to the success or awareness of specific soft policing initiatives and the specifics of what soft power policing aims to achieve.

The present research also identified the key limitations of soft power and considered them as a source for important considerations for recommendations on how soft policing should be improved. The limitations of soft power include inability to directly measure the outcomes of soft policing, a discrepancy between the theoretical benefits of soft policing and their current policing practice, communicational gaps between the low-ranking officers and high-ranking officers when it comes to soft power strategies. Overall, this research showed a positive evaluation of soft power policing as perceived by Abu Dhabi Police officers and identified clear recommendations which can be put into practice for a unison response to the changing landscape of Abu Dhabi. Again, a number of interventions are needed to ensure that soft policing can contribute to crime prevention and reduction such as careful design of the soft policing measures, tailoring them to the local realities and needs, obtaining feedback from the local communities on what works and what does not.

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## Appendixes

### Appendix 1: Interview questions

#### Background

1. Gender: الجنس

- ☐ Male ذكر ☐ Female أنثى ☐ Other

2. Age:..... العمر

3. Rank: الرتبة

- |   |  |
|---|--|
| <input type="radio"/> Police Officer شرطي             | <input type="radio"/> First Lieutenant ملازم أول |
| <input type="radio"/> First police Officer شرطي اول   | <input type="radio"/> Captain نقيب               |
| <input type="radio"/> Corporal عريف                   | <input type="radio"/> Major رائد                 |
| <input type="radio"/> First Corporal عريف أول         | <input type="radio"/> Lieutenant Colonel مقدم    |
| <input type="radio"/> Sergeant رقيب                   | <input type="radio"/> Colonel عقيد               |
| <input type="radio"/> First sergeant رقيب أول         | <input type="radio"/> General عميد               |
| <input type="radio"/> Warrant officer مساعد           | <input type="radio"/> Major General              |
| <input type="radio"/> First warrant officer مساعد أول | <input type="radio"/> لواء                       |
| <input type="radio"/> Lieutenant ملازم                |  |

4. Experience:..... سنوات الخدمة

5. Which department(s) do you currently work for? القطاع الذي تعمل به

- قطاع شؤون القيادة General Head Quarter sector
- قطاع أمن المجتمع Community and security sector
- قطاع المالية والخدمات Finance and service sector
- قطاع الموارد البشرية Human resource sector
- قطاع المهام الخاصة Special task sector
- قطاع الأمن الجنائي Criminal security sector
- قطاع العمليات المركزية Central operation sector
- قطاع الأمن والمنافذ Security and ports sector
- مركز الإستراتيجية والتطوير المؤسسي Strategy and institutional Development center
- مركز دعم إتخاذ القرار Decision making support center
- إدارة المكتب التنفيذي Executive office Department
- قسم الحوكمة والتدقيق المالي Governance and financial Audit section

**Question No. 1:** What is Soft power

(1) ماهى القوة الناعمة ؟

**Question No. 2:** “Soft power is a source of ensuring compliance with law and maintenance of social order through wider cooperation from the public”. Is this what you thought soft power was?

(2) القوة الناعمة هي مصدر لضمان الامتثال للقانون والحفاظ على النظام الاجتماعي من خلال تحقيق تعاون أوسع مع الجمهور هل هذا اعتقادك من قبل ؟

**Question No. 3:** Does soft power relate to police legitimacy? How?

(3) هل القوة الناعمة متصلة بشرعية الشرطة وكيف؟

**Question No. 4:** Does soft power relate to crime prevention? How?

(4) هل القوة الناعمة متصلة او لها دور بالوقاية من الجريمة وكيف ؟

**Question No. 5:** Does soft policing relate to crime reduction?

(5) هل القوة الناعمة متصلة او لها دور بتقليص او تخفيض الجريمة وكيف ؟

**Question No. 6:** Are there any findings of Abu Dhabi police that shows a reduction in Crime due to Soft policing?

(6) هل هناك أي نتائج من شرطة أبوظبي تظهر انخفاضاً في الجريمة بسبب استخدام الشرطة للقوة الناعمة؟

**Question No. 7:** What are the different policies for applying Soft policing? What do you think about them?

(7) ماهي السياسات المختلفة المستخدمة لتطبيق الشرطة الناعمة وما هو رأيك فيها؟

**Question No. 8:** When was the actual initiative taken to introduce Soft policing in Abu Dhabi? How was it introduced?

(8) متى كانت أول مبادرة تطبيقية (واقعية) للشرطة الناعمة في أبوظبي وكيف تم تقديمها ؟

**Question No. 9:** What are the issues faced by Abu Dhabi police while applying soft policing?

(9) ماهي الصعوبات (التحديات) التي واجهت شرطة أبوظبي في تطبيق الشرطة الناعمة ؟

**Question No. 10:** Introduction of soft policing embraced or confronted by the rank and file of Abu Dhabi police?

(10) عند تقديم مفهوم الشرطة الناعمة في شرطة أبوظبي هل قوبلت بالقبول أو التجاهل من مختلف الرتب أو المراتب ؟

**Question No. 11:** Have the higher management of Abu Dhabi police taken any action to remove any confrontation towards soft policing from rank and file? Can you tell me more/give me any specific examples?

(11) هل قامت الإدارة العليا في شرطة أبوظبي بإزالة الصعوبات التي تواجه الشرطة الناعمة بين الرتب العسكرية أو المراتب وكيف تم ذلك ، الرجاء ذكر مثال ؟

**Question No. 12:** Can you tell me about how issues relating to soft power are communicated between senior and junior officers? What is working well and what is working not so well?

(12) هل يمكن أن تخبرني عن كيفية مناقشة الأمور المتعلقة بالشرطة الناعمة بين كبار وصغار الضباط ؟ وهل طرق التواصل أو المناقشة تعمل بشكل جيد ؟



**Question No. 13:** Has Abu Dhabi police performance improved since the introduction of soft policing? Can you give me any specific examples?

13 ( هل يوجد أى تحسن فى اداء شرطة أبوظبي بعد تقديم مفهوم الشرطة الناعمة ؟ وهل يمكن أن تذكر مثال؟

**Question No. 14:** Do you think locals understand the change in tactic (i.e. introduction of Soft Power)?

14 ( هل تعتقد أن المواطنين على دراية بمفهوم الشرطة الناعمة ؟

**Question No. 15:** Do you think Abu Dhabi police should educate more expatriates and the locals about soft power?

15 ( هل تعتقد أنه يتوجب على شرطة ابوظبى تعليم وتدريب المواطنين والمقيمين مفهوم القوة الناعمة ؟

**Question No. 16:** How do you consider the future of Abu Dhabi in relation to Soft policing?

16 ( كيف ترى مستقبل جهاز شرطة ابوظبى فيما يتعلق بالشرطة الناعمة ؟

**Question No. 17:** What are the different initiatives taken in pursuit of Soft policing? What do you think about them?

17 ( ما هي المبادرات المختلفة التي اتخذت نحو تفعيل دور الشرطة الناعمة وما هو رأيك فيها ؟

**Question No. 18:** What are the different initiatives taken in pursuit of Soft policing for Youth?

18 ( ما هي المبادرات المختلفة التي اتخذت في تفعيل الشرطة الناعمة الخاصة بالشباب ؟

**Question No. 19:** How do you think soft policing impeded youth crime?

19 ( كيف تعتقد أن الشرطة الناعمة ساهمت في الحد من من جرائم الشباب

## Appendix 2: Questionnaire

### Personal characteristics

6. Gender: الجنس

- ☐ Male ذكر ☐ Female أنثى ☐ Other

7. Age:..... العمر

8. Rank:الرتبة

- |   |  |
|---|--|
| <input type="radio"/> Police Officer شرطي             | <input type="radio"/> First Lieutenant ملازم أول |
| <input type="radio"/> First police Officer شرطي أول   | <input type="radio"/> Captain نقيب               |
| <input type="radio"/> Corporal عريف                   | <input type="radio"/> Major رائد                 |
| <input type="radio"/> First Corporal عريف أول         | <input type="radio"/> Lieutenant Colonel مقدم    |
| <input type="radio"/> Sergeant رقيب                   | <input type="radio"/> Colonel عقيد               |
| <input type="radio"/> First sergeant أول رقيب         | <input type="radio"/> General عميد               |
| <input type="radio"/> Warrant officer مساعد           | <input type="radio"/> Major General              |
| <input type="radio"/> First warrant officer مساعد أول | لواء   |
| <input type="radio"/> Lieutenant ملازم                |  |

9. Experience:..... سنوات الخدمة

10. Which department(s) do you currently work for? القطاع الذي تعمل به

- |  |  |
|--|--|
| <input type="radio"/> General Head Quarter sector قطاع شؤون القيادة    | <input type="radio"/> Central operation sector قطاع العمليات المركزية                                  |
| <input type="radio"/> Community and security sector قطاع أمن المجتمع   | <input type="radio"/> Security and ports sector قطاع الأمن والمنافذ                                    |
| <input type="radio"/> Finance and service sector قطاع المالية والخدمات | <input type="radio"/> Strategy and institutional Development center مركز الإستراتيجية والتطوير المؤسسي |
| <input type="radio"/> Human resource sector قطاع الموارد البشرية       | <input type="radio"/> Decision making support center مركز دعم إتخاذ القرار                             |
| <input type="radio"/> Special task sector قطاع المهام الخاصة           | <input type="radio"/> Executive office Department إدارة المكتب التنفيذي                                |
| <input type="radio"/> Criminal security sector قطاع الأمن الجنائي      | <input type="radio"/> Governance and financial Audit section قسم الحوكمة والتدقيق المال                |

Tick the box that indicates the extent to which you agree or disagree with the following statements

يرجى إختيار المربع الذى يوافق / لا يوافق رأيك فى العبارات التالية

**Coding:**

5= Strongly Agree موافق وبشدة; 4= Agree موافق; 3=Neither Agree nor Disagree لا أوافق ولا أرفض

2= Disagree ارفض وبشدة; 1=Strongly Disagree ارفض وبشدة; 1:

Items	5	4	3	2	1
Q1. I am aware of Soft policing activities in Abu Dhabi Police. أنا على علم بأنشطة الشرطة الناعمة فى شرطة أبوظبي					
Q2. I feel I have an in-depth understanding of Soft policing أشعر أنه لدى فهم عميق عن الشرطة الناعمة					
Q3. All type of crimes can be managed through soft policing. كل انواع الجرائم يمكن التعامل معها من خلال القوة الناعمة					
<b>Crime Reduction</b>					
Q4. Crime reduction is possible through Soft policing يمكن تخفيض معدل الجريمة من خلال إستخدام القوة الناعمة					
Q5. Happy patrolling reduces crime. دوريات السعادة تسهم فى تخفيض معدل الجريمة					
Q6. We are all police initiative reduces crime مبادرة (كلنا شرطة) تسهم فى تخفيض معدل الجريمة					
<b>How aware are you of the following initiatives (Q7-Q11)?</b> ماهو مدى إلمامك بالمبادرات التالية					
Q7. Happy patrols دوريات السعادة					
Q8. Comprehensive police stations مراكز الشرطة الشاملة					
Q9. We are all police initiative مبادرة كلنا شرطة					
Q10. Ramdan (Holy Month) police gathering المجالس الشرطية الرمضانية					
Q11. Youth police gathering مجلس شباب شرطة أبوظبي					

How effective do you find the following initiatives(Q11-Q15) in terms of gaining public trust in police ? إلى أي مدى تجد المبادرات التالية فعالة في كسب ثقة الجمهور في الشرطة					
Q11. Happy patrols دوريات السعادة					
Q12. Comprehensive police stations مراكز الشرطة الشاملة					
Q13. We are all police initiative مبادرة كلنا شرطة					
Q14. Ramdan (Holy Month) police gathering المجالس الشرطية الرمضانية					
Q15. Youth police gathering مجلس شباب شرطة أبوظبي					
<b>Trust</b>					
Q16. Trust development relates to effective policing operations. تطوير الثقة يتصل بفاعلية العمليات ( الأنشطة الشرطية)					
Q17. Trust in police makes it possible for the police to have cooperation from the public even when the situation needs to be resolved through hard power الثقة في الشرطة يمكن ان تؤدي الى تعاون المجتمع حتى في المواقف التي قد يتطلب فيها استخدام القوة الصلبة من قبل الشرطة					
Q18. Better explanation of why Abu Dhabi police does things a certain way is important in gaining public trust. التوضيح المستمر لأعمال الشرطة في مواقف محددة مهم جدا لكسب ثقة العامة					
Q19. Being open with the public about all the good, as well as the bad, is important in gaining public trust. عندما تكون الشرطة واضحة مع الجمهور في جميع الأحداث الجيدة أو السيئة يساعد ذلك في كسب ثقة الجمهور					
<b>Top management role</b>					
Q20. To increase the outcome of soft policing, higher management in Abu Dhabi police should communicate with rank and files. يجب على الإدارة العليا في شرطة أبوظبي التواصل مع جميع المرتبات والرتب من أجل زيادة نتائج الشرطة الناعمة					

Q21. Abu Dhabi police should introduce courses and training for the application of Soft policing. يجب على شرطة ابوظبي تقديم برامج تدريبية لتطبيق القوة الناعمة					
Q22. More efforts and initiatives are required for increasing role of Soft policing by Abu Dhabi Police. يلزم بذل المزيد من الجهود والمبادرات لزيادة دور الشرطة الناعمة في شرطة أبوظبي.					
Q23. Soft policing requires more resources so that police can have a presence when and where require. الشرطة الناعمة تتطلب تخصيص موارد أكثر حتى تتمكن أجهزة الشرطة من تطبيقها					
<b>Communication</b>					
Q24. Communication between police and community is a core aspect of Soft policing. التواصل بين المجتمع والشرطة هو عنصر اساسي في الشرطة الناعمة					
Q25. Soft policing brought public and Abu Dhabi police in regular contact with each other. الشرطة الناعمة تدعم استمرار التواصل بين المجتمع وشرطة ابوظبي					
Q26. Trust development between public and police is one of the outcomes of Soft policing in Abu Dhabi. إن تنمية الثقة بين القطاع العام والشرطة هي إحدى نتائج الشرطة الناعمة في أبوظبي.					
Q27. Soft policing has a special focus on young offenders and vulnerable people. تركز الشرطة الناعمة تركيزاً خاصاً على فئة الشباب المخالفين والضعفاء					
Q28. Soft policing is difficult to apply in Abu Dhabi. ليس من السهل تطبيق الشرطة الناعمة في ابوظبي					
Q29. Rank and files are hesitant to use soft policing. يوجد تردد في استخدام القوة الناعمة من قبل مرتبات وموظفي شرطة ابوظبي .					
Q31. Soft policing can be used along with hard power for specific situations. يمكن استخدام الشرطة الناعمة مع الشرطة الصلبة في مواقف معينة					
Q32. Regular patrolling is one of the mechanisms to apply Soft policing.					

الدوريات اليومية (الإعتيادية ) هي إحدى وسائل تطبيق القوة الناعمة					
Q33. Soft policing is well understood by rank and files of Abu Dhabi police.					
جميع مراتبات ورتب شرطة ابوظبى لديها فهم عن الشرطة الناعمة.					

## **Appendix 3 Participant information sheet**

### **INFORMATION SHEET**

#### **USING SOFT POWER FOR CRIME PREVENTION AND REDUCTION:**

#### **THE EXPERIENCE OF ABU DHABI POLICE**

#### **PURPOSE OF THE RESEARCH**

Purpose of this research is to explore the effectiveness of soft power introduced by Abu Dhabi Police for the prevention and control of crimes in Abu Dhabi. This study will help to evaluate soft policing in Abu Dhabi and is the first of its kind. It will be helpful for future planning.

الغرض من هذا البحث هو استكشاف فعالية القوة الناعمة التي أدخلتها شرطة أبوظبي للوقاية من الجرائم ومكافحتها في أبوظبي وستساعد هذه الدراسة على تقييم عمليات القوة الناعمة في شرطة أبوظبي وهي الدراسة الأولى من نوعها. وسوف تكون مفيدة للتخطيط في المستقبل

#### **PARTICIPATION IN THIS RESEARCH WILL INVOLVE**

You will be required to either complete questionnaires or participate in a one-on-one interview. Some participants of this research will participate in a sampled survey in which they will fill a survey questionnaire that will take approximately 10-15 minutes. Some participants will participate in in-depth interviews lasting approximately 30 to 40 minutes.

سوف يطلب منك إما المشاركة بتعبئة استبيان أو المشاركة في مقابلة شخصية وستكون المشاركة في هذا البحث عن طريق تعبئة استبيان يستغرق حوالي 10 إلى 15 دقيقة أو مقابلة شخصية لمدة 30 إلى 40 دقيقة .

#### **TO PARTICIPATE IN THIS STUDY YOU MUST:**

- Be an employee of Abu Dhabi Police شرطة أبوظبي
- Be over 18 years of age أن يكون العمر فوق 18 سنة

#### **FORESEEABLE RISKS OR DISCOMFORTS**

This research has no risk now and/or future for the participants of the research.

لا توجد مخاطر حالية أو مستقبلية على المشاركين

#### **BENEFITS TO THE PARTICIPANT OF PARTICIPATION**

Participation of the participants will be voluntary and no benefits will be offered to the participants. However, participant responses will help the Abu Dhabi police make informed decisions about the future of their strategies.

وستكون المشاركة إختيارية ولن تقدم أي فوائد للمشاركين ومع ذلك ستساعد هذه المشاركات شرطة أبوظبي على اتخاذ قرارات مستنيرة بشأن مستقبل استراتيجياتها

#### **WHAT WILL HAPPEN TO YOUR DATA**

Any data/ results from your participation in the study will be used by Mohamed Saif Alhanaee as part of their project work and will also be accessible by his supervisors. It may also be published in academic works, but your name or identity will not be revealed. The researcher will take care of the confidentiality and anonymity of every participant of this research. The researcher will not use any identifying information in the dissertation for any participant of this research. No personal data of any participants will be collected. If, during the study, any personal data are disclosed, these will be made anonymous before analysis. You can withdraw your responses up to two weeks after participating without having to provide a reason.

سيتم استخدام أي بيانات / نتائج من مشاركتك في الدراسة من قبل محمد سيف الهنائي كجزء من عمله في مشروع التخرج ، وسيكون أيضا في إستطاعة المشرفين عليه في دراسته الإطلاع على هذه البيانات كما يمكن نشره في الأعمال الأكاديمية، ولكن لن يتم الكشف عن اسمك أو هويتك. وسيحرص الباحث على سرية وإخفاء هوية كل مشارك في هذا البحث. لن يستخدم الباحث أي معلومات تعريفية عن المشارك في أطروحة البحث و لن يتم جمع أية بيانات شخصية لأي مشارك يمكنك سحب ردودكم لمدة تصل إلى أسبوعين بعد المشاركة دون الحاجة إلى تقديم سبب.

## DECIDING WHETHER TO PARTICIPATE

If you have any questions or concerns about the nature, procedures or requirements for participation do not hesitate to ask me questions or contact me later. You do not have to participate in this study and if you decide not to participate or withdraw at any point, none of your rights will be affected. Should you decide to participate, you will be free to withdraw at any time without having to give a reason. You will be able to withdraw your answers for up to two weeks after taking part in this study. I assure you that your data will remain anonymous and confidential. Further, this study obtained ethical approval from Canterbury Christ Church University.

إذا كان لديك أي أسئلة أو مخاوف بشأن طبيعة أو إجراءات أو متطلبات المشاركة لا تتردد في طرح الأسئلة على أو الاتصال بي في وقت لاحق. ليس عليك المشاركة في هذه الدراسة، وإذا قررت عدم المشاركة أو الانسحاب في أي وقت، فلن تتأثر أي من حقوقك. إذا قررت المشاركة، فسوف تكون حرا في الانسحاب في أي وقت دون الحاجة إلى إبداء سبب.

سوف تكون قادرا على سحب إجاباتك لمدة تصل إلى أسبوعين بعد المشاركة في هذه الدراسة. وأؤكد لكم أن البيانات الخاصة بك سوف تبقى مجهول وسريّة. وعلاوة على ذلك، حصلت هذه الدراسة على موافقة أخلاقية من جامعة كانتربري.



## Appendix 4 Consent form

### CONSENT FORM

I confirm that I have read (or had read to me) the above information. The nature, demands and risks of the project have been explained to me.

I have been informed that there will be no benefits/ payments to me for participation.

I knowingly assume the risks involved and understand that I may withdraw my consent and discontinue participation at any time without penalty and without having to give any reason.

I agree to my interview (only for in-depth interviews) to be voice recorded.

- أوأكد أنني قرأت (أو قرأت لي) المعلومات المذكورة أعلاه. وقد أوضحت لي طبيعة المشروع ومطالبه ومخاطره إ
- وقد أبلغت بأنه لن تكون هناك أى منفعة مالية أو معنوية دفعت لي للمشاركة
- وأنا أفترض أنني على علم ببعض المخاطر إن وجدت و وأنتى متفهم بأنه يمكن لى الإنسحاب ووقف المشاركة فى أى وقت دون عقوبة ودون الحاجة إلى إبداء أى سبب.
- أوافق على تسجيل صوتى أثناء المقابلات الشخصية

Participant's signature توقيع المشارك

Date

Investigator's signature توقيع الباحث

Date

**One copy to remain with participant, one copy to remain with researcher.**

يحتفظ كل من المشارك والباحث بنسخة من هذا الطلب