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Body-Worn Camera Use and Citizen Behavior During Police–Citizen Encounters

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Abstract

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MPhil, Walden University, 2020

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Dissertation Submitted in Partial Fulfillment

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Abstract

Law enforcement officials have been increasingly using body-worn cameras (BWCs). The presence of BWCs and subsequent recordings may have a de-escalation effect on citizens, causing more self-awareness, less combativeness, and more compliance. However, additional knowledge is needed to elucidate how citizens react when they are aware their BWCs are being used. The current study was an examination of citizens' perceptions regarding compliance during encounters with police officers equipped with BWCs. Deterrence and self-awareness theories were the theoretical framework and procedural justice was the conceptual framework used to understand citizens' behaviors during police–citizen encounters. Participants were 13 individuals in the state of Illinois between ages 23 and 66 who had encountered police equipped with BWCs within the previous 12 months. Participants were recruited through the Nextdoor social media application and snowball sampling. Data were collected via Zoom interviews. Data analysis was conducted through manual coding and three emerging themes were identified: (a) officers do not routinely alert citizens that they are recording, (b) presence of BWC puts citizens more at ease, and (c) citizens feel the need to comply with police officers during encounters. Findings indicate that more training is necessary for officers to adequately implement and effectively use BWCs. The results of this study have potential implications for positive social change by closing a gap in the literature; encouraging more research in this field; and informing policy makers, law enforcement officials, community leaders, and community members of citizens' perceptions regarding BWC use during police–citizen encounters.

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Dedication

This work is dedicated to my son, Jonathan, you are my why. I have obtained all my degrees for you, to show you that it was possible. If I could do it, then you could too. All my stressful days, long nights of studying, and sacrifices will be worth it when you reach this goal one day. This degree symbolizes that the sky is truly the limit for you.

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Chapter 1: Introduction

Introduction

Criminal justice organizations have recently begun using officer video cameras (OVCs) to achieve organizational goals (Ready & Young, 2015, p. 446). According to Crow et al. (2017), interest in body-worn cameras (BWCs) began to grow on a large scale in 2014 due to the amount of media coverage police use of force incidents were receiving (p. 590). The existence of a BWC could promote increased officer legitimacy in the eyes of the public due to the impression of improved accountability (Ready & Young, 2015, p. 446). Farrar and Ariel's (2013) research suggests that people are more likely to change their behavior from negative to societal norms as a reaction to becoming self-aware they are being watched (p. 2). This self-awareness revelation can be insightful to police leaders and has the potential to enhance police functions, lessen civil liability, and perhaps have a civilizing effect on police interactions with citizens.

Surveillance cameras have become an integral component of everyday life (Socha & Kogut, 2020, p. 1). When citizens walk into a big box store, signs notify them they are being monitored by closed-circuit television (CCTV). Additional signs notify customers that shoplifters will be prosecuted if caught. Collectively or individually, these signs are meant to change the behavior of potential wrongdoers. According to Hollis (2019), people are being surveilled even if they do not realize it (p. 131). Nevertheless, businesses employ these methods in hopes of an overall deterrent effect on crime, which is the same theory law enforcement officials put into practice when they use BWCs. The hope is that the presence of BWCs will have a de-escalation effect on citizens, causing

them to become more self-aware, less combative, and more compliant, therefore reducing the likelihood that an officer must put their life at risk.

Background

The rapid expansion of BWC programs has been motivated by a series of high publicity police officer involved shootings captured on bystander video that has gone viral on social media (Yokum et al., 2017, p. 1). The calls for and the embrace of BWCs emerged from the police killings of young Black men, notably Michael Brown in Ferguson, Missouri, in 2014 (Healey & Stephens, 2017, p. 370). With the killing of Michael Brown, and the subsequent failure to indict police officer Darren Wilson in November 2014, the nation reached a tipping point. After Wilson's non-indictment, political officials and activist organizations recognized the need for and embraced BWC technology on the basis that it would improve transparency and accountability. In implementing BWCs, law enforcement officials expected officers to adhere to departmental policies and procedures more and to deter unprofessional behavior, particularly unwarranted use of force (Yokum et al., 2017, p. 4). Additionally, BWC footage could be used as evidence and could help close cases more expeditiously.

The media spotlight on the recent killings of African Americans by police officers has reopened a national conversation regarding criminal justice, unjust treatment, racism, and implicit bias (Ray et al., 2017, p. 1032). As a solution to this ongoing debate, federal and state lawmakers thought introducing BWCs would be a way to provide transparency during police–citizen encounters (Ray et al., 2017, p. 1032). Ray et al. (2017) located literature in "sociology, social psychology, public health, criminology, and political

science" (p. 1033) that relates to the racial bias in policing against minorities. Statistics gathered from the FBI indicate that African Americans being killed by police officers is not due to a higher likelihood of them committing crimes. Research has shown that even African Americans from a middle-class background are still likely to experience police brutality. Regardless of social class, the likelihood of a Caucasian American being killed by a police officer is far less than the likelihood of an African American being killed by a police officer. Members of a minority race experience disproportionate police mistreatment. Therefore, more racial minorities favor BWCs because they can bring more "accountability, protection, and transparency between citizens and police officers" (Ray et al., 2017, p. 1033).

Problem Statement

According to Healey and Stephens (2017), BWCs indicate a transparent democratic society can exist to serve the public interest by holding officials and citizens accountable (p. 372). Yokum et al. (2017) believed that an underlying theory for this change is the anticipated effects that BWCs put into use can change the behavior of officers and civilians (p. 1). Furthermore, with the introduction of BWCs into police daily activities, the expectation is more police accountability, greater transparency, and/or improved utility (Ariel, 2016, p. 329). Therefore, the public will see the police as more legitimate, and their conduct during police–citizen encounters will result in increased cooperation.

Despite the conceptual appeal of BWCs on human behavior and awareness of the social control policies around their use, rigorous research on their effect has been

minimal (Farrar & Ariel, 2013, p. 5). Efficient service delivery from police is more difficult when they lack support from the community (Demir et al., 2018). Demir et al. (2018), notes that citizens' perceptions of the police are based on their post encounter perceptions of fairness of police–citizen encounters (p. 56). Therefore, additional knowledge is needed to elucidate how citizens react when they are aware their actions are being recorded. BWC technology provides a way to address the public's concerns associated with officer maltreatment, improving the overall perception of legitimacy (St. Louis et al., 2019, p. 307). By equipping officers with BWCs, law enforcement officials are also addressing other areas of police legitimacy, such as "police accountability, distributive justice, and crime control effectiveness" (Braga et al., 2018, p. 537). Notably, the perceptions of consumers of police services can be quite different from the public, but the lack of research on this particular subject represents a gap in understanding of the influences and consequences of BWCs (White et al., 2016, p. 691). Perhaps, a study of how citizens behave during police–citizen encounters when an officer is wearing a camera could contribute to citizens' and officers' acceptance of the use of BWCs.

Purpose of the Study

The purpose of this qualitative phenomenological study was to better understand the citizens' perceptions on issues of compliance regarding encounters with police officers equipped with BWCs. To address this purpose, I collected data on the lived experiences of study participants to develop themes to answer the research question. According to Alase (2017), using the phenomenological research approach yields more in-depth data collection and analysis processes compared to the general inductive

approach (paragraph 1). The findings from this research can help inform training efforts for law enforcement agencies, which can lead to more effective police–citizen encounters.

Research Question

The following research question guided this study:

RQ: What are citizens' perceptions of compliance regarding encounters with police officers equipped with BWCs?

Theoretical Framework

The theoretical framework for this study is centered around self-awareness and deterrence theories. According to Demir (2019), BWCs have an "intrinsic effect (self-awareness) and extrinsic effect (deterrence) on those being watched" (p. 131). The theory of deterrence dictates the threat of apprehension is connected to compliance and/or less rule breaking (Henstock & Ariel, 2017, p. 24). Factoring in the use of BWCs, police officers and citizens can be led to better behavior once they are aware they are actively being recorded (Demir, 2019, p. 131). Henstock and Ariel (2017) found that deterrence and self-awareness work equally on would-be rule breakers and officers to compel positive conduct (p. 25).

Deterrence and self-awareness theories will be used to understand the behaviors of citizens during encounters with police officers equipped with BWCs. According to Ariel et al. (2015), deterrence theory suggests that effective deterrence requires knowledge by the parties being observed (p. 516). When a person is aware of being recorded, defiant behavior may be less likely to occur. A common belief is that BWCs

sensitize people to being watched, causing inherent compliance. When a citizen meets a BWC-equipped officer, they may be less willing to engage in combative conduct (Yokum et al., 2017, p. 2). Furthermore, the underlying connection between behavior and BWCs could combine a higher level of self-awareness, a greater threat of being caught, or a mixture of the two.

Conceptual Framework

However, the conceptual framework of procedural justice can bring a greater understanding to participants' experiences. Previous research on community members' perceptions of BWCs are scarce, and consequently, no official theoretical framework directly applies to their perceptions (Crow, 2017, p. 597). Procedural justice refers to how "citizens prefer decisions that are fair, thoughtful, and feature their input, and they likewise prefer decision processes, that affirm their dignity, and reflect concern about their well-being as expected from a trustworthy authority" (McCluskey et al., 2019, p. 209). When an officer makes decisions deemed reflective of procedural justice, citizens view that officer as being more legitimate. Furthermore, if a citizen views an officer as giving them a certain level of respect, the citizen is more likely to be compliant and cooperative with the officer. Demir et al. (2018) suggested that when citizens are treated in a procedurally just manner this could be a part of the socially desirable behaviors simulated by placing BWCs on police officers (p. 135). For these reasons, procedural justice was the most appropriate conceptual framework for this study.

Nature of the Study

The nature of this study was qualitative. The most appropriate method for this study was the phenomenology approach because citizens would be able to share their individual experiences of how they felt when they encountered a police officer who was wearing a BWC. Selected participants for this research study had experienced contact with officers within the past 12 months. One-on-one in-depth interviews were used to gather data from participants. I used the snowball sampling approach to identify and select the most information-rich cases regarding the phenomenon of interest. I sought to determine whether the presence of BWC made a significant impact on the citizens' behavior.

Definitions

The following are definitions of keywords used throughout the study provided for purposes of clarity.

Behavior: "The way in which someone conducts oneself or behaves" (Merriam-Webster, n.d.).

Body-worn camera: "A video camera that is worn on clothing used to continuously record activity in front of the wearer" (Merriam-Webster, n.d.).

Citizen: "A member of a state" (Merriam-Webster, n.d.).

Encounter: "To come upon or experience especially unexpectedly" (Merriam-Webster, n.d.).

Law enforcement: "The department of people who enforce laws, investigate crimes, and make arrests: the police" (Merriam-Webster, n.d.).

Nextdoor: "A social media application that helps people connect with their neighbors" (Nextdoor.com, 2011, paragraph 6).

Assumptions

For this qualitative study, one assumption was that the participants would be truthful in their responses to the questions I asked them. As a qualitative researcher, I sought meaning from my participants' understanding of their lived experiences (Arghode, 2012, p. 159). Therefore, I relied on participants to be open and honest with their answers. Another assumption was that all study participants had experienced the phenomenon under research in this study. With the study being grounded in the perceptions, opinions, beliefs, and values of the participants, all experiences needed to be factual (Arghode, 2012, p. 159). As a researcher, I took the responses of all participants at face value and did not try to interpret their answers in any certain manner or for any certain outcome.

Scope and Delimitations

My study included people in Illinois who have an account on the social media application Nextdoor. The unit of analysis for this study specifically was people who had encounters with police officers equipped with BWCs within the past 12 months. This study delimited anyone younger than 18. Anyone who has had an encounter over 12 months ago was delimited as well. Delimitations did not focus on families or individuals with lawsuits pending against the police. Lastly, if a person had not experienced an encounter with a police officer at all, they would be delimited from this study.

Limitations

My research was limited to men and women ages 18 and older who have had police encounters within the past 12 months. In this phenomenological study, I used the social media application Nextdoor for recruitment. Participation in the study was strictly on a volunteer basis and no compensation was offered. I conducted one-on-one interviews with participants via telephone. My goal was to garner their lived experiences of encounters with police officers. I sought to interview 15 to 16 people to reach data saturation.

As a BWC coordinator for a transit police agency, I have become accustomed to dealing with issues regarding BWCs. I am familiar with their inner workings, malfunctions, benefits, and challenges. Due to extensive exposure, I have formed opinions of BWCs before their use in the field and the conception of this study. Thus, I brought an inherent bias to the study based on preexposure. However, as a qualitative researcher, I did not impose my beliefs of the phenomenon on my interpretations of the participants' views (Arghode, 2012, p. 159).

To address this limitation, I focused on the information and data provided by the participants. I did not rely on my experiences with BWCs; instead, I sought prior research to help me address the unknown areas in my study. I focused solely on the participants' descriptions in their interviews, drawing on their lived experiences and not my own. The participants' perspectives provided a template for the structure, direction, and analysis in this study. All my data and findings are presented in detail so researchers can duplicate my study in the future.

Significance

This study helps bridge the gap in understanding if BWCs change citizens' behavior. BWCs are the newest technological accessory for officers (Taylor & Lee, 2019, p. 473). Koen et al. (2019) suggested the "environment-changing functions of body-worn cameras" (p. 980) offer a direct mechanism for improving behavior within the immediate bounds of police–citizen interactions. Demir (2019) believed that citizens' interactions with police wearing BWCs have important significance and could influence citizens' perceptions of BWCs differently (p. 59). Implications for positive social change in conjunction with the theoretical concepts of self-awareness and deterrence theory suggest that by equipping officers with BWCs, a reduction in use-of-force incidents will follow. Such a result could lead to reducing the number of incidents in which police officers must risk their lives.

Summary

In Chapter 1, I provided background insight applicable to the present study. I presented the study's purpose and guiding research question, followed by the theoretical framework and the nature of the study. Chapter 1 included the definitions, assumptions, scope, delimitations, and limitations for the present research. In Chapter 2 is a detailed review of relevant literature to provide background on the topic and support the need for the study.

Chapter 2: Literature Review

Introduction

BWCs are small portable cameras that can be attached to a police officer's uniform to record their interactions while they are on duty; BWCs are capable of capturing audio and video occurrences and are able to store the events for later transmission and retrieval (Thomsen, 2020, p. 97). In 2015, then-President Barack Obama allocated over $20 million in funding through the Department of Justice to support BWC programs throughout the United States for local and tribal law enforcement organizations (U.S. Department of Justice, 2015, paragraph 1). The surveillance aspects of BWCs are essential to their broad support in terms of lucidity with the public and as an instrument for police accountability (Wallace et al., 2018, p. 483). Placing BWCs on police officers may improve the civility of police–citizen interactions and enhance citizens' perceptions of police transparency and legitimacy (Braga et al., 2018, p. 513).

It is more common to encounter an officer with a BWC than an officer not wearing a BWC. Police officers are highly likely to wear BWCs and have dashboard cameras in their patrol vehicles (Hollis, 2019, p. 131). This brings about the need to test the implications of self-awareness to being observed on compliance and deterrence theory in real-world settings and understand the outcomes in the broader context of theory and practice (Farrar and Ariel, 2013, p. 1).

This phenomenological study will contribute to a greater understanding of how citizens behave when made aware their actions are being recorded on a police officer's BWC. I sought a better understanding of citizens' behavior to understand if BWCs are

compelling compliance with police officers' commands during encounters with the public. In this qualitative study, I used in-depth interviews with citizens who within the past 12 months had encounters with officers wearing BWC. For this research, I used the snowball sampling approach to select participants for inclusion in this study. With snowball sampling, a small number of initial participants can recommend other participants who fit the research criteria and might be willing to participate in the study (Parker et al., 2020, paragraph 1). My recruitment included Illinois residents who have accounts on the Nextdoor social media application. The participants were people 18 years and older. I conducted one-on-one interviews to gather data to provide insight into the lived experiences of the participants. Participation was voluntary. The participants did not receive compensation for participating in the study.

Upon conducting this literature review, I sought articles to help to establish the relevance of this problem. Some of the article topics included the impact of BWCs on police officer behavior, police attitudes toward BWCs, the impact of BWCs on citizens' behavior, and community attitudes regarding BWCs (Lum et al., 2019, p. 18). In reviewing these different articles, the gap in the literature was evident that citizens' perspectives still needed to be explored. By delving deeper into the behavior of citizens, the hope is that law enforcement officials could gain a better understanding of how to work better with the public. The major sections of Chapter 2 include the literature search strategy, theoretical framework, conceptual framework, literature review, and a summary and conclusions.

Literature Search Strategy

Several databases and search engines were useful in locating research for this study. Among the databases accessed were ProQuest Central, SAGE Journals, EBSCO e-books, Thoreau Multi-Database Search, SocINDEX with full text, Wiley Online Library, ResearchGate, and Walden Library; search engines used were Google Scholar, Google, and Yahoo. Despite this extensive search, not all databases or search engines provided valuable material. The primary keywords and phrases used alone or in combination as search terms were *body-worn cameras*, *policing*, *technology*, *social control*, *self-awareness*, *deterrence*, *accountability*, *police*, *law enforcement*, *being observed*, *behavior*, *surveillance*, *police legitimacy*, and *digital culture*. The topic of BWCs has many different names including *body-worn video*, *officer video*, *officer-worn video*, *on officer camera*, *body cams*, and *body cameras*. After reviewing the search results, I organized the material relevant to BWCs first and then sorted the remaining articles by self-awareness and deterrence.

Theoretical Framework

One tool for deterrence is BWCs, a technology based on the concept that knowing they will be caught makes individuals less likely to commit a crime. Police employ different methods to deter people from committing crimes (Nagin, 2012, p. 88). Nagin (2012) found police could deter crime without taking individuals into custody (p. 99). In line with the theory of deterrence, BWCs are a tool to prevent potential negative behavior.

. Legitimacy and transparency are two of the main goals of implementing BWCs. Ariel (2016) suggested that BWCs should have a noticeable deterrent effect on crime (p. 351). However, study findings have shown little to no deterrence effect on "general crime patterns" (Ariel, 2016, p. 351) when BWCs were in use. Nonetheless, with the use of BWCs in specific "target street segments" (Ariel, 2016, p. 352), civilians were more willing to report crimes and cooperate with officers. Ariel's study showed that BWCs can bring more legitimacy to the police profession. The public needs to know they can trust police, and BWCs can help in building better working relationships.

BWCs are a vital law enforcement tool for crime deterrence. The National Institute of Justice (2016) maintained that the certainty of being caught is a greater deterrent than punishment (paragraph 2). The goal of having a police officer use a BWC is to deter would-be perpetrators from committing acts leading to their capture and potential loss of freedom.

In theory, when BWCs are in use, the risk of apprehension for misconduct is slightly elevated to a near certainty, which cannot be said about CCTV. According to Ariel et al. (2017), deterrence is the appropriate framework when studying BWCs, as the increased possibility of sanction threats associated with the use of BWCs foresees less use of force (p. 12). BWCs differ from CCTV by creating a substantially greater level of self-awareness because the BWC is more noticeable than a distant CCTV. Lastly, it was hypothesized that belligerent offenders would become less resistant if officers were wearing BWCs and officers would be more likely to have a professional approach, demonstrate fairness, and use the appropriate amount of force.

Deterrence theory has been identified as the theoretical framework for this study. Deterrence theory is critical for altering the behavior of would-be criminals, leading them to act under the law because they do not want to suffer the consequences of being caught (Bianchi, 2017, p. 15). Theorizing that officers' use of BWCs helps reduce citizens' negative behavior during officer encounters, Bianchi (2017) identified a correlation between BWCs and deterrence theory (p. 26). This correlation directly supports the present study, showing that BWCs can change citizens' behaviors during police encounters. However, despite conducting a qualitative study, Bianchi did not explore the reasons for behavior change; the goal of this study was to fill that gap.

Conceptual Framework

The majority of citizens do not interact with police officers regularly. Instead, citizens rely on media outlets to help form their opinions regarding law enforcement officials (Rosenbaum et al., 2015, p. 294). For this reason, Rosenbaum et al. (2015) decided to study people who had recently encountered the police to explore public confidence in the police and public responses to the police (p. 299). The authors used their police–community interaction (PCI) survey as a tool to measure the organizational performance and possible evidence-based decision making in police organizations. The authors conducted a study using two methods, electronic and telephone surveys, with 377 completed surveys (Rosenbaum et al., 2015, p. 301). The results indicated that younger citizens and minorities were less satisfied with their contact with police when compared to their counterparts. Also, the findings showed that officers who displayed "good car-side manners" received higher ratings regarding procedural justice versus officers who

come off as brasher to the public (Rosenbaum et al., 2015, p. 309). Quality of treatment by the officer, quality of decision making, police effectiveness, and outcome favorability were all shown to be important predictors of satisfaction under specific conditions with the citizens (Rosenbaum et al., 2015, p. 310). Lastly, the authors noted that people surveyed stated that they wanted to be listened to by the officer, treated with dignity, treated fairly, and compassionately (Rosenbaum et al., 2015, p. 309). These findings indicate that when people are stopped by police they want to be treated equally and respectfully and not have officers overstep their boundaries.

Recognizing factors that drive officer support for BWCs is key to receiving optimal officer engagement with BWCs. Saulnier et al. (2019) recognized that BWCs are part of the solution that can help to address the procedural aspect of community–police interactions from the viewpoint of the public, implicating that relational model of procedural justice provide a solid explanation for public support for BWCs (p. 674). Therefore, Saulnier et al. (2019) wanted to conduct a study that would enhance the understanding of the applicability of procedural justice theorizing in policing in general and support the meaningful use of BWCs (p. 671). The researchers' sample size was 1,190 patrol officers and supervisors. The results of the study demonstrated that if officers believe BWCs will harm their privacy, then they will be less supportive of the technology (Saulnier et al., 2019, p. 681). Also, occupational burnout was identified as a concern that affected officer support for BWCs (Saulnier et al., 2019, p. 674). Supervisors surveyed prioritized outcome-oriented concerns, and patrol officers prioritized treatment-oriented concerns as being their major goal in support of BWCs

(Saulnier et al., 2019, p. 681). This finding indicates that rank may have an effect on response to BWC use among law enforcement officers.

There have been studies that focused on procedural justice as the main focus in the way citizens judge their encounters with the police. With procedural justice being the key component of evaluations for police legitimacy, little focus has been given to any other reasons for this outcome (Ferdik et al., 2014, p. 472). For this reason, Ferdik et al. conducted a study in which other factors were considered, such as parental attachment and school commitment. For this study, 296 college student respondents, 18 years of age and older, were surveyed (Ferdik et al., 2014, p. 479). Based on their results, procedural justice emerged as highly significant and an important predictor of the legitimacy perception of law enforcement (Ferdik et al., 2014, p. 475). Furthermore, even after including the variables of parental attachment and school commitment, procedural justice still stood out as the most important contributor to legitimacy perceptions (Ferdik et al., 2014, p. 487). Ferdik et al.'s findings bring attention to how police officers are perceived by college students (p. 487).

Citizens perceptions play an important role in how they determine procedural justice. In Uruguay, a study was conducted to examine how citizen perceptions about traffic officers wearing BWCs would compare to perceptions of officers not wearing them (Ariel et al., 2019, p. 54). The unique part of this study was that the citizens who were stopped during this study could see themselves on the screen attached to the officer's BWC (Ariel et al., 2019, p. 62). Ariel et al.'s study took place over 10 months with 217 participants. The results revealed that the presence of the BWCs caused

improvements in perceptions of procedural justice (Ariel et al., 2019, p. 70). Additionally, drivers who interacted with officers who wore BWCs reported they felt listened to before the officers decided on their case, they felt treated with respect, and the officers expressed sincere concern for their well-being (Ariel et al., 2019, p. 70). The results also showed improvements in perceptions of distributive justice (Ariel et al., 2019, p. 65). Third, Ariel et al. found evidence that showed the BWCs had positive effects on drivers' sense of safety. Lastly, the researchers found no evidence to support an effect on unlawful policing regarding BWCs (Ariel et al., 2019, p. 70).

Studies regarding procedural justice have been conducted in different states and have resulted in different outcomes. In Milwaukee, researchers wanted to assess community members' perceptions of procedural justice, legitimacy, support for BWCs, and knowledge of the Milwaukee Police Department's (MPD) BWC program (Thompson et al., 2020, p. 495). For this study, Thompson et al. performed an online survey to garner community members' perceptions (p. 495). The findings indicated that respondents who had been stopped one or more times by the MPD were less likely to know about their BWC program compared to individuals with no contact at all with an officer (Thompson et al., 2020, p. 501). This surprised the researchers, who assumed those respondents having more contact with officers would have been more aware of the BWC program, but the results proved to be the opposite (Thompson et al., 2020, p. 503). Next, the findings demonstrated that Black community members had fewer positive views regarding procedural justice and legitimacy than White respondents (Thompson et al., 2020, p. 499). Moreover, Black community members were less likely to know that MPD officers

were wearing BWCs during their encounters (Thompson et al., 2020, p. 501). The researchers did identify a positive relationship between awareness of the BWC program and perceptions of procedural justice (Thompson et al., 2020, p. 505).

Literature Review Related to Key Variables and/or Concepts

BWCs continue to become more prevalent in more police agencies. BWCs are technological devices that increase public and departmental scrutiny of officers' actions while on duty (Shjarback et al., 2017, p. 50). The primary purposes of BWCs are to bring transparency for citizens and to monitor police officers' behavior (Wallace et al., 2018, p. 486). Additionally, the presence of BWCs can improve police legitimacy and accountability as perceived by the public (Ready & Young, 2015, p. 446). Bakardjiev (2015) suggested that BWCs are pioneering in their ability to capture possible officer misbehavior as an objective witness during police–citizen encounters (p. 91). For criminal cases and lawsuits, the evidentiary value of BWCs has become vital in court (Goodall, 2007, p. 96).

The present research focused on citizens' perspectives of being recorded on BWCs. There are limited studies on the link between police and citizen perceptions of BWCs (Goetschel & Peha, 2017). When officers activate BWCs at the start of a police–citizen encounter and make citizens aware of the recording, there is a 37% decline in use-of-force incidents (White et al., 2018). Most of the studies on this topic have been quantitative; thus, I used a qualitative approach founded on deterrence and self-awareness theories.

By directly exploring the thoughts, experiences, beliefs, feelings, and behaviors of citizens during police encounters, I sought to better understand whether BWCs have a positive or negative impact. Lum et al. (2015) identified a gap in their research, stating, "More research is also needed on citizen behaviors and attitudes related to BWCs" (p. 18). In gathering this information through one-on-one semi structured interviews, I gave citizens a voice in the debate on BWCs, bringing awareness to law enforcement officials.

The general public's acceptance of BWCs is just one goal for law enforcement. Among the quantitative studies of citizens' perceptions of BWCs, White et al. (2018) interviewed individuals very satisfied with the officers during their encounters. Participants reported that the officers acted professionally and cared about their safety. It is also essential to have that same buy-in from fellow officers.

In some instances, there are officers who wear BWCs who do not perform traffic stops. A quantitative study performed by Taylor et al., (2017) was unique in that data was collected from detainees Drug Use Monitoring in Australia (DUMA). DUMA provides vital information on drugs and crimes that shapes policy initiatives and alerts law enforcement and other stakeholders of any changes in the illegal drug trade. There was a total of 899 adult respondents to the questionnaire, however, not all respondents answered every question. The results of the research showed that the detainees liked the idea of officers having BWCs because the BWCs were neutral observers to the events that transpired. Next, they perceived the BWCs as a layer of protection for the citizens and the police so that there would be a less likely chance of abuse of power to occur and added a layer of "accountability" on behalf of the police (Taylor et al., 2017, p. 6). Lastly,

the detainees perceived that with the BWCs being present, if their case went to court, they would have a better level of "fairness" before a judge (Taylor et al., 2017, p. 6). This belief implies to me that they feel like there would be less room for the officer to fabricate a story against them.

In some law enforcement agencies, officers are for wearing BWCs. Maskaly et al. (2018) found that police officers are in favor of wearing BWCs, with their presence having a positive influence on citizen and police behavior (p. 679). The findings directly supported my theory of BWCs positively impacting police-citizen encounters. This quantitative study showed that many officers have favorable perceptions of BWCs.

Some studies performed decided to seek the perspective of arrestees. Law enforcement agencies invested substantial funds to purchase BWCs before any significant research had shown "how and why the cameras alter police-citizen encounters, particularly at crucial points such as arrest" (Taylor & Lee, 2019, p. 473). For this reason, the present study was even more vital. Taylor and Lee (2019) sought a better understanding of arrestees' concerns; however, my study explored police-citizen encounters from a broader population, including the voices of citizens, stopped by officers wearing BWCs yet not necessarily arrested (p. 474). Including citizens who were stopped by the police and citizens who were arrested by the police gave the study a well-rounded perspective.

In the Plymouth Police Department, they recognized the growing need for BWCs. Laming (2019) suggests that the first known police department to utilize BWCs was the Plymouth Police Department in the United Kingdom (U.K.) in 2005 (p. 202). According

to Laming (2019), other agencies in Scotland followed their lead soon after according to Laming (p. 202). However, it was not until the early 2010's when the United States started to adopt the technology of BWCs due to public outcry of several high-profile police-involved deaths (Laming, 2019, p. 204). Former President Barack Obama initiated a program that provided over $50 million to law enforcement agencies to enhance the deployment of BWCs (Laming, 2019, p. 203). Laming (2019) noted that there are several evidentiary benefits for implementing BWCs (p. 205). He acknowledged that many different U.K. studies reveal that videos from cases that have BWC video produce a quicker resolution, resolve significantly more cases through guilty pleas rather than criminal trials and improve officer efficiency and time the officer spends on patrol (Laming, 2019, p. 211). Lastly, the article discussed privacy concerns over the BWCS. Laming (2019) made it clear that as more law enforcement agencies adopt BWCs, the privacy of citizens and officers will always be an issue (p. 214).

In some agencies, citizen complaints were on at an all-time high and BWCs were used to examine if they would influence the overall the number of complaints. Braga et al. (2018) found that officers who wore BWCs had fewer citizen complaints and use-of-force reports than officers without cameras (p. 512). Braga et al. did not consider the reasons for the reductions; rather, the researchers were strictly concerned with the quantifiable aspect of the evaluation (p. 533). The present study extends the literature to explore citizens' perspectives of why these reductions occur.

The findings of another study showed that more times than not, participants favored the use of BWCs. Graham et al. (2019) surveyed 1,000 Black individuals to

ascertain their support of officers wearing BWCs (p. 284). Additionally, survey respondents deemed BWCs more reliable than a bystander's cell phone video. Survey respondents believed that seeing officers wearing BWCs indicated the law enforcement agency was interested in police legitimacy and accountability. On the other hand, the participants felt that police agencies resistant to BWCs possibly withheld evidence from the public and protected officers who acted with malicious intent. Graham et al. (2019) found similar perspectives to other studies (p. 299).

Some researchers conducted studies to gain different perspectives regarding BWCs. In a quantitative study, Paulsen (2016) surveyed 391 participants to ascertain public opinions about BWCs (p. 26). No respondents were currently employed in law enforcement, an important distinction due to the general law enforcement bias toward criminal justice matters. Paulsen (2016) found that 93% of participants supported the use of BWCs to capture encounters between police and citizens, with the benefits of BWCs greatly outweighing the negatives (p. 30).

The researchers of this study collected data immediately before and 12 months after BWC implementation. In Orlando, Jennings et al. (2015) sought to discover if there was a difference between officers who wore BWCs and officers who did not wear BWCs and if there would be a change of opinion among these officers (p. 481). Findings showed that officers equipped with BWCs had significant reductions in citizen complaints and excessive use-of-force cases. Officers equipped with BWCs were in favor of BWCs remaining at their department, perceiving the cameras as having a positive role in improving citizens' and officers' behavior. Lastly, they believed that BWCs presence

helped deescalate several situations that could have otherwise intensified. After wearing BWCs for 12 months, police officers identified benefits for themselves and their communities.

The quantitative analysis showed that residents had positive feelings about the introduction of BWCs in their neighborhoods, which they thought would improve law enforcement officers' attitudes. Crow et al. (2017) surveyed Florida residents via telephone to gain insight into how the citizens felt before the deployment of BWCs in their counties (p. 605). Furthermore, participants believed that members of their community would begin to act more in line with the law knowing they were being recorded. The residents also felt BWCs would be a good addition to evidence collection for court purposes.

Many of the studies researched to this point were qualitative and quantitative, this study was mixed methods. Ray et al. (2017) asserted the importance of including public perspectives about BWCs, which they said reveal "power status structures and intergroup relations" (p. 1033). Their mixed methods study drew on data from Prince George's County, Maryland, residents regarding their comprehension of, experiences with, and attitudes toward BWCs. Ray et al. acknowledged that there was limited information regarding how the public views and understands BWCs and how their views shape status and power relationships between police and citizens (p. 1034). Some of the 81 Black and Latino interview participants were BWC supporters and other skeptics, an understandable result for new technology. This author identified the literature gap that this study addressed, indicating the need for more research in this field.

Overall, this quantitative study's findings showed that the citizens had positive attitudes toward the officers wearing BWCs. White et al. (2017) assessed the perceptions of Spokane, Washington, citizens who had encounters with police officers wearing BWCs (p. 694). White et al. found that 85% of residents preferred to see all Spokane officers equipped with BWCs, not just some of them. Additionally, respondents felt that BWCs brought a more "civilizing effect" (White et al., 2017, p. 694) to the police-citizen encounter. Last, most citizens believed that BWCs caused the officers to act more professionally. Findings showed that citizens were highly in favor of BWC incorporation and permanence in their community.

BWCs alert the public that the police are wanting to build a level of trust with them. When a police agency adopts a BWC system it can signal to the public that they are receptive and responsive to public calls for transparency and accountability (Stoughton, 2018, p. 1370). It can give the public the impression that the agency is dedicated to improving the type of policing that the public can expect (Stoughton, 2018, p. 1383). Also, this adoption can signal to the public that the police are taking steps to ensure the safety and well-being of the community members at the hands of the officers (Stoughton, 2018, p. 1377). Stoughton (2018) believes that just because a policy agency implements BWCs that is not enough (p. 1364). It is up to elected officials, community leaders, and even police executives to further promote police accountability, build trust with the public, support criminal prosecutions, and discourage unnecessary complaints (Stoughton, 2018, p. 1366).

When authors conduct qualitative interviews, they are able to garner the lived experiences of their participants. According to Wright and Headley (2020) there is a smaller body of research that addresses citizen-related outcomes, as it relates to willingness to report crimes, citizen behavior toward the police, citizen complaints, and overall citizen perceptions (p. 462). From their research, they have found that citizens have been in support of police officers wearing BWCs (Wright & Headley, 2020, p. 475). The authors went on to note that the previous literature on citizen and/or community perceptions about BWCs has been quantitative, garnered primarily from surveys (Wright & Headley, 2020, p. 475). They pointed out that a qualitative study could further interrogate how citizens "view the use of and implementation of BWCs to fully understand its influence on an array of intended policy outcomes" (Wright & Headley, 2020, p. 476). For this reason, Wright and Headley (2020) conducted their qualitative research study with 40 participants over 6 months (p. 477). Their interviews revealed that the participants did believe that BWCs may improve transparency, accountability, and officer behavior, but there were not clear results about the approachability of officers. The participants agreed that BWCs were not trust-building tools (Wright & Headley, 2020, p. 478). The results also showed that Blacks were less likely to approach officers when compared to their white counterparts (Wright & Headley, 2020, p. 478). But overall, the participants believed that BWCs would improve officer behavior and increase legitimacy in the police force (Wright & Headley, 2020, p. 480).

Some researchers seek to understand the deeper meanings behind their participants answers and responses during interviews. Other researchers sought to explore

the levels of overt and true citizen support of discretion that officers should have to activate their BWCs, locations where they should use their BWCs, and restrictions on the distribution of footage (Bromberg et al., 2018, p. 884). The authors explained that asking straightforward questions on delicate matters can encourage a type of overt support but not of true support (Bromberg et al., 2018, p. 885). When a respondent answers a question directly to an interviewer that is overt support (Bromberg et al., 2018, p. 885).

True support can be expressed by a person when they have the anonymity of voting in a voting booth (Bromberg et al., 2018, p. 886). Furthermore, polling results suggest public support for BWCs, based on the news media's depictions of BWCs adds more layers of social desirability and controversy to the topic (Bromberg et al., 2018, p. 890). The authors conducted their study with 453 respondents from 47 states (Bromberg et al., 2018, p.890). They used the list experiment for their research, "it re-creates a sense of anonymity in a survey to measure true support" and it's a "subtype of survey experiment previously known as the item count technique (ICT)" (Bromberg et al., 2018, p. 890).

When employing the list experiment method, practitioners randomly assign the participants to one out of two groups, then the participants read a series of statements about a subject matter (Bromberg et al., 2018, p. 888). The results showed that 68% of the respondents agreed that they trusted the police to use their discretion to turn on their BWC (Bromberg et al., 2018, p.888). While 23% of respondents agreed that BWCs should mainly be used in lower-income urban areas.

Lastly, 69% agreed with BWC footage should not be revealed to the public if the suspect suffers from mental illness (Bromberg et al., 2018, p.888). The authors found true support for police discretion for the activation of BWCs. However, the authors noted that when the respondents were asked certain direct questions, regarding trusting officers and mentally ill suspects some respondents felt pressure to give a response that was not genuinely their own (Bromberg et al., 2018, p.887). The final thing the authors noted in their article was that future research should focus on how BWCs affect the relationship between citizens and police officers (Bromberg et al., 2018, p. 887).

Other researchers conduct studies after BWCs have been implemented to analyze the data for comparative analysis purposes. Researchers used census tract data from a single city to explore changes in police activity and enforcement following the implementation of BWCs (Hughes et al., 2020, p. 68). The findings from this study suggest that the police were less likely to issue citations for minor violations after the BWC implementation, while their arrest numbers for serious crimes or engagement in self-initiated activity remained the same after the implementation (Hughes et al., 2020, p. 79). The analysis showed that the percentage of African American residents, exerted a significant positive relationship on self-initiated activity, however, citations for misdemeanor and violation offenses were drastically less likely in tracts with a larger percentage of African American residents (Hughes et al., 2020, p. 79). The researchers examined the influence of the percent of African American residents, the influence of place on police activity, and specific measures of concentrated disadvantage (Hughes et al., 2020, p. 80). This completed study helped the researchers conclude that BWCs have

the potential to alter police self-initiated activity and enforcement practices in minority neighborhoods (Hughes et al., 2020, p. 81).

Depending on race and demographic, could determine the difference between whether, a person is for or against BWCs. Miethe et al. (2019) investigated the sociodemographic attributes and officer-related factors associated with public attributes toward BWCs and the presence of moderating effects that could account for the wide contextual variability in their support (p. 263). The authors used a multi-wave national online sampling design to address their research questions. An overall comparison of the level of public support for BWCs in different domains revealed strong differences across the three survey waves (Miethe et al., 2019, p. 270). Among those surveyed, 83% expressed support for BWCs in all areas of police work (Miethe et al., 2019, p. 273). They also found that despite increases in media scrutiny, that public support for BWCs remained strong (Miethe et al., 2019, p. 273). This study revealed that Black and Hispanic respondents were less supportive of BWCs being used in their neighborhoods when compared to White respondents (Miethe et al., 2019, p. 275). Lastly, the study showed there was great support for the BWCs among the respondents with more positive beliefs about procedural fairness (Miethe et al., 2019, p. 276).

Depending on a person's history with the police, this could change their outlook on BWCs. In analyzing roles such as neighborhood risk levels, awareness of positive and negative experiences with officers, and trust in the police the author of this study wanted to examine the factors that could impact public opinion on BWCs (Williams, 2021, p. 2). The author utilized data from a public opinion survey in a mid-sized urban city in the

United States to evaluate factors impacting public backing for BWCs in policing (Williams, 2021, p. 5). The findings showed that most respondents were in favor of the BWCs and believed they could protect the police and civilians (Williams, 2021, p. 9). The findings further suggested that controlling for demographics, neighborhood type, trust in the police, and awareness of negative experiences with officers significantly increased the likelihood of support for BWCs (Williams, 2021, p. 9). The author was certain to note, awareness of positive experiences had little to no effect on opinions about the BWCs (Williams, 2021, p. 10).

There are many positives that come with obtaining BWCs for a law enforcement agency. With this study, the authors sought to expand their knowledge of how the public perceives BWC benefits (Kopp & Gardiner, 2020, p. 1). Using a convenience sample design there were a total of 431 respondents (Kopp & Gardiner, 2020, p. 1). Most of the respondents were from the police using the BWCs (Kopp & Gardiner, 2020, p. 5). The majority of the respondents agreed that the BWC would have positive influences on police behavior or communication (Kopp & Gardiner, 2020, p. 6). Many of the respondents believed the BWCs would inspire more trust in the public and the police (Kopp & Gardiner, 2020, p. 6). Moreover, the respondents personally felt the BWCs would make them feel safer when interacting with police and make the police less like to use excessive force (Kopp & Gardiner, 2020, p. 7). However, respondents were concerned the BWC footage could be altered by a non-police entity, that BWC footage could be released without their permission, that the BWC might not capture the entire incident, the costs associated with obtaining BWCs and protecting individuals' privacy

regarding the BWCs (Kopp & Gardiner, 2020, p. 11). Last, the authors asserted that Black respondents were the only group in which the percentage of respondents stated they would have more trust in an officer if he/she were wearing a BWC (Kopp & Gardiner, 2020, p. 11).

In different studies, there could be different results. With this study, the researchers were interested in determining how BWCs would impact officer-initiated community interactions through a random control trial of the MPD's BWC program (Lawrence & Peterson, 2019, p. 483). Furthermore, they explored how proactive activities might change after officers were equipped with BWCs (Lawrence & Peterson, 2019, p. 483). The results indicated that officers from the control group decreased their monthly numbers from 39.05 to 38.24, between the pre-intervention and post-intervention study periods (Lawrence & Peterson, 2019, p. 499). Officers equipped with BWCs increased their activities from 38.53 to 40.91 during those same two periods (Lawrence & Peterson, 2019, p. 499). Moreover, the results revealed that officers equipped with BWCs were more selective in choosing their proactive activities during their patrol hours (Lawrence & Peterson, 2019, p. 500). Finally, the authors found that the BWCs had no impact on officers during traffic stops (Lawrence & Peterson, 2019, p. 500).

Police Officer Perceptions of BWCs

Educational level, in some cases, can be a factor that weighs on a person's belief system. In this study, the authors wanted to explore how an officer's educational attainment and prior experience with BWCs could be related to their likelihood of them

volunteering to wear a BWC (Huff et al., 2018, p. 483). The authors asserted that officers who have not experienced an innovation might think a BWC could result in a significant change to their environment, disrupt their workflow, heighten their risk of low performance or negatively influence their peer's perceptions of their performance (Huff et al., 2018, p. 484). They also wanted to understand how an officer's perception of organizational justice within their department and approach to policing could be related to their resistance to wearing a BWC (Huff et al., 2018, p. 486). Using employee records, officer self-report surveys, and official measures of officer activities, the authors were able to gather 559 eligible officers for the study. 120 were randomly selected and asked to volunteer to wear a BWC. 49 officers accepted and 99 officers declined to wear a camera. The groups were broken down into volunteer groups and resistor groups. The results revealed that volunteer officers were more likely to have attended a four-year college when compared to the resistor group. The volunteer group reported having experience with BWCs in the past when compared to the resistor group; although the difference was only slightly (Huff et al., 2018, p. 490). The authors discovered that the officers who volunteered to wear a BWC and the officers who resisted were more similar than they were different (Huff et al., 2018, p. 491).

Command staff in a law enforcement agency can have an influence on officer buy in when it comes to technology. Another study examined how law enforcement command staff viewed the impact of BWCs (Smykla et al., 2016, p. 424). The finding in this study showed that half of the staff were supportive of the BWCs being in use (Smykla et al., 2016, p. 440). Some of the respondents did not currently have BWCs in their departments

yet. However, among those respondents that did currently use BWCs, they indicated strong support for the use of BWCs (Smykla et al., 2016, p. 440). Among the respondents who did not have BWCs yet, their responses were mixed (Smykla et al., 2016, p. 440).

In Los Angeles, there are multiple police divisions. Researchers conducted a two-wave, fixed sample survey of police perceptions within two Los Angeles Police Department (LAPD) divisions, the Mission and Newton divisions (Wooditch et al., 2020, p. 426). The surveys were performed pre- and post-implementation of the BWCs (Wooditch et al., 2020, p. 426). The results revealed that more officers agreed that the BWCs were easy to use, comfortable to wear and that the downloading process was simple (Wooditch et al., 2020, p. 437). Next, after the deployment, fewer officers believed that BWCs deterred witnesses from speaking with police and that citizens think BWCs are an invasion of their privacy (Wooditch et al., 2020, p. 437). Also, one division became more critical of BWCs, while the other division grew a tad more supportive (Wooditch et al., 2020, p. 438). The researchers surmised that certain aspects of BWC use were less cumbersome than officers had originally thought, while other officer concerns about the BWCs remained and somewhat intensified (Wooditch et al., 2020, p. 439).

In Philadelphia, researchers decided to conduct a study where officer perceptions where the focus. A pilot group was chosen for the experimental method for the researchers to explore officers' perceptions of how the introduction of a BWC would change the behavior of the officers and the effects of BWCs on officer discretion and decision-making (Wood & Groff, 2019, p. 66). They also wanted to examine if citizen

behavior would be altered but through the lens of police officers' perceptions (Wood & Groff, 2019, p. 66). The researchers discovered that after the officers wore the BWCs for some time they became more accepting of them (Wood & Groff, 2019, p. 72). After implementation, 56% of officers believed that the advantages of adopting BWCs outweighed the disadvantages when compared to 38% of officer's pre-implementation (Wood & Groff, 2019, p. 72). Lastly, the results showed that the officers perceived the BWCs to be helpful in situations where citizens might file fabricated complaints against the police (Wood & Groff, 2019, p. 73).

Officers attitudes can have control how they behave when they use BWCs. The authors of this study wanted to examine the impact of adopting BWCs would have on police officer attitudes, organizational justice, and procedural justice as a part of a larger evaluation of BWCs in the Phoenix police department (Huff et al., 2020, p. 547). The study participants consisted of 227 randomly selected Phoenix police officers (Huff et al., 2020, p. 572). The authors explained there were little changes in officer perceptions of BWCs, organizational justice, and procedural justice following the introduction of BWCs (Huff et al., 2020, p. 572).

There are multiple police departments that work out of New York state. Researchers wanted to fill a gap in the BWC literature, so they conducted a study that examined different cultural attitudes and their relationship to how officers perceived the assumed positive aspects of using BWCs versus the negative aspects of BWCs (Kim et al., 2020, p. 3). The respondents consisted of a convenience sample with 59% of officers in the Buffalo Police Department and 41% in the Rochester Police Department (Kim et

al., 2020, p. 9). The results of the study revealed perceptions of aggressive law enforcement behavior have no clear effect on perceptions of BWC effects on community relations (Kim et al., 2020, p. 16). Next, the researchers explained that perceptions of civilian cooperation have a positive impact on perceptions of BWC effects regarding community relations and job performance (Kim et al., 2020, p. 16). They also revealed officers having distrust of citizens had no direct or indirect impact on perceptions of BWC effects regarding community relations and job performance in the model of years of experience (Kim et al., 2020, p. 17). Lastly, the results showed the years of experience have a direct positive impact on perceptions of BWC effects relating to job performance, but no indirect effect can be found (Kim et al., 2020, p. 17).

Organizational justice is another element that exists when dealing with BWCs. The authors wanted to examine what impact, if any, the perceptions of organizational justice could have on officer attitudes about BWCs (Kyle & White, 2016, p. 68). Additionally, they sought to understand if the relationship might vary by the officer's assignment, rank, history with BWCS, disciplinary history, personal demographic characteristics, and/or their employing agency type and size (Kyle & White, 2016, p. 70). 201 officers participated in this study from two adjoining states (Kyle & White, 2016, p. 70). The authors noted that organizational justice appeared to be a viable theoretical construct that may better help others to understand some of the normative aspects underlying police behavior (Kyle & White, 2016, p. 75). The results from this study indicated officers' perceptions of organizational justice were a significant predictor of their opinions toward BWCs (Kyle & White, 2016, p. 75). Officers who had prior history

with the BWCs had a significant predictor of more positive attitudes toward the devices as well (Kyle & White, 2016, p. 76). Lastly, officers whose agencies had implemented BWCs before the study held more positive views about the devices when compared to officers who had not used the BWCs within their agencies (Kyle & White, 2016, p. 77).

Arrest behavior by officers can be influenced by BWCs. Pyo (2020) conducted a study to understand the effects of BWCs on daily police arrest behavior (p. 184). She believed by examining the effects of BWCs on arrests she could help to identify if and in what ways their use changes officers' discretionary behavior in police work (Pyo, 2020, p. 186). Using panel data, the author assessed the effect of BWC implementation on arrest rates from 142 local police departments (Pyo, 2020, p. 188). The results of the research demonstrated that Black people were almost 3 times more likely to be arrested compared to White people (Pyo, 2020, p. 189). Next, Black people were about 3 times more likely to be involved with fatal police encounters than White people (Pyo, 2020, p. 189). Pyo (2020) surmised that during the first 12 months of BWC implementation, the incidence rate ratio of misdemeanor arrest had decreased by approximately 5.4% and this decreasing is strengthened over the subsequent months (p. 191).

Large cities can face different challenges when compared to their smaller counterparts. The authors of this study sought to fill a gap in the literature regarding the opinions of officers in larger cities about their possible use of BWCs (Gramagila & Phillips, 2018, p. 313). The data was compiled from 258 officers from the Buffalo and Rochester Police Department (Gramagila & Phillips, 2018, p. 317). Initially, the results indicated there was disagreement amongst the two departments regarding ease of use

(Gramagila & Phillips, 2018, p. 317). The majority of the officers agreed that BWCs would affect the decision to use force in a situation (Gramagila & Phillips, 2018, p. 319). Next, both departments disagreed that BWCs would cause citizens to be more respectful or cooperative (Gramagila & Phillips, 2018, p. 319). The authors are convinced that the officers do not believe in the benefits of the BWCs as they were originally marketed (Gramagila & Phillips, 2018, p. 320).

Researchers have distinct reasons for wanting to perform research studies. For this study, the authors wanted to explore officers' perceptions of organizational justice and if it would be positively related to attitudes toward BWCs (Lawshe et al., 2018, p. 78). 492 officers participated in the study from three different police departments in Florida (Lawshe et al., 2018, p. 80). In analyzing the data, the authors discovered that organizational justice had little to do with the officers' attitudes toward the BWCs (Lawshe et al., 2018, p. 83). Additionally, the study revealed that officers' perceptions of organizational justice did not automatically lead to a positive view of BWCs (Lawshe et al., 2018, p. 83). Next, the authors realized that the insignificant relationship between organizational justice and BWC attitudes could be a "byproduct" of the indicators used in the attitudes measure (Lawshe et al., 2018, p. 86). In this study, they only used two indicators; safety and complaints (Lawshe et al., 2018, p. 83). While other studies used upwards of six indicators to measure the attitudes of the officers surveyed (Lawshe et al., 2018, p. 83). Therefore, the authors concluded that organizational justice might not affect what officers know through their own past experiences, so the BWCs will not affect their safety and may harm relations with the community (Lawshe et al., 2018, p. 86).

Supervisors and officers in law enforcement can often times have contrasting opinions when it comes to BWCs. Researchers for this study wanted to explore if officers who are in supervisory ranks would have more positive perceptions of BWCs when compared to officers of a lower rank (Synder et al., 2019). The researchers found that participants became more favorable toward the BWCs after the implementation (Synder et al., 2019, p. 322). After the implementation, the participants were less concerned with how the BWCs impacted the communication with the citizens (Synder et al., 2019, p. 326). Furthermore, 52.9% of officers saw BWCs as a distraction before implementation and 51.5% after the implementation (Synder et al., 2019, p. 327). Approximately, 36% of officers agreed that wearing a BWC would cause them stress before implementation and 43.6% of officers felt that way after implementation (Synder et al., 2019, p. 327). Supervisors expressed substantially more support for BWCs than officers (Synder et al., 2019, p. 328). The researchers noted they did not find large increases in overall acceptance and support among officers, but they did find large increases among supervisors (Synder et al., 2019, p. 328).

Self-Awareness

Knowing that the BWC is actively recording is an integral part of the camera's effectiveness for both citizens and officers, as both will want to be on their best behavior if the video enters evidence. Ready and Young (2015) noted that people alter their behavior when they become aware of their actions being video recorded (p. 449). Farrar and Ariel (2013) contended that when people become aware of law enforcement observing their actions, they conform to more socially acceptable behavior (p. 10).

Self-consciousness is another factor that contributes to self-awareness. Becoming aware of BWC activation tends to make people more self-conscious of their actions because they know inappropriate behavior could result in their prosecution (Farrar & Ariel, 2013, p. 10). The mindset of getting away with unacceptable actions is less likely when people know there is evidence of their activities. Therefore, the BWC has prevented would-be bad behavior.

Testing citizens' complaints using BWCs was a unique way to conduct a research study. Ariel et al. (2015) were among the first scholars to test BWCs' impact on citizen complaints and uses of force in a mid-size police department (p. 510). The quantitative findings showed a reduction in the use of force incidents among officers who wore the BWCs (experimental group) when compared to officers who were not equipped with BWCs (control group). The authors believed people acted more appropriately when they learned that authorities were watching their actions. Ariel et al. (2015) surmised that BWCs affected police-public encounters (p. 520).

When the civilians realized an officer was wearing a BWC, they were more likely to tame their disorderly behavior. Hedberg et al. (2016) contended that BWCs have a humanizing effect on police-citizen encounters (p. 628). Additionally, the authors believed the same to be true for police officers in the same situations. Findings from the quantitative study showed a 62% reduction in officer complaints when a BWC was present, which Hedberg et al. (2016) directly connected to the camera's presence (p. 635). The suggestion was that both sides were more aware of their behavior. Notably, Hedberg et al. (2016) did not attribute this reduction to the BWCs activation; rather, the

decline occurred regardless of the device's activation (p. 636). Thus, the researchers brought a new perspective to the BWC debate. This research showed the presence of BWCs, whether activated or not, having the same behavior-altering effect on the people involved in the encounter, findings that contribute to the present study.

Self-awareness theory is was an underlying theory used in this research study. Ariel et al. (2018) focused on BWCs' effect on self-awareness, assaults, and aggression against officers (p. 20). They used a foundation of self-awareness theory to determine if BWCs would reduce assaults on officers. The authors believed that when individuals become knowledgeable of being observed and their "demeanor, appearance, or actions, are monitored in public, a self-awareness process begins" (Ariel et al., 2018, p. 20). The study was a quantitative, multisite, randomized controlled trial with more than 3,000 treatment shifts. Self-awareness was a "phenomenological concept" (Ariel et al., 2018, p. 21) vulnerable to manipulation, providing information for citizens to adjust their behavior. The study results showed reductions in complaints against officers, uses of force, and arrest rates. However, the authors submitted that self-awareness could cause officers to second guess themselves in some instances, leaving them susceptible to intense encounters with devastating repercussions for all involved. Ariel et al.'s findings contributed to the present study because they identified the link between self-awareness theory, BWCs, and police officers (p. 21).

BWCs are alleged to have a civilizing effect when used properly. In this research study, the authors believed that for there to be a civilizing effect with the BWCs, that the citizen needed to be aware that the BWC was recording. Otherwise, if the citizen was

unaware of the BWC, there could be no civilizing effect (Patterson & White, 2021, p. 5). The authors believed two theories explain improved citizen behavior as a direct result of being recorded on BWC: self-awareness theory and deterrence theory (Patterson & White, 2021, p. 7). The authors asserted for BWCs to produce a civilizing effect the citizen must be aware of the BWC, the officer must activate the BWC, the citizen must get upset, angry, or potentially violent at some point during the encounter, and the citizen must be mentally capable of weighing the consequences of being recorded (Patterson & White, 2021, p. 13). The findings showed that only two of the four pre-conditions were routinely met (officer activation and citizen mentally capable of weighing consequences) (Patterson & White, 2021, p. 13). In more than 95% of the encounters, the officers activated their BWCs (Patterson & White, 2021, p. 15). Less than 4% of citizens were aware of the presence of the BWCs during their encounters with the officers (Patterson & White, 2021, p. 15). This reduced the potential for the BWC-induced civilizing effect on citizens (Patterson & White, 2021, p. 15). The authors suggested that future researchers study the topic of BWCs and their civilizing effects on citizens more extensively (Patterson & White, 2021, p. 25).

Summary and Conclusions

Chapter 2 addressed the fundamental topics of my research deterrence, police officer perceptions of BWCs, and self-awareness. In researching these topics, we learned that citizens are generally supportive of BWCs and that when they are used appropriately, they can be a useful tool for police officers. Additionally, in Chapter 2 it was revealed that front line officers were less supportive of BWC when compared to management

ranking officers. Chapter 3 will describe this study's qualitative, phenomenological methodology, participant selection strategy, data collection method, size, researcher's role, and the management of data.

Chapter 3: Research Method

Introduction

The purpose of this qualitative phenomenological study was to gain more knowledge about citizens' perceptions on issues of compliance during encounters with law enforcement officers equipped with BWCs. I compiled data from respondents regarding actual events they experienced and used that information to establish themes to answer the research question. With the expanding use of BWCs, this research may help to advance teaching efforts for law enforcement agencies going forward.

In this chapter, I provide an overview of the steps I took to address my research question. I describe the population and the sample of participants used to collect data and the procedures for recruitment, sampling, data collection, and data analysis. I used a phenomenological approach, focusing on the lived experiences of citizens who have come into direct contact with a police officer wearing a BWC during their encounter. Furthermore, I discuss the role of the researcher, issues of trust worthiness, and ethical procedures.

Research Design and Rationale

Research Question

This study was guided by the following research question:

RQ: What are citizens' perceptions of compliance regarding encounters with police officers equipped with BWCs?

Central Phenomenon

My goal with this study was to capture the viewpoints and actual experiences of citizens who have had encounters with police officers who were wearing BWCs. According to Merriam and Tisdell (2016) phenomenology can be the intense study of human experiences (p. 12). Therefore, examining citizens' behaviors in the community was the central phenomenon explored within this study, specifically focusing on encounters with law enforcement officers equipped with audio and visual recording devices while on duty.

With this study, I interviewed citizens from the community who were impacted by this phenomenon. According to Creswell (2003), in phenomenological research, the researcher is seeking to identify the "essence" of different human experiences that concern the phenomenon (p. 15). My study aligned with phenomenological research and my purpose was to first identify, next describe, and then to analyze the experiences and behaviors of citizens using self-awareness and deterrence theories. In my study, I explored the feelings and behaviors of each participant during a time when a law enforcement official stopped them. Each participant had a unique story to tell, and the study gave them a chance to be heard. I conducted in-depth interviews with community members to answer my research question and used phenomenology to conduct an analysis of the collected data. In conducting my literature review for this study, I learned a gap exists in the literature related to the viewpoints of citizens' behavior during police–citizen encounters with BWCs in use. Therefore, I was efficient at obtaining the relevant

data from the participants regarding their lived experiences to bring awareness to this study.

Role of the Researcher

A good qualitative researcher is sure not to lead respondents down one path or another. According to Simon (2011), a qualitative researcher will ask probing questions, will listen, then think, will ask another probing question, and continue as such (paragraph 4). A researcher always must remain neutral. A researcher seeks to build a picture for the respondents using ideas and theories from a wide range of sources (Simon, 2011, paragraph 4).

Reflexivity

In using the Nextdoor application to recruit participants, I acknowledged that outside of this study, I have a personal association with Nextdoor. According to Darawsheh (2014), reflexivity allows a researcher to gain an understanding of personal characteristics that might influence the research process (p. 561). I have used Nextdoor to connect with my neighbors regularly to stay aware of events in my community and surrounding neighborhoods. The application allows members to post events, items for sale, real estate listings, etc., which I have been able to peruse in my spare time. My use of the application was one of the reasons I thought it would work well to recruit study participants. However, at no time during my interactions on the application have I ever disclosed what I do for a living or that I was seeking research for my study.

In recruiting from Nextdoor, there was a possibility that I would have met some of my potential study participants in the past. Additionally, being an active member in my

community raised the possibility that a study participant could have seen me in passing. Regardless of these interactions, as a scholar, I was able to set aside any such interactions and focus on my study. I was able to remain objective throughout the study. I ensured that any past interactions did not influence the outcome of my study in any way. As a member of Nextdoor, I have never held a position of leadership. Palaganas et al. (2017) believed that reflexivity is a "process of introspection on the role of subjectivity in the research process" (p. 427).

In my professional life, I am employed by a local police department as a BWC coordinator. My job duties require that I encounter BWCs daily. I am responsible for viewing, organizing, reporting about, and redacting BWC footage as required on a per-incident basis. In my professional capacity, I am responsible for making sure my department's officers are always following BWC policy and procedures. Lastly, I work with other law enforcement agencies to provide them with BWC footage as needed to help aid in active criminal investigations.

I have provided an overview of my potential personal and professional relationships with the study participants to ensure transparency and credibility within my study. I reminded participants that their involvement was strictly voluntary. I let them know they could stop the interview process at any time. I let them know in advance how long the interview would last and made sure the time fit their schedule. I informed participants that no compensation or incentives were offered in exchange for being involved in the study. Lastly, potential participants were informed that if they declined to participate in the study, there were no consequences because of their declination.

Methodology

Population

This study's targeted population was recruited from the Nextdoor application in south suburban Illinois. The target population for this study was people ages 18 and older who had experienced encounters with police officers equipped with BWCs within the past 12 months. The target population could have identified as any racial or ethnic group. The initial target population was sought from the Nextdoor application.

Sampling Strategy

The target population was recruited from the Nextdoor application in south suburban Illinois. Potential participants were 18 and older, any gender, ethnicity, race, or education level. Participants had to have encountered local or state-level law enforcement officers equipped with BWCs within the last 12 months to be included in the study.

In this phenomenological qualitative study, I intended to use snowball sampling. With snowball sampling, a small number of beginning contacts can recommend other participants who fit the research criteria who might be willing to participate in the study (Parker et al., 2020). I recruited participants using the Nextdoor application. From those initial participants, I inquired if they knew anyone else who had experienced the same or similar phenomenon and who might be willing to share their experience with me. Thereby, I was recruiting more individuals who had firsthand knowledge about the central phenomenon being studied. According to Sebele-Mpofu (202) data saturation is about more than just the number of participants; it is about the appropriateness of the data

collected in the context of the angle of the research. Therefore, to reach saturation, I sought 15 to 20 participants.

Procedures for Recruitment

Once I received approval from the Walden University Institutional Review Board; (09-08-21-0741415)., I began my recruiting process. I posted a brief summary of what I was seeking on the Nextdoor application. I informed anyone who fit the listed requirements to contact me at a specified email address that I created specifically for this research study. This allowed anonymity for the participants and prevented research study emails from being comingled with personal emails. Once the participants contacted me via email, I gave them further details about the study, including the time it would take to complete, the number of questions, that it would be conducted via Zoom, and that participation was voluntary. Once they consented to participate, I provided them with an informed consent form, study objectives, study procedures, their rights of confidentiality, and the nature of the questions that would be asked.

In qualitative research studies, a researcher aims to capture the lived experiences of the participants. For this study, I sought to understand citizens' behavior during police–citizen encounters in Illinois. Data were collected through in-depth interviews conducted via Zoom. These individual interviews helped me to develop a better understanding of participants' feelings and attitudes toward their experiences. In these interviews, I allowed the participants' experiences to speak through the questions I asked them, while still being able to answer my central research question.

Instrumentation

For this study, I was the primary instrument. In qualitative research, the main data collection instrument is the researcher (Teherani et al., 2015, p. 669). I conducted in-depth interviews with each participant via Zoom. Once the interviews were conducted, I analyzed and interpreted the data collected for common themes to answer my research question. I used an audio recorder to capture each interview for transcription and integrity purposes.

Additionally, as the sole interviewer for this research study, I used preplanned questions to guide the interviews. The questions were drawn from the central phenomenon and the research question to gain insight into the encounter that each participant experienced. There were also one or two questions that allowed the participants to give additional feedback regarding their experience that I might not have asked about.

Data Collection

I completed the necessary application for IRB approval. Once I received approval, I began soliciting participants on the Nextdoor application. Once I received consent from participants who met the participation requirements for the study, I gave them a copy of the IRB recruitment form to review before they participated in the study. Because I also used snowball sampling, I repeated these steps every time a new participant was brought into the study.

For this study, any person aged 18 and older who lived in Illinois and had encountered a police officer in the past 12 months but did not have active litigation with

any police department was eligible. For this reason, beginning the recruitment process on the Nextdoor application was a good way to gain participants. Each day I had witnessed hundreds of people interact with the application. When one person makes a post, people frequently post a response. Often posts are were still receiving responses days later. Therefore, I knew the interactive nature of Nextdoor made it a good platform to use for recruitment for my research study.

I left my post seeking participants active on the site for one month. After the month time had passed, I deleted the initial post from Nextdoor. I anticipated it would take me 2 to 3 months to collect data from all participants. I had to keep in mind that not everyone had the same schedule, and I had to remain flexible. The data was audio recorded during the Zoom calls. If the Nextdoor post had resulted in too few participants, I would have snowball sampling as well. In speaking with the participants who responded from Nextdoor, I asked them if they knew of anyone else who had experienced the same or a similar phenomenon.

Each participant received a form emailed to them with the study title, my name, and study email address in case they had follow-up questions. The form thanked them for being a participant in my research study. I provided a summary of the purpose and research question that I sought to answer. Lastly, I provided them with a hotline number for counseling services if they felt a need to talk to someone further about their experiences. If any follow-up interviews were needed, I emailed each participant with the follow-up question to be considerate of their time. I made sure the questions were open-ended but also straight to the point so participants could answer the questions promptly.

Data Analysis Plan

This current study was a means to answer the research question. Data analysis was necessary to make sense of the data gathered from the study participants. According to Ravitch and Carl (2016) data analysis is a three-pronged approach: data organization and management, immersive engagement, and writing representation (p. 216). In keeping with this approach, I started the analysis process by organizing the data gathered from the participants. Each participant was interviewed via Zoom, so I needed to transcribe those interviews. Each interview was audio recorded with a digital recorder. To make transcription an easier process, I used Google Live Transcribe, which can dictate voice into text. This allowed me to visually see the words that each participant spoke during their interview. Full transcription of every interview was necessary for this study since this was the only way to accurately analyze the data.

I planned to use NVivo 12 to code the transcription while maintaining the integrity of the context. According to Cypress (2018) after the data have been organized, read, and the researcher has taken notes the next steps are to describe, classify, and interpret the data (p. 304). NVivo 12 can organize and manage audio, videos, emails, spreadsheets, etc. (NVivo, n.d.). I planned to use NVivo 12 to identify codes from the transcriptions. The codes would then be put into code families to help answer the research question. NVivo 12 qualitative data analysis software would enable me to identify patterns that emerge from the participants' responses. I would be able to determine what themes were relevant and meaningful to answer the central research question.

Issues of Trustworthiness

Based on this phenomenological design study, trustworthiness for this study was achieved through the lenses of credibility, transferability, dependability, and confirmability. These are all important in maintaining the integrity of research for it to be deemed viable. A future scholar must show competency through strict evaluations based on the information they have gathered. I put strategies in effect to avoid any potential threats regarding the accuracy of my research findings. Qualitative studies must establish their findings as credible, transferable, dependable, and confirmable when traditional numerical instruments are not employed to establish metrics of validity and reliability.

Credibility

In my research study, I clarified the responses of each participant with them to ensure we both had the same understanding of the meaning of their answers. "Triangulation is a technique used to promote the credibility of qualitative research first advocated by Denzin in 1970" (Cypress, 2018, p. 307). When a researcher uses triangulation, their goal is to reduce the likelihood of misinterpretation of the research (Cypress, 2018, p. 307). This technique is to increase the credibility of the research study. Additionally, reflexivity within a qualitative study allows a researcher to bring their thoughts and actions to a conscious level and become more aware of their influence on the research process (Darawsheh, 2014, p. 561).

Transferability

Future scholars must decide if under the same conditions would the outcome of the research remain unchanged. Researchers often broaden the scope of their research by

including data for analysis which allows for greater transferability (Given, 2015, p. 27). For my research study, I achieved transferability by obtaining rich data by thoroughly describing the research problem, using previous theories, study replication, and effectively choosing participants who have experienced my phenomenon. Lastly, I ensured transferability by ensuring the results of the study were credible and could be used in other areas of criminal justice.

Dependability

The dependability of a study means that it can be replicated by another researcher and that researcher will end up with the same or similar results. The strength of the research data is essential to dependability (Ravitch & Carl, 2016, p. 277). Therefore, it is so important that researchers track their data with different research tools, such as audit trails. Audit trails allow a researcher to track their study procedures step by step and keep up with their decision-making process (Johnson et al., 2019, p. 6).

Confirmability

The focus of confirmability is whether the research study can be confirmed by other researchers based on the data collected rather than an unproven assumption by the researcher. Results from a study should have the capability to be confirmed to support confirmability versus the pursuit of impartiality (Ravitch & Carl, 2016, p. 200). Having a professional connection to BWCs I believed that my level of self-awareness would allow me to put those biases aside and conduct this study as an impartial researcher.

Ethical Procedures

It is the sole responsibility of a researcher to protect the human participants from harm while they are a part of the study. They also must protect the data that serve as identifiers obtained during the study and it extends after the study has concluded. The researcher must ensure that the participants can never be identified.

I strictly adhered to Walden University's process and did not begin my research until approved to do so. Furthermore, once I gained approval, I strictly adhered to the guidelines set forth by the IRB. According to Given (2015) a university IRB must give permission before a researcher can start to recruit participants for a study (p. 31).

Qualitative researchers are charged with an ethical duty to concern themselves with the care and treatment of the participants in their research study (Given, 2015). With this care and concern comes ethical responsibilities. I anticipated a minimal risk for participants involved in this research study. However, I informed them about the purpose of this study in advance, the procedures, and their rights to withdraw at any time without any consequence. Lastly, the debrief form listed a free counseling phone number for them to seek someone out if they feel the need.

The identities of each participant remained anonymous. Although they contacted me via, once I established that they met the study criteria and had consented to be a study participant, they were assigned a generic participant identifier. This identifier remained with them throughout the study as to not reveal their identity. Researchers can achieve anonymity by ensuring that the findings of their research cannot be traced to one specific person by de-identifying the participant information (Given, 2015, p. 32). I had access to

my research notes and my peer-reviewers had access as well. But only I had access to the original participant recruitment emails. I backed up files on external flash drives to make sure nothing was lost or destroyed before the end of the study.

The data will be destroyed 5 years after the research study has been concluded. I will keep my notes, memos, audit trails, recordings, etc. Any documents created in NVivo 12 will be printed and backed up on a flash drive and my account will be deleted after my degree has been conferred because NVivo 12 is a paid service.

Summary

I conducted a qualitative research study to answer the research question and to gain more insight into the lived experiences of the participants. I planned to conduct in-depth interviews with 15 to 20 citizens in Illinois. The participants discussed their behavior during encounters with police officers equipped with BWCs in the past 12 months.

I addressed ethical issues by being compliant with the restrictions set forth by the university IRB. I gained permission before starting the recruitment process for my study. Once obtaining approval, I ensured that each participant was informed about the study's purpose allocated time of the study, provided the Informed Consent Form, advised of their rights as a study participant, and their privacy protections.

In Chapter 4 of this study, I will describe the data collected and the results of the data analysis. I will discuss any patterns and themes that emerge from the data collected from the participants as well as any discrepancies that were found during the study.

Chapter 4: Results

Introduction

The purpose of this phenomenological qualitative study was to examine citizens' behavior on during police–citizen encounters in which BWCs were used. The research was guided by the following research question: What are citizens' perceptions of compliance regarding encounters with police officers equipped with BWCs? I solicited responses from citizens who had experienced encounters within the past 12 months with police who were equipped with a BWC. The following sections of this chapter will include a description of the research setting, demographics, data collection, data analysis, trustworthiness, and results. I also present the data collection and analysis process with supporting statements from the transcripts. Additionally, I describe the open-ended interview questions generated to solicit in-depth responses from each participant regarding their experiences. Concerns with trustworthiness are offered, and my findings are discussed in regard to the research question. Lastly, this chapter concludes with a summary and an introduction to Chapter 5.

Setting

With video conferencing platforms, such as Zoom, available to participants and me, I decided this would be the best setting for data collection. All 13 participants were interviewed separately on a date and at a time that was most convenient for them. Prior to each interview, participants were emailed the consent form for review. Each participant replied with "I consent" via email before beginning the interview. An advantage of conducting interviews via Zoom using video was that I was able to have face-to-face

interaction with each participant. This allowed me the opportunity to read facial expressions and body language. I did not deviate from my initial data collection plan discussed in Chapter 3.

Demographics

The participants in this study all qualified based on the study criteria. The participant sample was a diverse group of Whites, Hispanics, and African Americans. Participants included eight females and five males, and the average age was 40.

Table 1

Participant Demographics

Participants	Age	Gender	Race/ethnicity
Subject 001	51	Female	African American
Subject 002	23	Female	African American
Subject 003	34	Male	African American
Subject 004	34	Female	African American
Subject 005	41	Female	Hispanic
Subject 006	37	Male	White
Subject 007	43	Female	African American
Subject 008	36	Female	African American
Subject 009	66	Female	Hispanic
Subject 010	34	Female	African American
Subject 011	36	Female	White
Subject 012	33	Male	White
Subject 013	51	Male	African American

Data Collection

The Walden University IRB gave approval for the data collection of this study (09-08-21-0741415). Participants in this study were citizens who had been stopped by police officers equipped with BWCs in the past 12 months. I recruited my participants from the social media application Nextdoor and used snowball sampling. My goal was to

recruit 15 to 20 participants. However, initially I received no feedback from my posts on Nextdoor. I decided to change my strategy from posting every week to posting every day. When I did that, I received a response from a person expressing interest in my study. I advised them to email me directly if they fit the criteria. A few days later, I received an email expressing interest in my study. I sent them the consent form, they consented, and we scheduled a convenient time to conduct the in-depth Zoom interview. Once the interview was completed, I inquired if they knew anyone else who had experienced the same phenomenon. The participant was certain they knew several people who would fit my criteria and might be willing to speak with me. I continued this pattern until none of the participants knew of anyone else who fit my criteria and there were no additional responses to the Nextdoor posting. At this point, I had a total of 13 participants for my study.

The data were collected using structured interviews with the participants via Zoom. The data collection steps were the following: A consent email was sent to the participant, consent was received from the participant, a time was scheduled to meet via Zoom, the interview was conducted via Zoom, a brief phone call follow-up interview with the participant was conducted to review the transcript that was emailed to them, and lastly, a debriefing form was emailed to the participant. The participant interviews varied in length based on the feedback given by each participant based on their experiences. The duration of participant interviews ranged between 15 minutes and 25 minutes. I collected data from each interview by recording the answers to the interview questions via Zoom on my computer. These recordings were then backed up on a flash drive and stored

safely. These recordings were then uploaded to Rev.com, where they were transcribed verbatim. No names were uploaded into Rev.com. Only participants codes (Subject 001–Subject 013) were used to identify them. I checked the transcripts several times for accuracy. I followed up with each participant to have them check the transcripts for accuracy as well. This member-checking process led to five participants returning their transcripts with corrections needing to be made. Once the corrections were made, the transcripts were hand coded. The interview transcripts were printed and transferred to a flash drive and stored in a locked safe. The flash drives and the computer where the recordings were created were stored in a secure room.

Data Analysis

The data analysis for this study was guided by the primary research question: What are citizens' perceptions of compliance regarding encounters with police officers equipped with BWCs? After completing and reviewing all the interview transcripts for accuracy, I manually analyzed the participants' responses. The Rev.com software transcribed the data verbatim, which allowed me to review the words for similarities and to identify themes. Hand coding allowed me to identify word frequencies within my study's themes based on the data collected from the 13 interviews (see Table 2).

Table 2

Word Frequencies

Word	Frequency
Police	28
Body cam/body worn camera	27
Comfortable	19
Approach	16
Positive	13
Safer	12
Recording	11
Cops	10
Ticket	9
Warning	9
Stopped	9
Concerned	8
Uniform	7
License	6
Experience	6
Beneficial	6
Nervous	5
Calm	5
Anxious	4
Speeding	4
Alone	3
Accountability	3
Sweaty palms	2

Coding Process

Once I completed the 13 Zoom interviews, the audio recordings were transcribed using Rev.com. During the transcription process, I listened to each Zoom interview multiple times to ensure the accuracy of the process during editing. After Rev.com completed the transcription of each interview, I printed hard copies of all the participant interviews for my review. I further reviewed each transcript transcribed by Rev.com for accuracy.

I manually coded each of the 13 participants' answers to the 13 open-ended interview questions. An inductive approach to coding is when you start without any predetermined bias; the narrative directs the coding and theories (Saldana, 2009, p. 68). I initially identified phrases that were repeated several times by the participants. Next, I assigned labels to these codes. Lastly, I consolidated the codes into categories that summarized the basis of the coded phrases. I used category reduction analysis to eliminate similar or redundant subcategories to determine main categories. From the main categories, three themes emerged that reflected the main experience with BWCs expressed by the 13 participants. Table 3 displays the categories, codes, and examples.

Table 3

Categories, Codes, and Examples

Categories	Codes	Examples
BWC protects civilians	Safety for person stopped	Felt little secure knowing he had on BWC Quite beneficial Helps situations
Officer wearing BWC	Viewing BWC	It was on his uniform Looked to see if he had one on Saw on his chest
Citizens in favor of BWC	Based on previous interactions	I'm pro for the body cameras
Officer announce they are recording	Make citizens aware of recording	Yes No Assumed officer was recording because he did not tell me
Presence of BWC	Feeling of being watched	Not sure that makes a difference Causes discomfort Little bit better Feel safe
BWC protects officer	Protection from false allegations	Comfortability between the person who's pulled over and the officer Defend the officer for something that someone is accusing him of wrongdoing
BWC reduced negative citizen behaviors	BWC changed behavior	Everything will be fine; I need to calm down
Feelings during encounter	Feelings about stop/BWC	Nervous Anxious Sweaty palms
Increased awareness of actions during encounter	How to behave when pulled over	Being respectful Being kind Yielding to power
BWC offer another witness	Unbiased third party	Clear-cut truth of what is going on from the surveillance
Emotions during encounter	Emotions about stop/BWC	Calm Heart rate increase Remain respectful
Fear of officer actions	Will officer follow rules/officer discretion	Camera may make a difference
Citizens in favor of BWCs	Citizens' perspective on BWCs	Can be good or bad, depends on situation; can be very helpful

Evidence of Trustworthiness

Credibility

This research study was conducted according to the ethical standards set forth by Walden University. I used snowball sampling to identify research participants. According to Frey (2018), snowball sampling is a "method by researchers to generate a pool of participants for a research study through referrals made by individuals who share a particular characteristic of research interest with the target population" (paragraph 1). Interviews were conducted with participants who had been stopped by police officers wearing BWCs in the past 12 months. Credibility was strengthened through a manual thematic analysis procedure that identified themes and incorporated the responses of multiple participants, thereby minimizing the potential for individual bias or inaccuracies that could distort the findings. I used the methods mentioned above to ensure credibility and establish trustworthiness.

Transferability

In this study, I examined the lived experiences of citizens who had experienced encounters with officers equipped with BWCs in the past 12 months. Transferability refers to the extent to which the research findings can be applied to other contexts and studies (Coghlan & Brydon-Miller, 2014, paragraph 1). This study can be replicated in different areas throughout the world. With more states mandating officers wear BWCs, this study can be performed in any of those states. A qualitative study could be used to collect data and gain an understanding of how BWCs affect the behavior of citizens when

they are stopped by officers equipped with BWCs. This study can provide insight for police organizations on how to train officers on how to interact better with citizens.

Dependability

Dependability is an essential element in trustworthiness. Dependability refers to the "extent to which the research could be replicated in similar conditions" (Stenfors et al., 2020, p. 598). The same research data collection instrument was used for each participant without deviation to ensure replicability. The coding used established dependability that will enable future researchers to achieve the same or similar results when producing a similar study. I manually reviewed the transcripts several times to increase the accuracy of the data and remove mistakes as needed. The participants were all asked the same interview questions in the same exact order to ensure accuracy and dependability.

Confirmability

I was certain to compare and review the findings obtained from the participants. This process is known as triangulation: "the practice of using multiple sources of data or multiple approaches to analyzing data to enhance the credibility of a research study" (Salkind, 2010, paragraph 1). Participants were allowed to review transcripts for accuracy and to make changes if necessary. I used snowball sampling to recruit participants. This method limited my knowledge of participants' gender, age, and race until the day of the interview. Lastly, confirmability was more enhanced in this study through direct quotes from the participants as evidence for the findings.

Results

This research study is designed as an exploration into the experiences of citizens who have come into contact with police officers who were equipped with BWCs. The study used 13 open-ended questions to explore the experiences of each study participant relative to their encounters with the police and their perceptions of the BWCs. The study was approached as an interview, seeking answers to the research question. During the interviews with the participants, data was garnered that revealed how citizens behaved and felt during their encounters with police. Using constant comparison analysis allowed the coding of data and the development of themes to answer the research question.

Many of the participants were in agreement that the BWCs are a positive tool for officers considering the country's current social culture. During the interviews, the participants seemed eager to provide their perspectives regarding their experiences and thoughts about their encounters. Having open-ended questions allowed for the interviews to flow in at a natural pace for each participant.

The interviews with the participants resulted in three main themes. These themes were repetitive throughout the interviews with the participants. The identification of these themes was a result of hand coding the transcripts and identifying themes from the participants interviews. The three themes are analyzed and supported by the participant's responses.

Theme 1: Officers Do Not Routinely Alert Citizens That They Are Recording

When individuals become knowledgeable of being observed their "demeanor, appearance, or actions, are monitored in public, a self-awareness process begins" (Ariel

et al., 2018, p. 20). However, for many participants in my study this element was missing due to the officers' not alerting them to the fact that they were being recorded on BWC. Subject 002 stated, "No, he did not make a statement that I was being recorded." Subject 005 stated, "I don't know if it was recording because I don't know if it's blinking green, if it's recording or not. But I did check to see if it was. Also, Subject 012 stated, "No, I don't believe so. No."

With the officers depriving the participants of this information, they are not allowing the BWCs to work efficiently. Ariel et al. (2015), suggests that deterrence theory requires knowledge by the parties that they are being observed (p. 516). When the officers failed to notify the participants that they were recording, the officers put themselves at potential risk for harm due to there being no knowledge by the citizens that the BWC was actively recording. Deterrence theory was not actively employed because the officer(s) did not make the citizen's fully aware of the status of the BWCs during their encounters. Had the officer(s) forewarned the citizen's that the BWCs were recording, then deterrence theory could have potentially made a greater impact during these police-citizen encounters.

Out of 13 participants, only one participant was able to answer, yes, an officer gave them a verbal notification that he/she was recording when they were stopped. With the officers not being vocal about the BWCs being present and recording, the citizens are left to assume or guess the status of BWCs. When these factors come into play, self-awareness and deterrence also fall by the wayside, which prevent the BWCs from working effectively.

Theme 2: Presence of BWC Puts Citizens More at Ease

The presence of the BWC for the participants was able to calm them during their encounters with the police. Saulnier et al. (2019), realized that BWCs are part of the solution that can be helpful to the procedural aspect of community-police interactions from the viewpoint of the public, implicating that relational model of procedural justice providing a solid explanation for public support for BWCs (p.674). During the interviews a common theme emerged among the participants feeling more comfortable and at ease once they saw the BWC(s) on the officer(s). Subject 001 explained,

> Well, with the body cam, I felt okay because the body came was there and if anything took place, then it would be possibly recorded if it was on. So, I felt a little secure knowing that he had on a body cam, if that answers the question.

Subject 002 stated,

> Having the idea that I'm being recorded, it does make me a little bit more comfortable. So, God forbid, anything does happen to me in the scenario, I know that there would be some type of surveillance that is covering that situation. So, it does ease my levels a lot knowing that they have body cameras. So, I think they're quite beneficial.

Also, Subject 006 explained, "I think I felt more safe with the camera than without the camera."

The participants relayed how they started to calm down when they viewed the BWC on the officer's uniform. Ariel et al (2019), explained the results from their research revealed the presence of the BWCs caused improvements in perceptions in

procedural justice (p. 59). Lastly, the participants revealed that BWCs would ensure that the police officers would be more likely to follow the guidelines of their department.

Each participant had different reasons why they felt safer during the stop, but they all centered around the BWC. This has been the purpose of the BWC since its inception. Federal and state lawmakers initially thought introducing BWCs would be a way to provide transparency during police-citizen encounters (Ray et al., 2017, p.1032). The feedback from these participants is proof that when the BWCs are used properly, they can have the intended effects.

Theme 3*:* Citizens Feel the Need to Comply with Police Officers During Encounters

Throughout their interviews the participants gave different responses that directly related to this theme. Subject 002 stated, “So, just being kind, being respectful, regardless or not if I get the ticket or not, that’s the best way I’m going to be able to make it home.” Subject 003 explained, “Probably initially. But once he got there, I tried to calm down, so I don’t seem off or give him any other reason to question anything else besides what he initially stopped me for.” Furthermore, Subject 013 explained,

> I’m looking at his hands, to be frank, making sure he’s keeping his hands away from his weapon. So, that if I saw him drawing toward his weapon, just from a body language standpoint, then I know to change whatever my behavior is to try to deescalate his behavior. So, I’m just, situationally, looking at everything around me. But I recognize that in this moment in time, I’m yielding to your power to suggest whether you do or don’t want to write that ticket. I’m not going to contest it.

Self-awareness was a theoretical framework that underlined this study. Self-awareness was a "phenomenological concept" (Ariel et al., 2018, p. 21) vulnerable to manipulation, providing information for citizens to adjust their behavior.

Citizens are aware during a police-citizen encounter that the police have the ultimate authority during that situation. They know that to avoid further repercussions for their actions, they must comply with the orders from the officer. This was the consistent response that I received from the participants during my study. They were aware of their actions and did not want to escalate the situation any further. They wanted to comply with the commands of the officer(s), leave with the least amount of punishment, and head home as quickly as possible. It was very important to all of my participants, that once they were stopped, that they complied with the officer and not do anything other than what was asked of them. They were self-aware of their body movements and did want to move too quickly.

With each encounter, the participants knew the police officer(s) were in control of the situation. They knew they need to act in accordance with the law or face consequences for any crimes that the officer(s) might have accused them of. To avoid such accusations, the participants tried to remain in control of their behavior, submit to the authority of the police, and act in accordance with the law. This falls in line with deterrence theory, as it is critical for modifying the behavior of potential criminals, leading them to act under the law because they do not want to suffer the ramifications of getting caught (Bianchi, 2017, p. 34).

Summary

This chapter presented an overview of the study's findings. Three major themes emerged during data analysis that addressed the research question and helped to provide insight on how citizens behave during police citizens encounters. The first theme was: officers do not routinely alert citizens that they are recording. All but one of the participants had this experience. The second theme was: the presence of the BWC put the citizens more at ease. Majority of the participants had this experience as well. Each of the participants had different ways of expressing their compliance during their encounters with the officers that directly addressed the research question. The third theme was citizens feel the need to comply with police officers during police citizens encounters. Many of the participants expressed their feelings of compliance during their encounters with the officers. Chapter 5 will discuss the interpretation of the findings, limitations of the study, recommendations, and implications for positive social change.

Chapter 5: Discussion, Conclusions, and Recommendations

Introduction

The purpose of this qualitative phenomenological study was to better understand citizens' perceptions on issues of compliance regarding encounters with police officers equipped with BWCs. I used snowball sampling to recruit citizens who currently reside in Illinois to participate in this study. The study involved data collection through 13 open-ended interview questions and follow-up questions when necessary. Participant interviews were conducted in a nonjudgmental and anonymous environment allowing participants to reveal their true thoughts and feelings regarding their experiences with officers equipped with BWCs. Hand coding of the data collected was completed using a manual thematic analysis procedure, which allowed themes to emerge organically.

The purpose of this study was to fill a gap in the literature regarding citizens' perceptions of BWCs during police–citizen encounters. Many police agencies have begun to implement BWC use in their departments (Frej, 2020, p. 97). The BWC is theorized to induce civilized behavior guided by deterrence because people are likely to act in accordance with the law for fear of swift or certain punishment and/or by self-awareness, which states people are more likely to perform within social norms when they are being directly observed (Patterson & White, 2021, p. 2). The findings from this study revealed that officers routinely did not notify citizens the BWC was recording, the presence of the BWC put citizens more at ease, and citizens felt the need to comply with police officers during police–citizen encounters.

This chapter features essential conclusions drawn from the information collected and documented in Chapter 4. Also, in this chapter, I provide interpretations for the findings, limitations of the study, recommendations for future research, and the conclusion of the study. Lastly, I provide positive social change implications.

Interpretation of Findings

In this section, I review the connection between the data collected from the study participants, the theoretical and conceptual framework, and the existing research covered in the literature review. The participants provided sufficient data to lessen the current literature gap regarding citizens' perceptions of compliance during encounters with police officers equipped with BWCs. This information will promote safer communities for residents and will have future positive social change implications. This study was born out of the need to test the implications of self-awareness to being observed on compliance and deterrence theory in real-world settings and to understand the outcomes in the broader context of theory and practice (Farrar & Ariel, 2013, p. 1).

Officers Do Not Routinely Alert Citizens That They are Recording

The current study revealed that when police officers encounter citizens, they do not routinely notify the citizens they are wearing a BWC or that the BWC is recording. In this current study, 12 out of 13 participants explained they were able to see the BWC on the officer but were not informed it was recording. Previous research studies have revealed that when officers follow department policies of activating their BWC at the beginning of a citizen encounter and alerting citizens the BWC was recording, there is a significant decline in use-of-force incidents (White et al., 2018a, p. 67). Nonetheless, all

the participants in this study felt that the BWC had an impact on them despite being unsure whether it was recording.

The finding in Theme 1 was consistent with those of previous researchers who have studied the effects of BWCs. Concerning the theoretical framework in this study, "deterrence theory presupposes that effective deterrence requires self-consciousness of being observed" (Ariel et al., 2015, p. 520). In line with the theory of deterrence, BWCs are a tool to prevent potential negative behavior. The majority of the participants in this study clearly stated they were not verbally informed whether the BWC the officer was wearing was recording. This prevented deterrence theory from working properly during the encounters these citizens had with the police. However, there was a residual effect due to the participants visually seeing the BWC on the officer.

Previous research was consistent with the responses from the participants of this study. Also, consistent with previous research, the certainty of apprehension is increased when BWCs are recording (Ariel et al., 2015, p. 520). Researchers believed that BWCs could sensitize citizens to being observed and thereby evoke more lawful behavior (Ariel et al., 2015, p. 520). Additionally, Groff et al. (2020) explained how BWCs would cause citizens to act more socially acceptable and inhibit citizens from allowing an encounter to escalate, which would prevent the officer from viewing them as a threat (p. 473). This rang true during my research study; participants indicated they acted in accordance with the law regardless of not knowing whether the BWC was recording.

Presence of BWC Puts Citizens More at Ease

Many participants in this study expressed feelings of being put at ease or feeling safer once they saw the BWC on the officer. These statements were comparable to other research studies. Kopp and Gardiner (2020) found that respondents felt that BWCs would have a positive impact on police and citizens and would make citizens feel safer (p. 297). Many participants specifically stated they felt more comfortable during the encounter due to the presence of the BWC. Additionally, participants indicated they believed BWCs would increase police officer accountability.

Based on participant responses, they were happy to see the BWC because they felt as if there was a third witness to the encounter. Other researchers have found that if an officer is wearing a BWC they can improve the overall satisfaction of the encounter for the citizen (McClure et al., 2017). These findings are in line with helping to keep a citizen calm during interaction and treating a citizen with respect. Participants explained that it would no longer be their word against the officer's word. The BWC would be able to document exactly what occurred so there would be no need to try to defend themselves in a situation. Participants explained they could remain calm because the BWC would record the encounter and be there in case anything went wrong.

Citizens Feel the Need to Comply with Police Officers During Encounters

Furthermore, the risk of apprehension is linked to fewer violations of the law and rules of conduct, which was also revealed during this study. Consistent with the theoretical framework, Ariel et al. (2017) asserted there is an increased likelihood for apprehension when officers are wearing BWCs, which is why citizens feel the need to

comply during police–citizen encounters (p. 9). According to Henstock and Ariel (2017), police and scholars believe that the imminent threat of confinement is what encourages compliance among citizens (p. 741). The participants in this study were very expressive about seeing the BWC and wanting to be compliant with the police.

The citizens who participated in this study were clear in their answers that they did not want to do anything that would cause the situation to escalate past a normal traffic stop. Moreover, Hedberg et al. (2016) conducted a study and found that when officers were wearing BWC, the behavior of people they encountered did change (p. 645). This is similar to participant statements in this study. Hedberg et al. went on to discuss how the citizens were likely more cognizant of their behavior due to the BWC being present, regardless of whether the BWC was activated (Hedberg et al., 2016, p. 645). Participants were willing to take any violation the officer gave them and take it to the next level, if need be, outside the traffic stop. Participants made it clear that none of them were willing to challenge the authority of the police who had pulled them over.

Limitations of the Study

A limitation of this study was the small sample size. The sample size included 13 participants who reside in Illinois. There were eight women and five men. Participants were White, Hispanic, or African American. This population group does not represent the entire population of the country. Based on these factors, this does reduce the reliability of the study. However, the phenomenological qualitative design of the study facilitated by the first-person experiences of the participants increases the validity of the data collected

and justifies using the smaller sample size. Basing the findings of this study solely on participants' experiences further strengthen the confirmability of this research.

A second limitation is that this study is limited to the geographical area of Illinois. If the same study occurred in a different area or larger region, the outcome could have been different. The participants could have encountered officers who operated under a different set of policies and procedures, which could have caused the participants to have completely different encounters with the police officers. Additionally, had the study been conducted nationally instead of limited to just one state, the results could have been more diverse, and a comparative analysis could have been performed as well. However, if another researcher conducted the same study in a state of similar size and demographics, the transferability of results is certain to be comparable.

Recommendations

The BWC needs to be used properly for it to be effective. According to White et al. (2018a), when officers activate BWCs at the start of a police-citizen encounter and make citizens aware of the recording, there is a 37% decline in use-of-force incidents (p. 69). Joining in with their findings and this current study, my recommendation is that officers should be better trained on the use of BWCs. When police officers approach a citizen everything that they say and do is being scrutinized. The officers are trained to have a certain presence when they approach citizens but based on the feedback from the participants in this study, the BWC training seems to be lacking in some areas. These officers need to know that simply putting the BWC on is not enough. It should be activated prior to them approaching the citizen so that it can capture the entire encounter,

not just certain parts of it. The officer should let the citizen know that they are wearing a BWC and that it is currently recording. All these steps will enable both sides to potentially have a more favorable outcome when coming into contact with one another. Also, make this training a part of the policy and procedures so that the officers have no choice but to follow the demands of their agency.

One recommendation for future research would be to broaden the scope of the study. This study was limited to only people who resided in Illinois. Future researchers could expand their research to include multiple states. A multiple state research study would allow for comparative analysis to be conducted on the participant's responses. This could render different results for this study. Moreover, different states could have more stringent BWC policies and procedures that address the concerns that were highlighted by the participants in this study. If so, that would change the results of future studies. Therefore, future researchers could produce a more in-depth comparative analysis of this same study.

Implications

Positive Social Change

This study on examining citizens' behavior on BWC during police-citizen encounters is consistent with Walden's mission of social change because it is a study that needs attention. This research study highlighted the perspectives of citizens who experienced the phenomenon of being stopped by officers who were equipped with BWCs. During my literature review, my research disclosed there were very few studies done that focused solely on the citizen's perceptions. This research study shined a

spotlight on the voice of the community members instead of only hearing from the law enforcement viewpoint.

This study can help create positive social change by informing law enforcement officials of the additional training measures that need to take place prior to sending officers in the field with BWCs. Correcting the behavior of the officers prior to leaving the academy could potentially make for safer neighborhoods and communities. The participants were very expressive of wanting to know that the officers were recording on their BWCs when they were approached. However, most of the participants explained that the officers did not inform them that their BWC was recording. If there were additional training measures in place or policies and procedures that required officers to announce to the citizens that they encounter that the BWC is actively recording, this may make the citizens feel more comfortable with the officers.

Secondly, the study participants were in agreement that the BWC helped to put them more at ease. Therefore, my recommendation would be for law enforcement agencies that did not already employ BWCs, to seek them out. With the participants of this study viewing BWCs as a positive tool, it would be plausible for other community members to think the same way. This would allow for the law enforcement agencies to be seen as more legitimate in the eyes of the public. This would also strengthen the community ties and make the public less wary of officers due to the BWCs being implemented throughout the departments.

Conclusion

In this study, it was revealed that BWCs had their intended effect on citizens. The participants explained how they were compliant with the police officers, did their best to remain calm, and tried to make sure that their behavior did not escalate the situation at any time. Majority of the participants expressed how they wanted the encounter to be over as quickly as possible. Although the encounters were not ideal for the citizens to find themselves in, they spoke candidly about them and were able to add crucial information to the current gap in the literature illuminating citizens' perspectives.

Three main themes emerged from the data: (a) officers do not routinely alert citizens that they are recording, (b) the presence of the BWC puts the citizens more at ease, (c) citizens feel the need to comply with police officers during police citizens encounters. Within these themes, many factors stood out during the research. When it comes to the officers not routinely alerting citizens that they are recording, this is something that the citizens would prefer to know in advance. Citizens would like to take the guesswork out of the BWCs. This was a recurring theme that was echoed by many of the participants. They preferred knowing whether the BWC was recording versus not knowing.

Secondly, when it came to the presence of the BWC, regardless of whether it was recording or not, many of the participants assumed it was recording so they automatically felt more at ease by its presence. Knowing that the encounter was being recorded helped to make the participants feel that there was a third-party witness on the scene with them. This essentially relates to Theme 1. If the officer(s) had alerted the participants that they

were recording, the participants would not have had to assume that the BWC was recording. They would have known and the BWC would have been able to work more effectively. This would have not only put the participants at ease but also made the participants feel more comfortable during the encounter.

Lastly, citizens feel the need to comply with officers during police citizens encounters. This speaks directly to deterrence and self-awareness theories and the citizens not wanting to face punishment because they have just been stopped by the police and they are unsure of what the outcome will be if they do not comply. The participants in this study were very detailed in their answers when it came to compliance. They wanted to make sure they were doing everything right to make sure they left the police in one piece. That was a very common theme throughout the interviews.

In conclusion, the data for this study revealed that the participants interviewed for this study agree that BWCs are a useful tool for the police to use on a daily basis. However, they are also in agreement that they can be used more effectively. Improving police agencies policies is just one way to go about bridging the gap between the police and the community. Moreover, better training for officers and law enforcement officials based on the recommendations in this study would prove to be helpful for the community as well.

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Appendix A: Interview Questions

1. How old are you?
2. What is your race?
3. When did the interaction with the officer occur?
4. Please explain from your point of view, why did the officer approach you?
5. Please explain from your point of view, how did you perceive the initial stop by the officer(s)?
6. Were you aware the officer(s) was wearing a body-worn camera(s)?
7. Did the officer tell you he/she was recording?
8. How did the presence of the body-worn camera make you feel during the interaction with the officer?
9. Describe how you were feeling during the interaction.
    a. Were any of your feelings related to being recorded? Which feelings?
10. Describe what was going on with you physically at that moment?
    a. Did your heart rate increase?
    b. What were you feeling emotionally?
11. What were you thinking during the interaction?
12. Have you had positive/negative interactions with the police before this incident?
    a. If so, elaborate either way.
13. Do you have any final thoughts you would like to share?