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College of Psychology and Community Services

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Todd Nagbe

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Walden University

2022

Abstract

Perspectives of Law Enforcement Officers in a Suburban Community on Use of Body Cameras

by

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MA, University of Saint Thomas, Saint Paul, Minnesota, 2015

BS, Metropolitan State University, Saint Paul, Minnesota, 2012

Dissertation Submitted in Fulfillment

of the Requirements for the Degree of

Doctor of Philosophy

Public Policy and Administration-Criminal Justice

Walden University

May 2022

Abstract

As law enforcement in the United States struggles to improve relationships with the communities they serve, especially in the wake of unprecedented police use of deadly force incidents, police community relations continue to deteriorate. With advancements in technology and the creation and introduction of the Internet, footage of police misconduct including the use of deadly force has been shared on social media in real time. This has made situations between the community and police fragile to a point where it sometimes results in rioting and other public disturbances. Many have asked if the introduction of police worn-body camera systems provide an unbiased broader perspective where things are looked at from all lenses. Many studies have focused on the advantages and disadvantages of the technology by looking at the policies that govern the usage and how data is recorded. However, none of the studies reviewed examined the impact of the inconsistencies in the practice of police-worn body cameras on community relations. Data were collected through semi-structured interviews with seven Minneapolis/ Saint Paul police officers and police professionals. Data analysis led to two themes: (a) Police body-worn cameras have become instrumental in building and cementing the relationship between the community and law enforcement, but it could also be misunderstood by the public as an extra eye that is manipulated by the police to fit their version of the encounter, and (b) The present climate of law enforcement in Minnesota and nationwide is perceived as unprofessional and hostile towards minorities with some calling for disbandment of the Minneapolis police department. This study provided policy makers with data to consider when developing policies, which contributes to positive social change.

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Dedication

With high expectations from family members and close friends, this was never an easy path to thread. I dedicate this milestone of academic achievement to my three teen children for all of their patience and understanding during my studies. Tanneh, John and Todd Jr, you guys are the best gift God has given to me and I cherish you all dearly. I would also like to dedicate this to my mother. You always encouraged me morally and helped me spiritually. I pray that the almighty God continues to bless and shower you with his grace. Special thanks and appreciation goes to my wife Takeecha Nagbe, who was there to support me during this journey and being there as a rock! May God bless you and richly open more doors to your career path. Overall, I dedicate this academic work to law enforcement in our great nation and around the world and hope this study helps brighten the future between law enforcement and the community they serve.

Acknowledgment

First and foremost, I would like to thank God for his strength and protection afforded me during my entire doctorial journey. I will extend many thanks and gratitude to my committee chair Dr. Ali Banister for her articulated comments together with constructive criticism, direction and patience throughout my dissertation journey. Special thanks also go to my committee member Dr. Nikolas C. Roberts for his contributions that have immensely enhanced the foundation and overall body of this study. My gratitude goes to my close friends and family members for their support, encouragement and patience throughout this process. Your encouragement and support made a huge difference as far as completing this journey.

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Chapter 1: Introduction to the Study

Introduction

As police and community relationships become more strained due to excessive use of force and use of deadly force by the police and violent acts by and against law enforcement rise, it has become necessary for more transparency (Pelfrey, & Keener 2016). There have been recent events of police brutality and shootings of unarmed men (Korn et al., 2019), which created further division between law enforcement and the general public. These events have made the relationships between law enforcement and the public more fragile, especially in the minority communities. Questions have been raised in many communities in the United States on what it would take for law enforcement officers (LEOs) to act with fairness and transparency when interacting with the public. Protests and other demands for more transparency and accountability have led to police body worn cameras, which are small portable devices that record both video and audio during officer's interaction with the public (Lippman, 2017). This technology has been commended for exposing police misconduct and building trust between police and the community ("Considering Police Body Camera," 2015). Body-worn cameras make officers use lesser amount of force, which means members of the public are beginning to feel more comfortable in interacting with officers during contact because of the presence of body-worn cameras and its reliability in prosecution and conviction (Morrow et al., 2016).

Relevance of the study. Despite the potential benefits of body worn cameras, it was necessary to examine policy procedure differences in body camera use as it varies from one agency-to-agency. It is important to keep in mind that the police body-worn camera are a fairly new technology and its usage has not gained adequate credibility to be used

consistently in police departments across the country (Gonzales & Cochran, 2017). With a qualitative method focused on body-worn camera policies, law enforcement will have the opportunity to express their personal views regarding the use of this technology considering the inconsistencies in departmental policies (Donalek, 2004). The views of police officers can provide more realistic depictions of body cameras and their impact on the community.

Background

There has been a rise in police misconduct with civilians videotaping their encounters with the police. Video downloaded to social media sites showing police officers doing things to citizens that are contrary or somewhat illegal can have serious implications on law enforcement agencies. For example, an internet was video posted involving Eric Garner and several New York City police officers whose excessive force led to his death (Boman & Culhane, 2016). This incident along with similar incidents across the nation calls for more transparency involving police officers' interaction with the public and a total overhaul of the U.S justice system. Recent use of force incidents has signal the need for a more extensive implementation of body-worn cameras, which may reduce police use of force and complaints against officers (Ariel et al., 2014; Pelfrey & Keener, 2016). The officers involved had no body-worn cameras, but yet said incident was recorded by private citizens by means of cell phone cameras. Complaints and lawsuits can have large economic and social cost on states and governments. In describing the legitimacy of body-worn cameras, research by Ariel, Farrar and Sutherland (2014) Where there is non-indictment in certain high profile police use of deadly force incidents where the suspect is unarmed,

protesters and politicians have called for police department across the country to outfit officers with body cameras ("Considering Police Body Cameras," 2015). Despite the call for the use of body cameras, there is not adequate evidence to support this course of action.

Many police department across the nation have already made the body camera system a part of their operational protocol, but additional help from the government could be used to buttress policies and other misconceptions surrounding the body camera system (Boman & Culhane, 2016). There are also some uncertainties regarding the policies and procedures from lack of judicial direction surrounding the body camera system. This makes it difficult in determining where legal issues may surface and steps taken to implement a policy would govern the usage of these cameras (Bakardjiev, 2015). Other issues affecting evidence extracted from these devices have to do with whether the video obtained is clear, accurate, and reliable enough to convince the judge or the jury in coming down with a verdict (Bakardjiev, 2015). It is also imperative to consider existing problems or potential legal problems that may arise in the future before drafting a meticulous evidence-based policy (Bakardjiev, 2015). It is important to be more careful in deciding policies governing the recording, storing, and processing footage from these devices. A wrong policy measure in handling this evidence could jeopardize a case.

Further, in many states in the United States, the use of body-worn cameras is not restricted by state law. In many instances, it was found that many cities around the United States that use a close circuit television system (CCTV) have no written policies governing that system. Legislators together with local governments have not yet enacted laws regulating video surveillance, even though it has been in existence for more than 10 years. In recent years, many states have jump-started the process of passing legislation to govern

the use of these devices especially the footage they produce (Freund, 2015). But one of the issues surrounding the police body-worn camera system is the issue of the reasonable expectation of privacy that protects private citizens' rights. For example, In the states like Massachusetts and Pennsylvania, a police officer is not guaranteed any right to privacy when being recorded by a private citizen (Freund, 2015). The results of the study could be used to impact social change by adding policies that would reinforce more professionalism and eliminate bias police work.

Problem Statement

As technology advances, there are certain expectations from the public for law enforcement officers to use the appropriate tools to increase transparency between police and the communities they serve. There are inconsistencies in policies on the use of police-worn body cameras regarding when they should be activated (Pelfrey & Keener, 2016). Many departments are making their own rules. In a study in Phoenix, most law enforcement officers were indecisive or had a negative attitude about body cameras (Gonzales & Cochran, 2017). In Mesa, Arizona, only 23% of police officers thought that officers should wear body cameras (Gonzales & Cochran, 2017). Many studies have focused on the advantages and disadvantages of the technology by looking at the policies that govern the usage, how data is recorded, stored and retrieved, and the lack of privacy by users (Neilson, 2016). However, none of the studies reviewed examined the impact of the inconsistencies in the practice of police-worn body cameras on community relations. This study has gathered data from specifically from two Minneapolis/Saint Paul suburban area law enforcement agencies which has contributed to the literature by providing policy makers

with findings on best-practice strategies to consider when developing policies on the efficient use of police-worn body cameras and its effect on community relations.

Purpose of the Study

The purpose of this study was to investigate the inconsistencies in the practice of police body-worn cameras in two suburban Minneapolis/Saint Paul, Minnesota law enforcement agencies and make valid contributions to the literature by providing policy-makers with data to consider when developing policies on the efficient use of body cameras. To address this gap, a phenomenological study was conducted and the approach used was a qualitative methodology to include semi-structured interviews exclusively with law enforcement officers, police supervisors/upper management. The outcome of this study added to the body of knowledge and the evidence needed to underscore the use of police body-worn cameras.

Research Question

This qualitative study attempted to investigate the inconsistencies in the practice of police body-worn cameras and made valid contributions to the literature by providing policy-makers with data to consider when developing policies on the efficient use of body cameras, seeks to accomplish this by asking the following research question:

How would the standardization of policies that govern the usage of police body-worn cameras impact community relations to improve trust between patrol officers and their communities?

Theoretical and/or Conceptual Framework

The conceptual framework relates to how the use of police body-worn cameras can improve police community relations due to the swift release of footage after a police involved use of force as well as the swift and decisive actions by police administrators in disciplining officers. Policies that would mandate officers to activate body-worn cameras on every single 911 call for services (making it a disciplinary offense if said policies are violated) including medical emergencies and calls regarding mental health issues could increase the trust of the community. Accountability and upholding ethical values is also an importance framework from which a law enforcement agency operates that can instill the public's confidence in law enforcement. Deterrence theory emphasizes the consequences of punishment and how it influences individuals to obey the law and desist from criminal activities. Deterrence theory will be described in more detail in chapter 2.

Most individuals who have committed their lives to law enforcement have dedicated their lives to public services with integrity, which can be increased with proper training and appropriate policies (Gottschalk, 2011). For instance, most police departments in the United States and other Western nations have made it a priority to discourage gratuities in the form of officers receiving gifts and other form of gestures (Gottschalk, 2011). A steady progression in police deviance starts with smaller misconducts which are often overlooked, especially when the officer sees no disciplinary consequence and takes advantage of that lack of supervision. Another form of a police department establishing and maintaining a relationship with the community they serve is through performance management. Performance of officers is monitored through data collection and analyzing stream in order to improve individuals' collective performance (Shane, 2010).

Additionally, community policing has become a focus in the wake of high profile use of deadly force situations around the country. This is critical in cementing relations with the community which will be essential in making interactions between police officers and members of the public less hostile.

Nature of the Study

The nature of this study was a qualitative research method, which I used to investigate the perspectives from LEOs in the Minneapolis/Saint Paul area regarding the use of body-worn cameras. Qualitative designs often disclose the nature of certain situations with people, processes, or relationships (Leedy & Ormrod, 2005). This type of method allows a researcher to understand a particular phenomenon as well as develop new insights about the phenomenon. Qualitative methods also help a researcher test the validity of certain generalizations, theories, or claims. It also provides an avenue through which a researcher can critique the efficiency of innovations, practices, and policies.

One of the reasons why a qualitative method was chosen is because it can yield an enormous amount of data in the form of words and ideas and the personal experiences of LEOs rather than numbers and statistics (see Ravitch & Carl, 2016). This design embodied the range of data required to substantiate the research question. A quantitative approach did not apply because it would be challenging to quantify interactions of police officers in body-worn cameras.

Since this study was focused on the lived experiences of individuals who have worked with body-worn cameras, a descriptive phenomenological approach was utilized. The goal of descriptive phenomenological research study is to understand anything that

can be experienced through the consciousness as the individual relate to those events and relive those experiences (Donalek, 2004). This type of research design seeks to explore the perceptions of individuals while putting aside what the researcher might perceive the situation to be. Descriptive phenomenology also paraphrases contents of the participant's data with the help of imaginative variation with nothing outside of the content added (Giorgi, 2014). I used this design to investigate idiosyncratic experiences of individuals who have lived through those specific instances and events using police body-worn cameras in performing their duties as police officers (Bochicchio et al., 2021).

Qualitative data were collected through interviews to gain the perspectives of police officers in Minneapolis and St. Paul, Minnesota on the inconsistencies of police body-worn cameras. Purposeful sampling was used to consciously select participants to capture the most robust data. Law enforcement professionals were asked questions that were documented in field notes to gather information on their satisfaction and dissatisfaction on their overall views of the usage of these cameras being fitted on their person while responding to 911 calls for service. This information can be used to standardize policies that govern the usage of police body-worn cameras.

Definition

Body-worn camera- This is a small mobile device that patrol officers wear to provide video and audio recording of their encounters with the public. Digital recordings from these devices can be reviewed for a number of reasons including judging the appropriateness of an officer's conduct (Koen & Mastrofski, 2016).

Descriptive Phenomenology- Is an inductive qualitative research method grounded in philosophy of Edmund Husserl (1999) and is used to understand a given phenomenon

through individual participants' experience (e.g., perceptions, thoughts and feelings) while striving to set aside preconceptions or biases of the researchers (Cresswell & Poth, 2018; Willis et al., 2016).

Police officer- A police officer is sworn member of the justice system charged with enforcing the law and keeping the peace. A police officer has several functions and responsibilities including responding to emergency calls for service, investigations, serving warrants, traffic enforcement etc. (Nix, Pickett & Wolfe, 2020).

Police Community Relations- Is said to be the bedrock or foundation for good to good police work. Good Police Community relations is vital for establishing that trust and bridging the gap necessary to cementing a good relationship with the community (Nix, Pickett & Wolfe, 2020).

Public Trust- Public trust is said to be whatever trust members of the public place in officials of government that are charged with specific responsibilities empowered by the state (Nix, Pickett & Wolfe, 2020).

Assumptions

There are a few assumptions associated with this phenomenological study. One assumption of this study was that LEOs who are concerned about their reputation and their communities will be eager to make valuable contributions to uphold their image. It is also assumed that participants from the general public will use this study as an opportunity to voice deep rooted concerns that they believe will incite lawmakers to take notice of perceived injustice in their communities, so that appropriate legislation will be put in place for better community relations. While this study attempted to gather raw data on feelings, emotions, and lived experiences, it should be noted that all LEOs willingly offered

information that were vital to the research study and were guaranteed protection and anonymity of data shared. When disclosing personal information regarding events that have occurred or experiences that may have been less favorable, it is assumed that certain LEOs may not feel comfortable with discussing certain subject matters or may reveal minimal information due to a lack of trust or fear of making themselves vulnerable to the general public (Goodfellow & Kilgore, 2014).

It is safe to also assume that disgruntle officers could give personal opinions that suits their narrative and understanding of their experiences, rather than narrating true and factual accounts of events. It is also assumed that some police officers believe that community leaders will never be convinced that police body-worn cameras would change the notion and perspective of the community to a positive one, but rather sees the police as an organization that will always try to conceal the truth. Lastly, it is assumed that a qualitative descriptive phenomenological study of this nature will produce valuable information that can influence practice and policies on police-worn body cameras to enhance community relations (Goodfellow & Kilgore, 2014).

Scope and Delimitations

This study investigated whether the police body-worn camera technology enhances relations between law enforcement and the community based on certain factors and criteria. As police and community relations becomes more fragile due to recent use of force and use of deadly force incidents involving African Americans and other minorities in the Minneapolis, Saint Paul Minnesota metro area, it has become increasingly critical that the public demands dissatisfaction be addressed. In addressing these issues, it is important to examine the rise in police misconduct with civilians especially incidences that are caught

on body-worn cameras. The legitimacy of the police body-worn camera devices is believed to achieve several aims which include reduced use of force, and unnecessary use of deadly. This device has also been known to reduce complaints against police officers. This study also investigated the inconsistencies in the policies governing these devices as a uniform policy would make prosecution and evidence dissemination a lot easier (Pelfrey & Keener, 2016).

The delimitation of this study included that fact that the results were derived from law enforcement officers/professionals in the metro Minneapolis, Saint Paul Minnesota area but did not reflect the perspectives of the community members, manufacturers of the body-worn camera, and other stakeholders that have addressed issues involving police misconducts in use of force situations. The selection criteria of participants set specific guidelines which allowed the selection of the most competent and resourceful individuals.

Limitations

One of the limitations of this study was the current climate of political uprising and civil unrest in Minneapolis, Minnesota. Even though, this project has been in progress for about three years, the timing of interviews of the LEOs in the Minneapolis and Saint Paul area impacted their levels of commitment and responses to the survey questions. Given the current sociopolitical climate within the Twin Cities, community members being interviewed by CNN and other major news channels, their responses could be overinflated due to the emotional tensions.

Another limitation was running the risk of having some of the participants who are all law enforcement professionals to give you a true account of what they have actually

experienced while working for their respective agencies as related to the use of police body cameras. Police officers with attachments to these agencies may feel obligated to cover up for those agencies as they answer question that seem sensitive in nature. According to Kelman, Sanders and Pandit (2017) the groupthink tradition has revealed ways in which group decision-making could fail to live up to its potential. Law enforcement personnel and police professionals contributed immensely to this study by making valuable contributions on the use of police body-worn cameras and its impact on community relations which may lead to officers being totally transparent discouraging the notion of hidden agendas and pressure to speak with one voice. Those who have the tendency to dominate may have a hidden agenda.

Finally, another limitation of this study was the sample size related to qualitative studies. There was a potential for an overlap of study designs and method of data collection. Some of the common designs in qualitative research are oral history, focus groups, observations, community discussion forums and semi-structured phone interviews (Kelman, Sanders and Pandit , 2017). This descriptive phenomenological study attempted to collect data from exclusively seven law enforcement officers and professionals from the Minneapolis Saint Paul greater twin cities area. To ensure that all of the opposing viewpoints were taken into consideration, the data was welled saturated. It was imperative to achieve data saturation to ensure validity of the content (Kelman, Sanders and Pandit , 2017).

Significance of the Study

The police-worn body camera is a fairly new technology, and the usage has not gained adequate credibility to be used consistently in police departments across the country. In Los Angeles, over 200 officers (about two-thirds of the department) believed that cameras are a distraction, and about half saw them as a privacy violation and fewer than 10% thought it increased efficiency in their documentation (Gonzales & Cochran, 2017). Various studies have examined policies that govern the use of body cameras; how data are recorded, stored, and retrieved; and how the lack of privacy by users has created a rift in police-community relations (Gonzales & Cochran, 2017). But few studies have even addressed policies that govern the practice and how they should be utilized (Gonzales & Cochran, 2017). This study has the potential to inform police administrators on policies that will not only be efficient in the use of body cameras but will also promote social change and enhance police-community relationships (see Gonzales & Cochran, 2017).

A deeper look into the significance of police body worn cameras may also be a necessity for police departments struggling with controlling officer misconduct and resolving civilians' complaints. This technology may become a standard for police departments across the nation as it can expose officers' misconduct and also exonerate those who have been accused falsely (Cramer, 2016). The body camera system is independent of the officer's police report depicting their version of the event, which gives police administrators more room to analyze what exactly transpired and make decisions regarding civilian complaints (Koen & Mastrofski, 2016). Police officers will also have to model their behaviors in such that they are transparent and free of controversy. With that,

the public can be poised to trust and have more confidence in the system (Koen & Mastrofski, 2016).

Summary

As the world changes and law enforcement officers are constantly being scrutinized under the microscope, triggered by numerous incidents around the nation involving police use of force and use of deadly force, tensions between LEOs and civilians continue to rise. There have been many skeptics who think that mending that strenuous relationship with the community will require a great deal of transparency on the side of law enforcement. Over the years, relationships between law enforcement and especially the minority communities have become more stringent due to the use of excessive force by law enforcement (Keener & Pelfrey, 2016). The police body camera system has been determined to be one of the latest technologies trusted by both law enforcement administrators and members of the public. With this system come state law/statutes and departmental policies governing the use of these devices. Inconsistencies in departmental policies governing the use of this technology have become an issue still being addressed. When these discrepancies exist, civilians often feel they will not be treated fairly as it is their words against that of the officers (Keener & Pelfrey, 2016).

Social media has made it easier in the dissemination and distribution of video footage. This technology has also put law enforcement in such a difficult spot, exposing the misconduct and abuse of power of a few through the means of cell phones and other recording devices. As the call for more transparency in law enforcement has become more of daily cry due to increasing footages of police misconduct caught of cell phone videos by members of the public, most law enforcement administrators has made it a duty for their

officers to be outfitted with body worn-cameras before patrolling the streets. Many studies conducted have focused on the advantages and disadvantages in adapting this technology with little consideration for the policy as it varies from one police agency to the other. However, studies have not yet examined the inconsistencies in the practice of police body-worn cameras as it relates to good community relations. This paper has investigated the inconsistencies in the practice of police body worn cameras and made valid contributions to the literature providing policy makers with data to take into consideration when developing policies.

Chapter 2: Literature Review

Introduction

As the relationship between law enforcement and the community has become more fragile in the wake of police use of force incidents, many community members have advocated for the use of body-worn cameras on every police officer. Besides increasing officers' accountability, community members and stakeholders have seen this technology as a strategy for reducing negative outcomes during police encounters with the public. Due to these calls for police accountability and more transparency, many law enforcement agencies around the United States have adapted the use of body-worn cameras for their officers (Jennings et al., 2015). It has become a matter of accountability, lifesaving and transparency that there has become a push for this technology to be critically adopted for law enforcement use, especially in the aiding of legal proceedings after a use of force incident (see Nielsen, 2016).

Despite controversies surrounding the use of this technology, the majority of the public are receptive to this change (Ariel, 2016). This has been the result of widespread positive effects the camera system has had on both police and suspects during most police and suspect encounters. Police officers have become more cautious and aware of their surroundings when interacting with the public at large because of this technology. However, in much larger departments and municipalities, the effects of these police body camera systems remain unknown. Regardless, police administrators have found this technology beneficial to their officers as it will protect them from false allegations and indecencies (Culhane et al., 2016).

Studies have also suggested that members of the community are more likely to believe that when a police body-worn camera is in use and operational during a use of deadly force incident, then the shooting is justified especially when the footage is reviewed (Culhane et al., 2016). In a study where participants reviewed audio and video of an actual police shooting, participants who could hear and also see the event were significantly likely to conclude that the shooting was justified as opposed to those who only read about the event (Jennings et al., 2015). It was concluded that video evidence produced the highest citizen perceptions of an unjustified shooting and audio evidence produced the least. For example, in the case of Michael Brown, as there was no camera footage during the time of the incident, it is impossible to ascertain the actual account of what transpired. In an event of a use of force or deadly force situation, where body camera footage and the images are present and displayed, agencies will come to the aid of the officer, but most agencies would distance themselves from the officer and rather save the reputation and integrity of the agency if there is no solid evidence like footage from a body camera to back up the officer's account of the event (Culhane et al., 2016).

In exploring police body-worn cameras and the use of deadly force incidents, research has attempted to address whether they reduce the prevalence of use of force. In an experiment where officers were randomly selected to test out the theory if body-worn cameras to reduce the prevalence of use-of-force and/or citizens' complaints against the police, the likelihood of force being used in controlled conditions were roughly twice those in experimental conditions (Ariel, 2015). Police administrators have seen this technology to also reduce the likelihood of liability in an event of use of deadly force situation (Fridell

et al., 2015). Body-worn cameras are an effective tool to reduce record to report incidents and serious external complaints.

Though there have been benefits to using body-worn cameras, with these rapid changes come policies and laws to govern their use and restrictions regarding the dissemination of footage collected. But there are inconsistencies in policies surrounding the use of this technology have also become one of those issues widely discussed in the law enforcement community. A uniform policy that governs police agencies in the dissemination of footages after an incident would be a best practice policy most would prefer. In some agencies in the State of Florida, some department policies allow officers to review the footage of the body camera before writing a police report or answering questions. This policy has been seen as innovative in opposing to law enforcement's ability to effectively perform their duties as professional officers. For example, a bill in California regarding police body camera use and how it is governed got stuck in the legislation but somehow managed to advance to the state's assembly after the removal of a restriction on officers reviewing of use of force events on their cameras (Lippman, 2017). Many in the law enforcement community and the general public have both agreed that despite the many controversies surrounding the technology, it has received great reception and less resistance from both sides. Most officers have made it a responsibility to be professional and ethical at all times knowing that their interactions with the public is being recorded (Ariel, 2016).

Additionally, there has been an issue regarding the storing, retention, and cost of this technology (Pagliarella, 2016). With the Obama administration allocating about 263 million dollars to support the deployment of 50,000 body cameras for state officers, this

has become a financial constraint issue for most departments across the nation where to have to choose their priorities and make some difficult choices (Pagliarella, 2016). Nevertheless, there is a storage issue with footage collected from these cameras, and it is costly to store this footage where the ideal storage time would be months or even years. This poses huge burdens on city budgets in the long term and poses evidentiary issues as well (Pagliarella, 2016).

With regard to privacy implications as they relate to police body-worn cameras, a major fear indicated by some members of the public is having their rights to privacy violated by the police during an emergency call for service. For example, in an event of a call for service to a domestic situation where the female party is in a vulnerable position in the privacy of her home, police officers arriving on scene may record scenes that may not be necessary for the prosecution and are inappropriate in nature. Law enforcement agencies must create policies with a balance between citizens' rights and what footage is to be kept for prosecutorial purposes (Nielsen, 2016). Today, there are only a few clearly established legal limits pertaining to the use of these cameras. The fourth and first amendments, as well as state wiretapping statutes, provide some boundaries pertaining to the use of body cameras and privacy issues (Freund, 2015). But it may be necessary to have a policy that would require police officers to tape all interactions but would allow for some exceptions when requested by members of the public (Freund, 2015).

This chapter covers the literature search strategy as well as a discussion on the framework used to guide this study. In considering the use and cost of body-worn cameras, the legal impact, discipline, and law enforcement community relations were reviewed in the literature. The chapter ends with a summary.

Literature Search Strategy

Before commencing the literature review, a systemic search of published literature was performed, mainly focusing on peered reviewed articles. This was done in order to find what have already been written regarding the topic. In order to expedite this process, information technology was vital as a tool to making this happen. Walden computer library was utilized by using search engine "EBSCO discovery service" which was manually altered with focus on peered reviewed article and specific published years (Mackay, 2007).

In executing this, key words were chosen to make the search process a lot easier and quicker. In order to obtain specific information being searched for, the topic presented were focused, narrowed and straight to the point. As the topic being written about is more defined and studied seeking to uncover the impact of police-body worn camera on police relations with the community they serve, and addressing the inconsistences regarding policies that govern these cameras, this search pattern was mainly geared towards police body-worn cameras and use of encounters caught on camera making valid recommendations for policies (Mackay, 2007).

It is not possible to examine and address the misconduct of police officers caught on body cameras in regards their relations with the community they serve without looking at other contributing factors that trigger those behaviors. Recent reviews have suggested that the police profession is highly stressful and demanding occupation especially taking into consideration the mounting increase of crimes and civil disturbances around the country (Queiros, Passos, Bartolo, Marquess, Da Silva & Pereira, 2020).

In order to get to the bottom of factors that causes certain misconduct in police officers, it is important to take a look at the law enforcement profession itself. A study

conducted by Queiros, Passos, Bartolo, Marquess, Da Silva & Pereira, 2020, suggested that stress associated with police officers derive from current characteristic of modern society, uncertainty and danger related to permanent threat of constant uncertain attacks, the increase of violence with firearms related offences mainly in the inner cities, low human and material resources, police supervision difficulties, under appreciation and criticism from the public, lack of understanding from family or friends, which are all factors that causes burned out and stress in officers and ultimately contributes to police misconducts resulting in unnecessary use of force and deadly force (Queiros, Passos, Bartolo, Marquess, Da Silva & Pereira, 2020).

Burnout syndrome is defined a psychological disorder prompted by repetitive exposure to work stress and other domestic related factors. This trend has also been regarded as serious professional hazard which in itself is a serious risk to the law enforcement profession. Burnout could be determined in police officers through emotional exhaustion and lacking of patience. Other visible burnout characteristics are associated with officers dodging certain 911 calls for service which requires a much longer processing and investigative time spent. Burnout itself has been regarded as a safety hazard and epidemic phenomenal for most organizations including law enforcement agencies (Queiros, Passos, Bartolo, Marquess, Da Silva & Pereira, 2020).

As burnout is derived from stress and ultimately contributing to police officers making some poor decisions disregarding the fact that they are on camera has been classified by the World Health Organization (WHO) as mental health in the workplace as a theme for World Mental Health Day, specifically emphasizing workplace stress. Burnout has also been regarded as an occupational phenomenal which is to be included in the

following edition of International Classification of Disease. Moreover, psychological stress is regarded as a relationship between the person and the environment that is evaluated by the person which is interpreted as “pattern of physiological, emotional, cognitive, and behavioral responses that occur when workers are presented with work demands not matched to their knowledge, skills, or abilities and which challenge their ability to cope” (Queiros, Passos, Bartolo, Marquess, Da Silva & Pereira, 2020).

The challenges presented in police work especially patrol officers coping with stresses are associated with responding to 911 calls for services which clouds their minds with negativity regarding police and community interactions. Police officers mostly sees the negative side of society in and out, which has a significant impact on how they view society. It is important to look at instruments available to measure stress before addressing poor judgement and decisions induced by stress. Looking at the police profession as noble and professional, it is important to carefully choose those instruments. A literature search strategy was performed presenting specific questions addressing burnout, stress and instruments, tools, scales and questionnaire which highlights trauma officers encounter as a result of their job description (Queiros, Passos, Bartolo, Marquess, Da Silva & Pereira, 2020).

Theoretical Foundation

In an effort to address the theoretical foundation related to this study, a closer look at elements driving this study was examined. In understanding driving factors of this study, the relationships between the community and the law enforcement community in the wake of use of force and use of deadly force incidents which have made fragile the relations between police and the general public. The minority community have been especially at

odds with law enforcement given recent events like the murder of George Floyd in Minneapolis by former Minneapolis police officer Derek Chauvin on May 25th 2020 (Al-Hashimi, 2021).

In recent police encounters with citizens, the George Floyd incident in Minneapolis Minnesota was examined in which Mr. Floyd was murdered by Minneapolis police officer Derek Chauvin. Said murder encounter lasted for eight minutes forty-eight seconds. During the encounter, out of desperation Mr. Floyd pleaded for his mother who was already deceased. Numerous bystanders pleaded with officer Chauvin to remove his knee off Floyd's neck, but he refused. The entire encounter was captured on bystander's cell phone cameras and police body cameras (Al-Hashimi, 2021).

Three other Minneapolis officers assisted officer Chauvin to carry out the arrest which led to the death of Mr. Floyd. After said video of the encounter was broadcast via social media around the world, Officer Chauvin and the three other officers were immediately dismissed and charged. Derek Chauvin was charged with second degree intentional murder, third degree murder, and second degree manslaughter, said charges he was convicted of on April 20th 2021. The other three officers were charged with aiding and abetting second degree murder and aiding and abetting second degree manslaughter. Their trial date is set to begin on March 8, 2022 at the Hennepin County Government Center downtown Minneapolis (Al-Hashimi, 2021).

As video from bystanders and also videos from the body-worn cameras of police officers played a vital role in the arrest and convictions of former Minneapolis officer Derek Chauvin, it is very critical to examine whether police body worn cameras and the dissemination of footages will actually change public perception. Will the swift charging

and subsequent conviction of former officer Chauvin change public perception with regards to law enforcement agencies acquiring this technology? Will this change patterns and procedure on how police officers conduct their business in the United States? This study investigated the inconsistencies in the practice of police body-worn cameras and made valid contribution to the literature by providing policy-makers with data to consider when developing policies on the efficient use of body-worn cameras (Al-Hashimi, 2021).

Another theory to be considered is the deterrence theory. The deterrence theory has been considered the foundational theory for many law enforcement agencies in the United States (Tomlinson, 2016). However, with severe criticism over the years, the theory has evolved and used to inform and educate lawmakers and politicians about criminal behaviors and the possibility of deterring criminals and reducing overall crime rates in communities. The foundation of the theory spurs from an "Essay on Crimes and Punishments written by Cesare Beccaria, an Italian Economist and Philosopher, in 1764 (Tomlinson, 2016). The classic deterrence theory asserts that punishment should be swift, certain and proportionate to the crime in order to appropriately deter people from violations of laws and policies. Beccaria, who is best known as the father of criminal law and criminal justice, called for clearly written laws and wanted the public to be clearly educated about the consequences for bad behaviors (Tomlinson, 2016).

In the 1970's the deterrence theory was not only used to figure out why people commit crimes, but it was also believed to be a solution to crime. Tomlinson (2016) also states that, "The principal assumptions made by the theory include: (1) a message is relayed to a target group for example, it is wrong to murder, and if you take another's life you could go to prison or receive the death penalty; (2) the target group receives the message and

perceives it as a threat; and (3) the group makes rational choices based on the information received" (pg. 33).

Tomlinson (2016) further stated that deterrence theory is used both in macro and micro level theories. The concept highlights that individuals who commit crimes are caught and punished and that deters future criminals from engaging in similar activities. However, there are many other factors that play a role when people choose to engage in criminal activities (Tomlinson, 2016).

As it relates to the use of body-worn cameras in law enforcement, research has shown that officers would likely alter their behavior when they know that their behaviors are being watched (Ariel, 2106). Studies have suggested that people will change their inherent ways and adhere to social norms when their behaviors are being scrutinized. As officers are likely to change their behaviors, so are civilians, when they believe that they are being recorded (Ariel, 2016). Even though many believe that body-worn cameras may be a deterrent to inappropriate behaviors by LEOs or members of the public, the camera footage may not run for 24 hours a day or 7 days a week. There are moral factors and other social norms that may deter inappropriate behaviors. However, in a study by Goodfellow & Kilgore (2014), deterrence laws did not impact the behavior of 'hard core' drunk drivers.

Deterrence Theory

The deterrence theory is a model theory for this phenomenological study because it addresses factors that deter individuals from committing misconduct or abhorrent acts of violence that are contrary to moral and social standards. If cameras alone were a deterrent to crimes, having Closed-Circuit Television in many public areas, would have significantly decreased the number of crimes and violence in communities, but people with evil intent

most often find ways to follow through with an act of violence. Sometimes, consequences serve as a deterrent for inappropriate conduct if the individual has the capacity to imagine potential punishments that could follow (Goodfellow & Kilgore, 2014). Punishment alone may not be an effective strategy for deterrence or recidivism on criminal acts by offenders (Goodfellow & Kilgore, 2014). Consequences aside, people will attempt to get away with as much as possible, if they have intentions of committing criminal acts. This study has obtained raw data on the stories, lived experiences and goals of a community affected by persistent social tensions on relationships between LEOs and those they serve.

Conceptual Framework

In addressing the concepts related to the study, the theories related to the stabilization of relations between law enforcement and the minority community with the introduction of the body-worn camera technology was discussed. According to Gregory (2020), the use of conceptual framework in a qualitative study is define as a medium through which key aspects in a study are explained and dissected laying out key factors, construct variables and presumed relations among key factors within the study (Gregory, 2020).

A theory regarding the use of police body-worn camera in a world of advanced technology with regards to improving police-community relations has to do with police administration making speedy decisions in releasing footages of body-worn camera immediately following a use of deadly force incident. The concept of police administrators moving to swiftly terminating officers following a misconduct, is very unpopular among the ranks of patrol officers but critical in satisfying existing doubts and cementing relations with the community. As community policing is regarded as a traditional way in bridging

the gap and establishing a more amicable relation with the community, a model used by most law enforcement agencies in the United States, it will only make sense to inject the police body-worn camera technology as an alternative means, as no one have challenged the police-community model (Shane, 2010).

Promotions through merit is another model not only used by law enforcement agencies around the country but most corporations. Given a more vivid description, the merit plus model is regarded as a "descriptive tool identifying interrelated elements as part of a systematic framework developed to identify key concepts in the literature, direct the research design, and make relationships explicit and cohesive" (Gregory, 2020). In this concept as related to law enforcement, upper management staff routinely collect date on patrol officers in regards to their performances. Said data are evaluated and critique with recommendations on areas that needs improvement. These collected data become critical in making decision to promote an officer. Adversely, this model may seem basic but it becomes a reliable tool in making a favorable case for an officer who is involved in a high profile use of force and use of deadly force incident. The concept of being professional and ethical in all aspect of your job whether someone is watching or not becomes a key factor to a more favorable relation with the community (Shane, 2010).

Literature Review Related to Key Variables and/or Concepts

The literature review related to key concepts related in this study involves similar studies on police body-worn cameras. For example, Pollock et al. (2020) monitored 1 year of camera footage, creating a roadmap to address how police interact with the general public and discourage the notion that police officers are not fair in their dealing with the general public. The findings in the study suggested that the sex and race/ethnicity of an

officer and the sex and race and ethnicity of a citizen had no factor or influence on whether a citation was issue. The authors also found that unless a citizen was intoxicated or under the influence of a controlled substance, most of their interactions with officers were cordial regardless of race or ethnicity.

The technology has the ability to reduce police use of force incidents and cut down the amount of citizens' complaints significantly (Peterson & Lawrence, 2021). With the goal of helping the department improve results related to police officers conducts and improve interactions with the community, the findings suggested that in an effort to sustain long-term success and improve police-community relations, police body-worn cameras have to be incorporated in ongoing departmental training programs with the believe that it will yield great success overtime. With time and an inventory of enormous amount of footages, police-community interactions training could be improved and footage could serve as valuable tools in training new police recruits (Peterson & Lawrence, 2021).

The article entitled "Do Body-worn Camera Reduce Eyewitness Cooperation with the Police?" by Hamm, D'Annunzio, Bornstein, Hoetger and Herian (2019), authors obtained their data through an online national convenience sample in testing the effects of four factors which was wide range broadly across where seven mock interview was conducted with willing participants who volunteered their time in an eye witness identification task and perceptions like procedure. In said procedure, it was hypothesized that during an incident when body-worn camera is present and activated interactions between members of the public and law enforcement would be a more amicable and positive one (Hamm, D'Annunzio, Bornstein, Hoetger & Herian 2019). It was found that the presence of these cameras had the most positive impact on both the public and law

enforcement. The public seem to have more confidence and sees the cameras as an extra eye on scene documenting as events unfolds. Furthermore, the most convincing results came from the fact when the public is aware that officers body-worn cameras were turned on during the entire interaction, while the worse outcome stems from when officers turned off their body cameras without an explanation. The literature in this study suggest that often time there is positive impact for individuals of whom law enforcement interact with while body-worn camera is activated but less is known about body-worn cameras in investigative situations. Other factors like attitude, gender, race, nature of crime and neighborhood situations like crime rate etc does matter (Hamm, D'Annunzio, Bornstein, Hoetger & Herian 2019). Overall, it is suggested that members of the public feel more comfortable and safer during police interaction when body-worn camera is present and activated. With this comfort level, possible witnesses may be reluctant to cooperate with police in light of possible contradiction with body-worn cameras footages. Overall, the current study found a lot of positive results from participants given the fact that a mass majority of the public has positive feedbacks and expressed a positive outcome at the presence of police body-worn cameras. These results yielded positive feedback from officers as this technology (body-worn camera) improves interactions with police officers as there is more transparency (Hamm, D'Annunzio, Bornstein, Hoetger & Herian 2019).

The article "Can Technology Work for Policing? Citizens Perceptions of Police Body-Worn Cameras by Wright and Headley (2021), is the closest article found that addresses similar study being conducted. This article highlighted the growing frictions between police and the community, mainly the minority community and the push for the introduction and implementation of police body-worn cameras. It further investigates

perception of the police body-worn camera through forty in-depth interviews in the Washington DC area. This article explored the integration of technological advancement on relations between law enforcement and the community they serve while exploring the introduction of this technology and its effect on police-community future relations (Wright & Headley, 2021).

The perception of the community suggested that the introduction of police body-worn cameras should improve officer's behavior where more professionalism and ethical awareness expected. The author suggested that law enforcement services provided and citizens satisfaction are indeed strongly correlated, but the introduction of the police body-worn camera technology does not improve trust with law enforcement. The primary study being conducted suggested that a uniform policy where officers are required to activate their body-worn cameras on every single call and the rapid dissemination of footages immediately following a use of force situation, and a uniform policy governing these devices might be elements that would strengthen and improve that trust with law enforcement (Wright & Headley, 2021).

Just like the primary study planned to do, this study conducted a semi-structure interview with forty people who attended an organized meeting in the Washington D.C area. The primary study conducted interviews with primarily law enforcement professionals which included patrol officers in the Minneapolis Saint Paul suburban area who has backgrounds that qualifies them for such a role. Just like the previous article, this article finding suggested that respondents based their responses on officer's cameras being activated as a condition to improving officer's behavior and increasing officers' legitimacy (Wright & Headley, 2021).

Many experts and scholars of law enforcement and criminal justice have suggested "trust" as a primary factor to increasing law enforcement relations with the general public (Wright & Headley, 2021). Nevertheless, the police body-worn camera technology is regarded as the instrument that is capable of cementing and legitimizing that trust. The police body-worn camera has been regarded as a foundation on which that trust can be built upon. According to Wright & Headley (2021), many law enforcement organizations around the United States have implemented a range of policies to help improve relations with the community they serve which include increasing minority representation in law enforcement organization, requiring police officers to conduct more foot and bike patrols in an attempt to increase police-citizen's interactions, and establishing police-citizens' advisory committees. These measures were found to have little to no effect on improving trust with the community (Wright & Headley, 2021),

With the introduction and implementation of police body-worn cameras and uniform policies governing this technology, the primary study that was conducted successfully investigated the inconsistencies in the practice of police body-worn cameras in two suburban Minneapolis/Saint Paul, Minnesota law enforcement agencies and made valid contributions to the literature by providing policy makers data to consider when developing policies on the efficient use of bod-worn cameras. In the article "Can Technology Work for Policing? Citizens Perceptions of Police Body-Worn Cameras by (Wright & Headley, 2021), when respondents were asked whether it makes a difference if an officer wears a body camera verses not wearing one; respondents responded body-worn cameras helps improve police officer's behavior and it makes a huge difference in how officers handle certain calls for service. They further reiterated that when the body-worn

cameras are rolling, officers acts in a more professional and dignified manner (Wright & Headley, 2021).

As revealed in the article "Can Technology Work for Policing? Citizens Perceptions of Police Body-Worn Cameras by (Wright & Headley, 2021), the body-worn camera technology is the gateway to building trust with the community especially when police administrators are speedy and more forthcoming with footages after a use of force incident; said notion is highly disputed and debated among politician and law enforcement practitioners. Nevertheless, many have agreed that the police body-worn camera have played a major role in enhancing and strengthening relations with the community (Wright & Headley, 2021).

In view of the urgency and numerous discussions in making police reform legislation a priority, which is also a hot topic currently being discussed in most cities in the United States in recent time stemming from the several use of force and use of deadly force situations involving police and members of the public especially the minority community, it would make more sense for police body-worn cameras to be a mandatory component of a nationwide police reform legislation. The article "Police Reform Begin with Training" by Finkel, (2021), discusses the importance of instructors and professors keeping up with students during the pandemic. This relentless effort and time on both sides has been compared to consistent component of law enforcement training which will eventually factor in as a major aspect driving police reform legislation (Finkel, 2021).

With reference to the police body-worn camera technology, reformers have been pointing fingers at incidences involving use of deadly force where a minority have been killed. Politicians and the general public has been calling for departments around the nation

to outfit officers with the body camera technology in hopes that these devices would expose officers misconduct. Furthermore, it is important to note that the police body-worn camera have sort of become that last hope that would expose police misconduct providing an evidentially record to be used for conviction purposes. It is imperative that there is a standardized policy emplaced that would be a component of police reform (Finkel, 2021).

Summary and Conclusions

In this section, the literature pertaining to situations that led to the use of police body- worn cameras in almost every police agency in the United States is reviewed. Also reviewed is whether the use of deadly force is reduced when body-worn cameras are in place. One of the literature reviews stresses police officers' accountabilities while performing their duties, inconsistences in policies surrounding the use of body camera technology, and both positive and negative receptions of body camera technology. This section also explores the pros and the cons of the use of police body-worn cameras and whether the footage recorded on body camera systems serve as tangible evidence to distinguish whether officers acted within the scope of the law in performing their duties. In one of the studies, an experiment was conducted where officers were randomly selected to try out the new technology in a very large police department with very positive outcomes. However, privacy implications are still an important consideration when creating policies on police body-worn cameras (Freund, 2015).

When examining the concept of police body-worn cameras, it is important to solicit the views of police administrators and other members of the public, as well as officers on the streets to determine the impact of the technology. In addition, a phenomenological methodology approach with its common theme among descriptive versus quantitative data

has the ability to make interview with participants more structural and organized (Ravitch & Carl, 2016). In protecting the fourth amendment of the United States constitution, complications with regards to the use of police body-worn cameras could get a little complicated.

Another literature reviewed illustrated that there are very limited, clearly established legal limits pertaining to the use of police worn body cameras. Ravitch & Carl (2016), recommended policies that would require police officers to record all interactions but allow some exceptions with boundaries laid out regarding privacy issues and legal ramifications (Ravitch & Carl, 2016). In the final analysis, many studies have focused on the advantages and disadvantages of the technology by looking at the policies that govern the usage and how data is recorded. However, none of the studies reviewed examined the impact of the inconsistencies in the practice of police-worn body cameras on community relations. This phenomenological study looked into inconsistencies in the practice of police body-worn cameras and make valid contributions to the literature and provide policy makers with data to take into consideration when developing policies.

Chapter 3: Research Method

Introduction

This study addressed inconsistencies in policies for body-worn cameras, as they vary from one department to the other, through the experiences of LEOs in Minneapolis and St. Paul, Minnesota. A descriptive phenomenological design was used to obtain results from semi-structured interviews. Six opened-ended questions provided a comprehensive perspective and allowed for the study to remain organic while bringing meaning to participants' lived experiences (Creswell, 2003, 2008).

Research Design and Rationale

I conducted a qualitative study to investigate the inconsistencies in the practice of police body-worn cameras, answering the following research question: How would the standardization of policies that govern the usage of police body-worn cameras impact community relations to improve trust between patrol officers and their communities? I chose a qualitative design because it allowed me to understand and develop new insights into the phenomenon (Leedy & Omrod, 2005). It also provided an avenue to critique the efficiency of innovations, practices, and policies (Leedy & Ormrod, 2005).

Qualitative data analysis involves analyzing intention and scrutinizing the systemic data process throughout the research process (Ravitch & Carl, 2016). This analysis process often involves specific data organization and management, immersive engagement with data, and writing and representation. One of the challenges identified when analyzing qualitative data is to engage with and make sense of a major body of the data process that carefully minimizes the amount of data, identifies significant forms in those data, and it is done in a way that allows one to construct an analytical framework for communicating

important parts of the data projects (Ravitch & Carl, 2016). The raw qualitative data processed through an in-depth analysis was one that was considered because of its careful analysis in determining if something was missed during the data organizing process (USAID, 2013). This extra layer of the process gives the evaluator a broader understanding of the data and how the material can be used to generate interpretation (USAID, 2013).

Role of the Researcher

I am a former LEO for a suburban police department in Minnesota, with an associate's degree in law enforcement, a bachelor's degree in criminal justice, and a master's degree in law enforcement leadership and public safety. I am currently working as a federal contractor with the Department of Homeland Security. All interactions with participants leading up to the interview were conducted by me. It should be noted that I have had some minimum interactions with some of the participants during my years as a patrol officer. The participants of this study are all LEOs and professionals who willingly volunteered their time to answer semi-structured interview questions.

Participants were informed of all risks and benefits associated with participation. There were anticipated risks associated with this study with the exception of possible emotional reactions to some aspect of participant experience that they found unpleasant. The participants' participation was strictly voluntary, and they had the option to opt out at any time while strict confidentiality in alignment was followed. The participants were informed of their rights to stop at any time if they felt uncomfortable answering any of the questions (Ravitch & Carl, 2016). Additionally, if any participant would have demonstrated a heightened level of emotional duress, that participant would have been

afforded the opportunity to pause the interview, and in extreme cases of emotional distress, appropriate counseling options would be recommended (O'Sullivan et al., 2011).

With regard to the topic of research, no ethical dilemma was encountered in conducting this research study. However, the biggest concern in gathering data for this type of study is that there may be the potential for an unauthorized release of embarrassing footage of members of the public (Freund, 2015). Therefore, instead of utilizing live footage of events, a questionnaire was emailed to officers to gain their perspectives on the issue. Further, I understood the implications of any potential conflicts of interest; there was no partner organization as participation was based strictly on a voluntary basis. Participants were emailed a letter of introduction and explanation with details on what the study is about. It was solely left with the participant in making the decision to participate or decline. In this study, no participant was excluded from participation unless they did not meet the criteria to participate, in which case they would receive a letter describing the reason they could not participate. As Walden's IRB and URR process was approved and completed (approval no. xxxx), the process of instruments validity was also completed. It was also imperative that the rights and privacy of the participants were upheld. Efforts were made to omit participant's names, initials, case numbers, or any other identifying information.

Research Methodology

Participant Selection Logic

When approval was granted to conduct the research, the data collection process commenced. Purposeful/purposive sampling is an effective way to gather participants who meet the study's purpose (Denzin & Lincoln, 2000). Consistent with that methodology,

seven LEOs were selected to participate in the study based on their abilities to meet the study criteria. Participants were selected if they have spent at least 6 years in their profession from 2015 to 2021, which yielded participants who provided rich descriptive content. Snowball sampling was also used to seek out participants via an initial email contact to LEOs and professionals (Brewerton & Millward, 2003; Frankel & Wallen, 2009; Patton, 2003). Snowball sampling is a sampling methodology that identifies participants through potential participants who know of potential candidates with the knowledge and experience of the research being conducted (Patton, 2003).

Seven participants agreed to an interview whose background qualified them for such a role. Participants were emailed a letter of introduction and explanation as well as a research participant informed consent form. They were fully apprised of the nature and details of the research, the terms of their participation, as well as their freedom to opt out at any time and for any reason during the research without consequence. Confidentiality throughout all phases of participation was assured to participants. All participant-generated data were not identified with participants personally, and only pseudonyms were used to represent them.

Instrumentation

A qualitative study with interviews conducted with open-ended questions revealed a richer understanding of why there are inconsistencies in the use of police-worn body cameras. This method also provided inter-subjectivity, which refers to the shared meanings between participants (Rudestam & Newton, 2015). The interview process was conducted via telephone considering the COVID-19 pandemic or meeting at a location based on

comfort level of the participant while adhering to the Centers for Disease Control guidelines. A conversation on the phone was held with each participant for approximately 1 hour. They additionally received a demographic form via email prior to commencement of the interview process (Fraenkel & Wallen, 2009). Participants also received a letter of introduction and explanation as well as a research participant informed consent form after they volunteered to participate (Creswell, 2007).

If feasible, a preliminary meeting with participants was held before the actual interview process. This meeting was a chance to get to know the participant prior to the interview process, review ethical considerations, complete consent forms and also established a level of trust with the participant. The meeting gave the participant a chance to ponder their experiences, which yielded rich descriptive content during the actual interview process (Englander, 2012).

Published Data Collection Instruments

The instruments to this study involved semi-structured interviews with participants because of their versatility and flexibility. The semi-structured interview method requires a certain level previous study related to the topic being explored (Kallio et al., 2016), which involved me preparing and reviewing information on the study's topic. The interview process made law enforcement professionals more relaxed, comfortable, and willing to share actual accounts of their various experiences. As police officers and law enforcement professionals tend to be in a total distrust of the public in giving true account of their personal experiences, opened-ended questions set the atmosphere in obtaining information vital to the study (Husband, 2020).

Researcher-Developed Instruments

The instruments developed by me closely aligned with the literature through a pre-interview notification telephone conversation with potential participants (see Creswell, 2007). This consultation was relevant for ensuring representation, relevance, and comprehensibility. Participants were provided a letter of introduction and explanation as well as a researcher informed consent form, which establishes a legal framework and abides by protocols emplaced by Walden University. Participants were made fully aware of the nature and detail of the research, terms of their participation, and their freedom to withdraw from the process any time for any reason during the research without consequences. Confidentiality throughout all phases of participation was assured to participants.

Procedure for Pilot Study

To further enhance content validity, pilot testing was conducted. This was done to make sure the content domain was appropriately represented, relevant, coherent and to ensure clarity of all statements (Fraenkel & Wallen, 2009; Popham, 2000). Further, additional benefits of pilot testing are that details such as making sure that the time that is planned for interviews is adequate, to ensure that the interview questions are appropriate and understandable, to see to it that the audio-recording device is functional and to make sure that all details associated with the process make sense and present no challenges (Fraenkel & Wallen, 2009; Popham, 2000). The pilot/validation aspect only involved consulting police managers/supervisors to provide feedback on the materials. The results of the pilot portion of the study were not reported to any individual or organization. The purpose of the pilot portion was to give me practice and logistical insights.

It was important to proceed by using baseline data, which are derived from project monitoring and evaluation systems, rapid assessment studies, surveys commissioned at the start and conclusion of the project or from an alternate data source (Bamberger, 2010). If the baseline is not carried out until the program is launched officially, many of the critical changes within the project may not be included. Vital techniques such as recall or key informant's interviews to gather information on the early changes should be employed. Using a result-based monitoring and evaluation system, other corporations like the World Bank and others have been successful in laying out a basic framework for a baseline (Bamberger, 2010).

Evidence-based decision-making is a critical aspect of program evaluation in a performance management cycle (McDavid et al., 2013). Using the evidence based decision-making process, some environmental factors will be measured that may affect the processes in the program and give alternative explanations for outcomes of the program that will follow. Gathering evidence for a program evaluation or performance measure comprises of formulating procedures that could be used to gather information that are importantly related to the issues and questions that are components of the final decision-making process (McDavid et al., 2013). In this research study, evidence-based decision making was used to gather data related to the effectiveness of the body camera program. Procedures were developed to gather information to ensure the validity of the project (McDavid et al., 2013).

Procedure for Recruitment, Participation Data Collection

For this study, the data were selected in a non-randomized manner. The sampling method for this study was purposeful as suggested mainly for selecting all LEOs in a department based on their ability to meet the study criteria (Leedy & Ormrod, 2005). The sample selection of officers was based on patrol officers who are expected to use body cameras. This is also referred to as theoretical sampling, where the sample size is determined by data sources that are apt to help answer the research questions (Leedy & Ormrod, 2005). According to Marshall (1996), "In practice, qualitative sampling usually requires a flexible pragmatic approach" (p. 524).

In answering the research question, interviews were conducted with police officers and professionals who work the streets and are very familiar with the use of these body cameras. In doing this, an in-depth information was gathered on the usage of these cameras and utilizing that information to formulate various ways through which the standardization of policies that govern the usage of police body-worn cameras impacts law enforcement. This situation was used as an opportunity to obtain first-hand information from officers who are knowledgeable about this technology and also has immeasurable experience, both practical and theoretical in making sound policy recommendations. In the future, it might also be necessary to conduct a video interview with law enforcement practitioners, managers and other stakeholders in the field post the signing of informed consent form (Ravitch & Carl, 2016).

In achieving this, interview transcripts, field notes as well as a wide variety of records, documents, video, audio, and social media materials were stored in a safe location. Computer-assisted qualitative data analysis software program was considered while

conducting the study. This program was considered because of its history of excellent websites, providing trial versions and immaculate training and support produced (Rudestam & Newton, 2015).

The procedures of this study were documented and notes of all the steps were taken when interviewing LEOs on police body-worn cameras. The steps included, but not be limited to, checking the transcripts, making sure that simple mistakes are not present during the transcription process, and checking to make sure there were no implications in the definition of the codes. The codes were also crossed checked through the means of inter-coder agreement which is primarily based on whether two or more coders come to one consensus on the code used for the same passage in a given text (Creswell & Vikojevic, 2016).

Apart from being descriptive, informative and evaluative, purposeful research synthesis is fundamental in producing new knowledge by establishing new connections between various studies that were not previously familiar with each other. This process involves purposeful selection, analysis, revision and a combination of the main research conclusion on familiar topics. Purposeful sampling research synthesis is incorporated with a variety of sampling strategies wherein every single strategy is important, but addresses different purposes. This is capable of recognizing various ways of obtaining participants that meets the same samplings criterial with combined purpose and reliably addresses synthesis and purpose that are deemed feasibly, efficiently and ethically genuine. In most cases, the purposeful sampling research method tends to address issues and questions that have to do with political figures or other stakeholders in society that make crucial decisions when it comes to funding. This sampling method usually aims for an extensive sampling

method that critically focuses on sufficient access to financial incentives, vital information and expertise (Palinkas, Horwitz, Green, Duan & Hoagwood, n.d.).

Qualitative research synthesis has the capabilities of questioning the viability of a large number of qualitative reports and making general inferences. It should be noted that a purposeful sampling strategy shares a variety of characteristics with random probability sampling method despite the fact that they both have different objectives and different methods of identifying individuals to be selected for the study. In the instances mentioned above, individuals are primarily selected from organizations, agencies or the system identified to be studied in the project. Participants in the study are selected primarily based on assumptions that they possess vital knowledge and experience on the subject being studied. The participants in this purposeful sample were LEOs only. They were selected from smaller sample because they met the required criteria. Similar principles in sample selections play a vital role in the execution of a research process (Palinkas, Horwitz, Green, Duan & Hoagwood, n.d.).

Collected data will remain in the sole and secure computer-password-protected possession of the researcher and will be shared with no other individual. All hard-copy documents from all aspects of this research was scanned and stored on the researcher's computer. All of the data were destroyed in a secure manner for five years. Paper documentation were shredded and computer-based data were permanently deleted. Actual participants' names were not recorded. All participant-generated data were not identified with participants personally and only pseudonyms were used to represent them. All participants were referred to using pseudonyms to represent them.

Data Analysis Plan

Analyzing data in qualitative studies usually involves several steps. This process involves making sense of the study and data collected. The first step is to organize the details of the case going deeper and deeper into comprehending the meaning of the data and explaining the bigger picture of the data and what it represents (Creswell, 2009). This is a continual process involving a reflection involving the data collected, asking analytic questions about the research study and writing communications throughout the study. This process incorporates the collection of open-ended data which is dependent on asking general questions and formulating an analysis from responses obtained from participants. In this study, the responses from LEOs were organized in a logical sequence. In the second step, the data were clustered into meaningful groups. Specific occurrences were interpreted for meanings related to the narrative inquiry. This approach was considered because it is simple and is considered the most basic of qualitative analysis. This method of analysis is often used when considering phenomenological research approach analysis of significant statement (Creswell, 2009).

The data were then analyzed for identification of themes and patterns that characterized the study more broadly. Lastly, synthesis and generalizations occurred when an overall portrait of the study was constructed (Leedy & Ormrod, 2005). Inferences were drawn not only on the inconsistencies of police body-worn cameras, but also implications for strategies for better compliance. Once the data were reorganized and identified with regards to analyzing the importance of police body-worn cameras and their impact on the community as social change on the whole, the media and critics of police misconduct may be crucial in driving most legislative changes and analytic decisions that affect the lives of

many. Other steps in this process involved the blending of the general stages with a specific research strategy which gives an overview of the data analysis process (Creswell, 2009).

In addition, step one also included several layers which involved making sense in the study and data collected. The first step was to organize the details of the case going deeper and deeper into comprehending the meaning of the data and explaining the bigger picture of the data and what it represents. This is a continual process involving a reflection including the data collected, asking analytic questions about the research study and writing communications throughout the study. This process incorporates the collection of open-ended data which is dependent on asking general questions and formulating an analysis from responses obtained from participants. In this study, the responses from LEOs was organized in a logical sequence. In the second step, the data was clustered into meaningful groups. Specific occurrences were interpreted for meanings related to the narrative inquiry. This approach was decided because it is simple and is considered the most basic of qualitative analyses. This method of analysis is often used when considering phenomenological research approach analysis of significant statement (Creswell, 2009).

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- Familiarization with the data: Transcribing data (if necessary), reading and re-reading data, writing down initial ideas
- Generating initial codes: Coding interesting features of the data in a systematic fashion across the entire data set, collating data relevant to each code
- Searching for themes: Collating codes into potential themes, gathering all data relevant to each potential theme
- Reviewing themes: Checking if the theme work in relation to the coded extract (level 1) and the entire data set (level 2), generating a thematic map of analysis
- Defining and naming themes: Ongoing analysis to refine the specifics of each theme and the overall story the analysis tells, generating clear definitions and names of each theme
- Producing the report: The final opportunity for analysis. Selection of vivid, compelling extract examples, final analysis to the research question and literature, producing a scholarly report of the analysis

Data should always be analyzed for materials that address themes to build additional layers of most complicated analysis. In most cases, themes are analyzed for each individual case and across different cases, especially when considering a case study. An example of a critical step in data analysis involves making an understanding or meaning of data obtained. This takes a closer look at lessons learned during the process of gathering data, the essence of an idea which could include the researcher's own interpretation of the study which is not limited to personal experiences, culture and history. This strategy

confirms past information or diverges from it, which could also suggest new questions that need to be asked in exploring the depth of research (Creswell, 2009).

With regards to ensuring trustworthiness in a qualitative research study, this concept emphasizes validity and reliability, which cannot be addressed in the same format as naturalistic work. Several writers have put forward strategies of how qualitative writers can deal with the issue of trustworthiness. On one hand, some may argue that dependability, trustworthiness and credibility are interchangeable (Morse, 2015), with a general view of verification of validity of qualitative research.

Issues of Trustworthiness

Furthermore, credibility has been looked at as one of the vital ingredients that is addressed by positivist researchers in ensuring internal validity, ensuring that the study measures or tests what actually it is intended. Credibility is said to deal with issues like, authenticating the parallel of the findings. Ensuring the concept of credibility is one of the most vital aspects in establishing trustworthiness in a research study (Shenton, 2004). An aspect in ensuring credibility and promoting confidence depends on making sure the adoption of research methods is well established. The development of an early familiarity with the culture of participating organizations are included in random sampling of individuals to serve as informants, triangulation methods, incorporating tactics to help ensure honesty in informants when contributing data and iterative questioning adopted. Moreover, frequent debriefing sessions, peer scrutiny of the research project, the researcher's "reflective commentary", background, qualifications and experience of the investigator, member checking, and examination of previous research findings are all critical measures of credibility and trustworthiness (Shenton, 2004).

With regards to transferability, it is important to establish the fact and demonstrate that the final results of the research are capable to be applied to a much larger population (Shenton, 2004). This concept is not accepted by all researchers. Some skeptics of this concept have suggested that each case may be seen differently and the idea should not be rejected right away but should be pursued with a lot of caution. There are some boundaries to transferability and it is important to consider the number of organizations taking part in the study and where they are based; any restrictions in the type of people who contributed data, the number of participants involved in the fieldwork, the data collection methods that were employed, the number and length of the data collection sessions, and the time period over which the data was collected before transference is made (Shenton, 2004).

Dependability and reliability are very similar and work hand in hand. This is to ensure that if the research study was conducted again with the same context, the same methods and the same participants, the same result will be achieved (Morse, 2015). A change in the nature of how the work is conducted may render the result of a research study inaccurate or problematic. If this work is dissected by core qualitative researchers, the result may also be different. Researchers incorporating the use of focus groups and individual interviews could achieve credibility and dependability. A look at dependability issues more closely entails reporting the research process in detail so that future researchers will be able to repeat the work and perhaps obtain the exact same results, which is sometimes known as a “prototype model.” Such detailed coverage also enables the reader to assess the extent to which proper research practices have been adhered to (Shenton, 2004).

Confirmability is said to be the bedrock in ensuring the researcher's objectivity, as biases are inevitable. In making sure there is genuine objectivity, it is important to be aware that the questionnaires are designed by humans and it is possible for our own biases to influence our work (Shenton, 2004). One preventative measure is the use of triangulation in promoting confirmability, which must be emphasized in this manner to curtail the effect of investigator's bias (Shenton, 2004).

Ethical Procedures

In this study all participants selected were made aware of their freedom to choose to participate in the study or made a decision not to proceed. Law enforcement officers and professionals exclusively participated in the study, and comprised the sample size who has sufficient knowledge about body-worn cameras and experience in said profession for at least six years. Participants were provided a Letter of Introduction and Explanation, as well as a Research Participant Informed Consent Form in the form of an email. They were fully apprised of the nature and details of the research, the terms of their participation, as well as their freedom to opt out at any time and for any reason during the research without consequence. Confidentiality throughout all phases of participation was assured to all participants. Semi-structured interview questions were used to satisfy the data collection requirements of this research data.

All participant-generated data was not identified with participants personally and only pseudonyms were used to represent them. Digital-audio recordings and transcribed interviews were the primary methods of data collection. One more contact was made with participants in the form of a telephone call to further clarify the research questions and response given. Transcriptions of the interviews were sent to participants to verify accuracy

of the content of their interviews. Collected data remained in a sole and secure computer-password protected possession of the researcher and was not shared with no other individual. All hard copy documents from all aspects of this research was scanned and stored on the researcher's computer. All of the data will be destroyed in a secure manner in five years. Paper documentations were shredded, and computer-based data was permanently deleted. Actual participant's names were not recorded. All participants-generated data were not identified with participants personally and only pseudonyms was used to represent them.

Summary

This descriptive phenomenological study provided the framework to investigate the complexity in the use of police body-worn cameras and their impact on law enforcement with regards to community relations (Rudestam & Newton, 2015). The primary reason for using a qualitative approach was to investigate the inconsistencies in the practice of police body-worn cameras in different states was dependent on the fact that this design embodied the range of data required to substantiate the research questions. The problem statement of gaps in the literature of the study examined the impact of the inconsistencies in policies of police body-worn cameras on community relations. Research question used in this study utilized the narrative inquiry approach to examine the relationship of policy change and its effect on the community and law enforcement. A quantitative approach was not considered as it would be unrealistic to quantify interactions of police officers as they relate to devices that have the ability to impact several segments of society (Rudestam & Newton, 2015).

Seven law enforcement professionals were interviewed, not limited to some high-ranking officers in management positions, officers in junior management position and

patrol officer who were willing to participate in the study but could only do that via telephone because of the COVID 19 pandemic. With reference to the phenomenological study, participants were given the opportunity to ask questions, review the consent form via email and sign it (acknowledge it). Documents related to this study including all forms were transferred and stored on a secured file for future analysis, quick access and necessary reference. Other information and data collected were downloaded and secured on a thumb drive with password protection. During the analysis phase, a computer-assisted qualitative data analysis software (CAQDAS) was considered while conducting the study. This program was considered because of its history of excellent websites, providing trial versions and immaculate training and support (Rudestam & Newton, 2015). Findings regarding the theme and analysis will be discussed in detail in chapter four.

Chapter 4: Results

Introduction

The purpose of this study was to explore law enforcement professionals' perspectives on the community impact of policy making related to the use of body-worn cameras, answering the research question "How would the standardization of policies that govern the usage of police body-worn cameras impact community relations to improve trust between patrol officers and their communities?" The data collection was centered around current police officers and retired/law enforcement professionals associated with the police body-worn camera technology with years of experience in the Minneapolis/St Paul suburban area. These officer's expertise and experiences ranged from patrol officer duties and being outfitted with body-worn cameras while working as officers. They are also much acquainted with a wide range of familiarization with the technology with over 6 years of hands-on experience and had the ability to make critical policy decisions regarding this technology.

Chapter 4 includes the background of data collection, a description of the pertinent demographics of the study participants, and description of the implementation of data collection and data analysis procedures laid out in Chapter 3. Next, Chapter 4 incudes important findings, which include trustworthiness of this study's results and then an exhibition of the results of the data analysis. The chapter concludes with a brief summary of the results.

Setting

Interviews were conducted with four LEOs and three retired/resigned law enforcement professionals. The geographic setting used in conducting this study concentrated mainly in the metropolitan area of Minnesota, which was exclusively conducted by telephone. The atmosphere of the telephone interviews conducted was primarily linked to the current worldwide COVID-19 health pandemic, which limited in-person contact and stressed social distancing (Centers for Disease Control and Prevention, 2020), making it difficult for a face interview session. Participants shared their educational background together and personal life experiences during the interview process. Interviews were conducted based on times and dates suitable for participants. The telephone interview afforded and presented an opportunity in understanding the impact police body-worn cameras have had on the lives of police officers, members of the community, and other stakeholders associated with this technology.

Demographics

Figure 1

Demographic Characteristic
The Use of Police Body Cameras in the World of Advanced Technology: Perspectives of law Enforcement Officers in a Suburban Community

	Ethnicity	Years of Service	Age Range
Male Police Officers	One Asian male/One black male/four white male	Black male (nine years), white male (sixteen years), white male (fifteen years), white male (sixteen years).	Black male forty years old/ white male forty six years old/ white male forty eight years old/ White male forty one years old
Female Police Officer	One Hispanic female officer	Seven years of service	Forty years old
Law Enforcement Professionals	Asian police officer /Resigned	Ten years of service	Thirty five years old
Retired/Resigned Police Officers	One white retired police chief	Nineteen years of service	Fifty Eight years old

This demographic characteristic chart is a helpful tool in giving you an idea of the demographic participants in this study. This chart comprises of qualitative information which gives you a general idea of law enforcement characteristic of participants in this study.

Participants were a combination of seven LEOs (retired and active officers). Five of the participants were active police officers currently working in the patrol division for Minneapolis Saint Paul suburban agencies, and one was a retired police chief from a Minneapolis suburban department. The seventh officer recently resigned his position as patrol officer for another St. Paul suburban agency. The following sections include brief summaries of the demographic characteristics of the participants in the study.

Relevant Demographic Characteristic of Individual Participants

Participant 1 was a 35-year-old Asian male who became a police cadet in 2006 while in school to be a police officer. In 2008, he became a police officer for a suburban midsize police department with approximately 55 sworn staff and about 10 civilian employees. He worked for this midsize department for 7 years and transferred to a much larger department with about 600 officers. He worked for the larger agency for about 3 years before resigning in late 2021. He has a 6-year-old son and a fiancé. His parents live in an adjacent city about eight minutes away from his home. Participant 1 described his upbringing as both all American and traditional Hmong culture. He is fluent in both Hmong and English and speaks proudly of his father's persistence of his kids learning the Hmong language. When I placed a telephone call to this participant explaining details of my research, he did not hesitate to accept my invitation as a participant.

Participant 2 is a 58-year-old White male who is a 19-year veteran of a Minneapolis/Saint Paul suburban agency and former police chief. He is currently serving as an executive vice president for a law enforcement product manufacturer based in Appleton, Wisconsin. He has a 21-year-old daughter and a wife who is a former trooper with the Minnesota State Patrol. He was recruited by word of mouth after a brief conversation on the phone, followed by an email explaining details of the research. He is considered one of the experts in the law enforcement in Minnesota by his law enforcement counterparts. He has a bachelor's degree in criminal justice and a master's degree in law enforcement leadership and public safety.

Participant 3 is currently working as a patrol officer for a mid-size suburban police agency in the suburban area of Minneapolis/St Paul, Minnesota. He has a wife and three children. He was recruited by word of mouth through a mutual friend. Participant 3 immigrated to the United States from the state of Liberia, West Africa when he was only 12 years old. He belongs to a large family who still remain in very close contact with each other. His upbringing stressed the importance of Christian faith, and he emphasized that family and faith are the most important part of his life. Given the need and demands for police departments reflecting the populations makeup of the community in which they work, Participant 3 seized the opportunity to serve his community when he was introduced to law enforcement as a police cadet with a smaller suburban department while still in college.

Participant 4 is a 46-year-old sergeant who is also a 16-year veteran of a suburban police department in the Minneapolis/St. Paul metro area with approximately 61 employees, which comprises of 52 sworn officers including eight detectives and nine civilian employees. His primary community engagement assignment affords him the opportunity to interact with community members quite often. His job responsibilities include working with the police liaison and catering to police community issues, trying to bridge that gap between police and the community. He has a wife of 12 years and three children. At the time of the interview, he resided in a small suburban city on the outskirt of Minneapolis.

Participant 5 is a 48-year-old police commander for one of the Minneapolis/Saint Paul suburban departments and also a U.S. Navy veteran. He has been with the department for the past 15 years. He has been married for 19 years and has two girls ages 17 and 19.

According to this officer, during his upbringing, he was raised primarily by both his parents in the North Saint Paul suburban area and considered his childhood nontraditional. Prior to becoming a police officer, he was in the Navy for 10 years.

Participant 6 is a 41-year-old patrol officer with a suburban St. Paul Police Department with several sworn officers and a number of civilian employees in Minnesota. He has three kids and has been married for the past 16 years. Participant 6 has been with the department for about 16 years and has worked the patrol division throughout his career but rotated from one specialized assignment to the other, which include the swat team and drug task force. He described his childhood and upbringing as all American with both parents at home growing up in a small town north of the Twin Cities, Minnesota. He has a long-standing relationship with the ethnic Hmong community that goes as far back as high school, when he assisted in helping to resettle newly arrived Hmong immigrants to the twin cities.

Participant 7 is a 40-year-old Hispanic female who belongs to one of the largest immigrant groups in Minnesota and works for one of the Minneapolis/Saint Paul suburban police department. She has been working with the patrol division for about 7 years. She has a husband of 9 years and two daughters, ages 6 and 8. She was born and raised in Texas but moved to Minnesota with her parents after high school. She spent 4 years in the military but decided to go to college to become a police officer after watching several series of the TV show COPS. She has a good relationship with the Latino community and uses her Spanish language skills to strengthen relationships between the Hispanic community and the police department.

All participants in this study were selected based on their levels and skills, considering their knowledge, experience in the field and inner workings with police body-worn cameras and its policies. Because my selection process was primarily based on individuals' unique ability to answer the research question, purposeful or strategic sampling method became method for this study. Furthermore, law enforcement participants were mostly police officers which consisted of patrol officers, first line supervisors (sergeants), retired law enforcement professionals, and three retired/resigned police officers, including one retired police chief of one the busiest police departments in the Minneapolis metropolitan area. The rest of the officers interviewed were current police officers, also from the suburban Minneapolis/Saint Paul metropolitan area.

Data Collection

Each participant in this study was interviewed by telephone due to the current COVID-19 pandemic, as stated in Chapter 3. In accordance with guideline instituted by my institution and closely abiding by all ethical guidelines, consent forms prepared for purpose of this study were reviewed and signed before each telephone interview. These forms were also delivered directly to participants via email. Because of the significant amount of data this study produced, it was imperative to closely observe my interview time regardless of it being on the phone or in person. An in-depth, semi-structured interview were conducted with seven LEOs and professionals: two retired/resigned police officers, four active officers, and one retired police chief. There were no issues of concern that emerged during the data collection process. However, it should be noted that due to the

George Floyd incident, it was a struggle to have officers agree to an interview discussing police body-worn cameras at the initial stages of notification.

The telephone semi-structured interview time lasted between 1 to 1.5 hour for each participant. In doing this, the data were collected, edited, organized, and transcribed producing adequate information instead of a bulky amount of data. This process was conducted systematically with precaution, which helped me identified the gaps in the data that needed to be filled by collecting new information aligned with my research questions asked. This process made my work easy to read with a steady flow from beginning to end. Regarding research dissemination, results of the research were made available to all participants upon request. The participants were provided with my email address for the purpose of this request if they choose. Consistency with regards to privacy and confidentiality was adhered to throughout the entire study.

Data Analysis

Recorded interviews were organized and transcribed verbatim, producing a total of 156 pages printed out in large font triple space to allow a broader visual analysis of the data. The responses from participants were organized in a logical sequence making sure transcripts were systematically arranged without unnecessary information. The interview transcripts were analyzed through a multi-step process. The initial step of the data analysis process involved thoroughly reading and rereading the data in its entirety. This process supported various analytic process as the process continued.

The second phase consisted of a more visual aspect by taking note and highlighting of important statements and vital points made during the interview process, which had direct links and examples contributing to the study. Statements relevant to participants'

personal experiences were characterized and transcribed using simple to understand language regarding their emotions, feelings, and perceptions of this new technology (Ravitch & Carl, 2016). Responses from participants were clustered into meaningful groups and interpreted for meaning related to the descriptions in the study; this process is the most basic approach and is easier to complete (Creswell, 2009).

At the third phase of the data analysis process, the data were analyzed for identification of themes and patterns that characterized at a broader perspective (see Table 1). After recognizing and identifying the data in respect to the importance of police body-worn cameras as it relates to social change, it became clear that the police body-worn camera technology has an impact on community relations. Data analysis in phenomenology was performed where live experiences of participants were transformed into written dialogue, which made sense of the subject being researched. In the final data analysis process, the materials were read two more times making sure the data set had met specific analytical goals. It became clear and verified whether a particular concept or idea of participants social or professional identity and experiences have influenced their responses to the research question (Ravitch & Carl, 2016, p. 246).

Table 1

Themes, Codes Contributing to Themes, and Codes Frequencies

Theme	Codes and frequency
Theme 1: The overall introduction of police body-worn cameras is perceived as a device that has become instrumental in building and cementing the trust between the community and law enforcement, but it could also be misunderstood by the public as an extra eye that is manipulated	Body-worn camera has an impact (6) Body-worn camera has no impact (1) Standardization of body camera policies would impact community relations (6) Community engagement/diversity training (7)

by the police to fit their version of the encounter	
Theme 2: The present climate of law enforcement in Minnesota and nationwide has lost its momentum and is perceived as unprofessional and hostile toward minorities with some calling for disbandment of the Minneapolis police department	Minnesota law enforcement agencies lost credibility (5) Logical to disband the Minneapolis police (0) Not logical to disband/defund the Minneapolis police (7)

Evidence of Trustworthiness

The validity and reliability of this research study was authenticated based on the in-depth interviews with participants and various layers of quality assurance. Credibility was based on my interpretation of the data as interviews with participants were concluded (Morse, 2015). In ensuring credibility and promoting confidence of this research, the research method was closely followed in accordance with the research methodology established in Chapter 3 (see Shenton, 2004). Another factor in ensuring credibility is triangulation methods, which include the use of various research methods or data sources to develop a comprehensive understanding of the phenomena. Further authentication of the study included a combined incorporating tactics to help ensure honesty in participants when contributing data, and iterative questioning adopted.

Reliability involved frequent reading of transcripts following the interviews. Member checks were performed to check the accuracy and validity of the stud. This is also a crucial aspect of safeguarding credibility to include the examination of previous research findings to assess the degree to which the project's results are congruent with those of past studies (Shenton, 2004). Preliminary results of materials were emailed to participants where they were asked to confirm whether the materials represented their overall opinion

of the subject being researched. They were also informed that they were free to suggest any changes. Participants did not suggest any further changes.

Transferability is important in making sure facts are established and demonstrated in the final results of the research and is capable to be applied to a much larger population (Shenton, 2004). This concept is not embraced by all researchers, but it allows readers to assess the transferability of the results with precaution. Transferability has some boundaries, and it is important to be mindful of the number of organization participating in a research. In this study, transferability was used to provide evidence to the readers that this research study could be used in other aspects of law enforcement in recruiting minority officers, police diversity training etc. A few boundaries include where a particular study is based out of, if there's any restrictions in the type of people who contributed data, the number of participants involved in the fieldwork, the data collection methods employed, and the number and length of the data collection sessions, which will include the time period over which the data was collected before transference is made (Shenton, 2004).

Confirmability is said to be the bedrock in ensuring the researcher's objectivity, as biases are inevitable (Shenton, 2004). In making sure there is genuine objectivity, it is important to be aware that the questionnaires were designed by humans and it is possible for our own biases to influence our work (Shenton, 2004). One preventative measure that was used in this study was triangulation in promoting confirmability, which was emphasized in this manner to curtail the effect of investigator's bias (Shenton, 2004). Confirmability in this study was derived through the measure of triangulation as findings were authenticated through members checking when data and interpretation of the findings were emailed to participants for feedbacks. This process was established and emphasized

through the use of multiple data sources, studying of the phenomenon and instrumental which assisted in curtailing the effect of the investigator's/ researcher's bias (Shenton, 2004).

As the researcher is a former police officer, the interview process was mainly centered around the participant's personal experience and years of familiarity with the body-worn camera device. In ensuring the researcher removed his personal biases from the research project, there was no interjection or suggestions made by the researcher during the interview process. Opened ended questions presented, enabled the participants to navigate through a broad range of their personal experiences with interruption or suggestions from the researcher (Shenton, 2004).

Results

This presentation of the results was primarily organized by the research question: How would the standardization of policies that govern the usage of police body-worn camera impact community relations to improve trust patrol officers and their communities? Upon the successful completion of the interviews, transcription, and analyzation process of the results commenced. Data collected for this this study was verified through the process of participant validation strategy, which is also known as member checking, the technique used for exploring the credibility of research's results. This process created an environment that assisted in the exploration and establishment of conditions which helped with the comprehension of whether participant's responses to questions were understood and navigated through difficult data collection process and clarification.

The large amount of data interpreted into transcripts in this research was read multiple times in an effort to look for similarities or differences while finding themes and developing categories. In this case, a highlighter was used to categorize data and separate themes while transcripts were printed out, documents and notes gathered, data reviewed and explored and codes created and revised into themes. Results from the research indicated that the introduction of the police body-worn camera technology was necessary in enhancing relations between law enforcement and the community they serve. Results gathered also indicated that overall a larger percentage of law enforcement were pleased with results, thus far regarding the use of the police body-worn cameras. In relations to the research question, results indicated that the public believes that footages from the body-worn cameras shows actual events as it unfolds, leaving no rooms for doubts and cover-ups. This builds a level of integrity for officers and improves trust. Additionally, according to two participants, the only discontent emulating from a few members of the public frequently echoed in policing, is their dissatisfaction with the manner in which policies are written regarding when officers should activate their body-worn cameras. Another dissatisfaction has to do with when footages should be released to the public after a use of force or use of deadly force incident.

Theme 1

The first theme was that standardization of policies that govern the usage of police body-worn cameras will impact community relations in a very positive manner, as various law enforcement agencies within the state or even nationwide would have a protocol to guide them execute their duty in a consensus fashion in the usage of the police body-worn

cameras device. All seven participants (100%) contributed data to this theme, but shared similar views regarding the theme. The overall presentation of the results includes participant's true interpretation and quotations of their various observations and personal experiences with the use, delivery and management of the police body-worn camera device with regards to community relations. Participants 1 described his experience with the police body-worn camera technology as an instrument which saved him his job and reputation on several accessions. He explained, on numerous occasions including one particular incident where he was accused of using excessive force on a suspect as he responded to a domestic call for service at his residence located at [resident address omitted].

> If it wasn't for the presence of the police worn body camera and statements from other officers on scene, I would have been disciplined or even terminated. A written complaint was filed from which an internal affairs investigation ensued. Most suspects and people who have had unpleasant contacts with police officers don't care if the officer lose his job or gets in trouble. Many disgruntled suspects look for every opportunity to get back at officers by filing false complaints especially after a use of force incident. This have created a sense of caution among officers responding to 911 calls for service. Other officers have made it a duty to always remain professional and calm even in the wake of heated disagreements with members of the public. Overall, the new police body-worn camera technology has been very instrumental in distinguishing what is real and what is fake with regards to police contacts with members of the community and incidents involving use of force situations.

Participant 2 reiterated that there have been a lot of changes over the last few years with regards to technology associated with law enforcement. As a retired police officer at the peak of his retirement, the police body-worn camera was introduced and adapted by his department prior to his retirement. He found that the police body-worn camera were being helpful overall:

> My wife was also in law enforcement for many years before she resigned as highway patrol officer. I worked as a deputy sheriff for a local country for 22 years before becoming a police chief for this small Minneapolis suburban police department. Over the years, the idea of strengthening relation between police and the community have been advocated and I have been a huge proponent of that. The inception of the police body-worn camera has created an atmosphere which has the ability in establishing trust and accountability between law enforcement and the community they serve.

Participant 3 found that inconsistencies in policies regarding the police body-worn camera in the United States have created a vacuum in the judicial system that have made it difficult in creating laws to govern them:

> As helpful and meaningful this new technology has become, it is imperative to have very similar policies that makes sense in regulating the use and overall function of the police body-worn camera technology. This uniformity, if created, will be viable in making laws that would not only benefit police officers but also ordinary citizens. The essence of this technology has created a milestone that will be felt in future generations. This technology has been successful in creating a sense of peace and

tranquility among a group of people that would have been rather hostile towards law enforcement.

Participant 4 found that the introduction of this technology has been a blessing to both the community and law enforcement, but sees no changes in several areas. He disagrees that there have been no changes in the level of complaints against officers and manner in which conduct them when they are out of calls for service:

> I found that pre-police body-worn camera era compared to the current outfitting of officers with body-worn cameras does not have an effect in the reduction of complaints against patrol officers. There was a domestic incident recently where officers used reasonable amount of force to apprehend the suspect at [address omitted]. When officers arrived, there were clearly signs of domestic assault present on the female party. As officers decided to arrest the male suspect, he insisted that he had done nothing wrong and was not going anywhere with officers. A fight ensued; one of the officers tased the suspect in order to control him while taking him into custody. There were no injuries to the suspect or the officers. The very next day, immediate family members of the suspect came to the station to file an excessive force complaint against all three officers who were on scene. The revision of footages from offers body-worn cameras revealed otherwise. As family members reviewed footages from body camera, they were convinced as the video showed suspect attacking the officers prior to him being tased. This incident indicates that overall, the public views the police body-camera technology as an extra set of eyes and a clear indication that the police is not trying to conceal anything from the public.

As participant 3 and participant 5 found that the need for a set of policies that govern the police body-worn camera is essential to cultivating laws that would regulate the use, deployment, and dissemination of police body-worn camera footages especially after a use of force or use of deadly force incident.

> I found that first and foremost, a uniform policy system that govern these police body-worn cameras from one jurisdiction to the other should be a priority. This would enable other jurisdiction to see good practices in the other and copy suit. This uniform policy change will create a set of standards that every law enforcement agency and jurisdiction within the United States will follow. This will provide a landscape for a standardize set of rules that would become rules to follow when using the police body-worn camera. In all my years of police work and law enforcement in general, I have never seen a set of technology so effective that even a disproportionate sector and other segments of society considered disenfranchised have come to trust. There are a few flaws regarding this technology I would like to highlight which are all related to a uniform policy change. I would like to point out the release and dissemination of police body-worn camera footages especially following the use of force and use of deadly force incident. I see this aspect of the policy being one of the most important as a quick release and dissemination of police body-worn camera footages after a use of force or use of deadly force incident could avoid a violent riot and destruction city and public property by angry rioters.

Participant 6 described his experience with the police body-worn camera technology as being a necessary piece of equipment, that is both critical and essential

towards enhancing relations between police and the community they serve. Cost associated with this technology is seen as high, but considered moneys welled spent, as this will in the future save the agency a lot of money from lawsuits settlements etc.

> I see this device as a necessity given recent cloud of uncertainty surrounding the integrity of police officers in the United States. With all of these controversies and high profile police cases, the need to allocate more funding for equipment and logistics that would benefit officers and the agencies in general is of the utmost importance. Some budgetary funding earmarked for projects that has no positive impact on the community or law enforcement should be redirected to such things as police logistical equipment so as to serve the community more effectively. This is the reason why in most cities and jurisdictions around the United States, the lion share of the city or state budget is spent on healthcare and law enforcement. One of the biggest advantages associated with this equipment is its ability to decipher facts from fiction in real time. In recent high profile police cases in Minnesota such as the George Floyd and Kimberly Potter cases, footages from police body-worn cameras were used to convict both officers in those trials. This have been proven to be a win situation for the community as there was a huge cry for justice in both cases. To be honest here … I have seen some who are oppose to the police body-worn camera being attached to their person during an entire shift, but they have come to realize that this piece of equipment has added some legitimacy and a level of transparency to their work.

Participant 7 felt that not a lot has changed since the introduction and outfitting of police officers with these body-worn cameras, but they have made significant progress in the right direction. She stated there are a lot of things that could be done differently which include a standardize policy system across the United States, police administration having their officer's back following an incident, quicker release of body camera videos to the public after an incident:

> Taking my experience and training into consideration, overall, the introduction of this police body-worn technology has been advantageous to both the community and law enforcement. If police administration could support officers more until they are proven guilty, after their involvement in a high profile incident, this will encourage most officers to do their job properly without fear or favor. Staying on this topic, let me address the issue with community member's perception even when footages of the body camera are released in a timely manner. There has always been a divide between the community and police and most of this has to do with trust. Speaking from my experience, most community members wouldn't trust the police no matter what the situation is. Stemming from racial divide to high profile police shootings. Many community members of the marginalized sector feel the police is always trying to cover up something especially after a high profile police involved shooting of a member of a minority group. I don't mean to be specific, but despite the quick release body camera footages after the Daunte Wright shooting in Brooklyn Center by police chief Timothy Gannon, many community members of all sector of the community were still outraged even risking their own freedom calling for justice during protest the police saw as unlawful. I do believe chief

Gannon released those footages as quickly as he did as a goodwill gesture in an attempt to cooperate and be transparent with the community. There will always be an issue or some disagreement with the community as long as the police are charged with the responsibility to enforce the law. Some community members feel the police are not fair in their duties to enforce the law. Some sees status preferences and racial issues as the most common denominators for selective enforcement enlarging the divide between community and police, and it is always a good thing when technology can help decrease that gap.

Theme 2

Theme 2 was that the present climate of law enforcement in the state of Minnesota and nationwide has lost its momentum, and is perceived as unprofessional and hostile towards minorities with some calling for the disbandment of the Minneapolis police department. Participants 2, 3, 5 and 6 (50%) contributed to this theme. Participant 2 reiterated that since the murder of George Floyd by Derrick Chauvin a Minneapolis police officer and his subsequent conviction, the morale of officers has fallen significantly among the civilian population. In order to repair such a fragile relationship, police in Minnesota needs to concentrate more on community policing and alternative ways to fighting crime. Participant 2 stressed the need for more technological equipment like the police body-worn cameras to enhance cementing those relationships with the community.

There were massive strives by my agency in community engagement and community oriented policing prior to the George Floyd incident in Minnesota. Despite all of the work and efforts that have been invested into this project, there

> will always be instances where there will be issues encountered during police community interaction. Some police-citizen interaction may go well, and others may go bad or non-favorable. There will always be those moments where conflict may arise during those interactions and tapping into those relationships invested with the community, may be the solution to those issues.

Participant 2 also expressed the need to incorporate mandatory diversity training sessions in departments in the Minneapolis/ St Paul metropolitan area, in addition to modern technology in making police work easier and more transparent:

> Those training sessions will conscientize officers on the importance of attracting multilingual individuals to be a part of the force, provide better solutions with issues with the diverse community, build new task force, dispel some myths, develop survival skills etc. When these training are implemented, it would provide a good line of communications with cultural nuance, earning public trust, maximizing interviews, solving crimes faster, understanding people we work with and overall changing the perception of what a police officer should look like etc. From personal experience, officers over the years who sees these community engagement and diversity training as a waste of time and resources, soon realize that even grasping a few ideas from those training could be the trigger in defusing a potentially hostile situation. Some officers have also found that a few years into their career, most citizen police interactions that have ended with some level of force by officers could have been resolved by talking or having a conversation with the individual. This speaks to a component of police training called “verbal judo” where officer uses their verbal training to defuse a potentially hostile situation.

Participant 3 also expressed gratitude and appreciation for such a technology while he is still an officer. He said such an innovative equipment could not have presented itself at a better time than now, and standardized policies would be the ultimate seal in making this device the perfect tool in modern policing.

> I realized the importance of the police body-worn camera a few years ago when my partner and I responded to a 911 call for service involving male party who was suicidal by police. Upon arrival, the male party in his early twenties who was later identified as [name omitted] appeared to be very upset and was yelling profanities. As we attempted to make contact with him, he immediately rushed towards our direction and begun assaulting my partner and I. We created a distance with him before deploying our taser and taking him into custody where he was placed on a seventy-two hours' medical psychological hold. When his family tried to sue the police department for using excessive force, they were shown footages from both body-worn cameras at which time they declined to proceed any further with the case. This is an indication that this technology has potentially saved the police department a significant amount of money in legal representation and other costs associated.

Participant 5 did express his satisfaction with the police-body worn camera referring to it as "a key police accountability tool" but also stated the device could invade the privacy of citizens and potentially exposing victims and citizens to facial recognition software which is embedded in the device. He pointed out how expensive the device is, and it would not be a good investment for smaller departments overall:

> As far as making officers accountable for their actions on various calls for service, the police body-worn cameras comes in very handy and makes it easier to investigate complaints against officers and internal affairs investigations. The cost associated with these devices given its history of technical flaws when they were first introduced is exorbitant. Smaller jurisdictions may want to think it over before making such an investment. In my opinion, agencies/jurisdictions with low violent crimes and less calls for service has lesser need to invest in this technology considering the cost and maintenance fees associated with the device. Although in my department, the police body-worn camera have been proven to save a significant amount of money taking into consideration potential complaints against officers that could have escalated into a lawsuit, and reduced time required to resolve complaints. My department primarily invested in this technology because we saw that as a duty and the community also pressed the issue as departments in nearby jurisdiction outfitted their officers with the device. Investing in this technology also shows to the public that we have no hidden agendas, and we are in solidarity with the community. Overall, transparency and accountability are the two key components in building a solid relationship with the community and with the police body-worn camera, we as an organization will be able to achieve that.

Participant 6 expressed a less positive view regarding his perception of the police body-worn camera, stemming from standardized policy issues, privacy issues and its ability to cement relations between the community and law enforcement. He stated when officers try to do everything right, there will still be a few lapse moments where an officer may say inappropriate words while in the heat of the moment which he/she may get discipline for.

Police administration should understand and consider that officers are humans and there will be moments where they may blur out a curse word or two while apprehending a suspect:

> First of all, as far as enhancing relations with the community, this depends on what have been invested over the years. Our department has invested a lot over the years with the community. Given the diverse nature of our community, we have invested in the "New American Academy" which sole purpose is to run a couple classes for new immigrants of all background and ethnicities in our city so as to educate them on police procedures, criminal laws, city ordinances and what is acceptable in their home countries versus the United States. We have also been very efficient in establishing a community group called "the multi-cultural advisory committee" conducting by-weekly meetings with community members discussing issues in the community ranging from various crimes to upcoming programs and what would make the community more viable and safe for habitation. The police body-worn cameras if feasible, would be an additional component that would make those relationships better. I just want to add that police administration should be more flexible in making disciplinary decisions when it comes to officers saying some inappropriate things that are not racist in nature on camera when they are executing an arrest or apprehending a suspect. Police officers are all humans and once in a while they may use a few profanities especially when adrenaline kicks in, and when they are involved in a tussle with a suspect. I will never condone any officer getting away with using racial slurs on anyone for that matter, suspect or not.

Summary

The purpose of this study was to investigate the inconsistencies in the practice of police body-worn cameras in two suburban Minneapolis/Saint Paul, Minnesota law enforcement agencies and make valid contributions to the literature. Data from this study, were used in providing policy-makers with data to consider when developing policies on the efficient use of body cameras. To address this gap, a phenomenological study was conducted in which a qualitative methodology approach was used to include semi-structured interviews exclusively with LEOs, police supervisors/upper management. The outcome of this study contributed to the body of knowledge and the evidence needed to underscore the use of police body-worn cameras.

The research question was: How would the standardization of policies that govern the usage of police body-worn cameras impact community relations to improve trust between patrol officers and their communities? Triangulation of data from all seven data sources or participants indicated that a standardized policy system or a set of rules across the United States that govern these police body-worn cameras would set precedent for law makers, thereby setting the stage for monumental supreme court decisions affecting these body-worn cameras directly. As a tool that serves the interest of both the community and police officers, the police body-worn camera has impacted relations between law enforcement and the community since its introduction by enhancing that trust and making police work more transparent. Although, the data have proven that the police body-worn camera does not seem to be the only solution to enhancing police-community relations, but it’s a step in the right direction. Overtime, as law enforcement demonstrates and embody

the definition of trust and transparency, the police body-worn camera will only serve as the icing on the cake.

Chapter 5: Discussion, Conclusions, and Recommendation

Introduction

The main problem regarding the standardization of policies that govern the usage of police body-worn cameras system is having a consensus between law enforcement experts and law makers in drafting a bill agreed upon by both sides. The purpose of this study was to investigate the inconsistencies in the practice of police body-worn camera in two suburban Minneapolis/St. Paul, Minnesota law enforcement agencies. Data collection was focused on patrol officers and law enforcement professionals who have worked with the police body-worn camera for quite some time. The participants included four active patrol officers, one police commander, a retired police chief and a former patrol officer.

One research question was used to guide the study: How would the standardization of policies that govern the usage of police body-worn cameras impact community relations to improve trust between patrol officers and their communities? Results of the analysis revealed themes based on participants' different perspectives working with police body-worn camera and years of working with the device as patrol officers. Responses indicated that a standardized system or regulations may be instrumental in creating a pathway where law makers will create sensible legislation to govern these devices nationwide.

Despite this disclosure to create a standardized system for police body-worn cameras, participants were suggested that officers need more training in diversity and police community relations. The participants also insinuated that further training in police work such as de-escalation is vital to community relations. Officers have quickly resulted to the use of force over the past years in addition to high profile police involved shootings of minorities have derailed trust that was built over the course of several years. Some of

the participants expressed reluctance and frustrations during the interview, indicating that this is a critical time for law enforcement. Another officer revealed that there have been many early retirements in the Minneapolis police department and the entire patrol division is down by more than 200 officers following the conviction of Derrick Michael Chauvin the officer accused of the murder of George Floyd.

These findings offered insight on the current deterioration of law enforcement relations with the community in the Minneapolis/Saint Paul metro area and points out improvement and ways to recover those relationships providing the tools and strategies moving forward. This also provides evidence that the police body-worn camera system is not an easy fix or automatic solution to the current fragile relations between police and the community in the Minneapolis/Saint Paul metro area. In essence, collaborative efforts together with dialogue, tools, logistical support, and a wide range of support from both sides can lead to respect and trust for each other. In the following sections, the themes revealed in the results are interpreted in light of the current literature on police body-worn camera. In addition, the discussion is based on the research question.

Interpretation of the Findings

In this subsection, each theme is discussed within the broader context of the literature on the standardization of policies of the police body-worn camera and its effect on community relations. Furthermore, it is important to understand how the participants perceived the effectiveness of the police body-worn camera on community relations. It is also important to recognize areas for improvement to be able to provide appropriate recommendations and suggestions to improve relations with the community. Policy uniformity can result in a more systematic standardized way of applying the use of body-

worn cameras and subsequently a more favorable and non-biased court verdict, cementing trust between police and community

Perception on the Police Body-Worn Camera System

Participants perceived the police body-worn camera system as related to community relations, providing a nuanced understanding of how each participant interpreted their experiences with the police body-worn camera system. For Participants 3 and 5, two themes emerged: (a) seeing the standardization of policies as a priority so as to enable law makers to creating laws that would regulate the use, deployment and dissemination of police body-worn camera and footages in the event of a use of force or use of deadly force incident and (b) the need to give the public what they demand in a timely manner. Immediately following a use or force or use of deadly force incident highlighted in the media, the police have an obligation to release video and audio footage of the incident to eliminate the prospect of any cover-up and demonstrate transparency. Thus, body-worn cameras can be used to address accusation of police unfairness (Pollock et al., 2021).

Based on participants' responses, it is also imperative to incorporate various training in diversity and community relations. The primary issue was officers not being consistent in dealing with the public through interaction during police emergency 911 calls for service. This will help in the clarification of doubts held by some members of the public that law enforcement is involved in selective enforcement (Pollock et al., 2021).

Overall, participants perceived the police body-worn camera system as a tool to enhance transparency but not the only solution in bridging that gap with the community. In addition, they perceived the standardization of policies pertaining to the police body-

worn camera system as essential in that it will create the path for sensible legislatures to govern the police body-worn camera system. Literature shows that the police body-worn camera system is a fairly new technology, and its usage has not gained adequate credibility to be used consistently in police departments across the nation (Gonzales & Cochran, 2017).

Impact of the Police Body-worn Camera on Community Relations

Over the years, law enforcement relations with the community has been fragile especially in the greater Minneapolis/Saint Paul area where rioting has been a consistent occurrence following officer involved deadly force encounters. This has become exceedingly vital for police officers in the Minneapolis /Saint Paul metropolitan area to model their behavior in such that they are transparent and free of controversies. With that, the public will be poised to trust and have more confident in the system (Koen & Mastrofski, 2016). The body camera system is independent of the officer's version of event depicted in the police report, which gives police administrators an option to review unfolding event through a different lens.

Following a tragic event like an officer involved deadly force encounter, often times, the initial demand from the public is the swift release of footages from police officer's body-worn camera. Recent riots in the greater Minneapolis metro area have proven when the demands of the public are not met, destruction of public and private properties follow. Participant 2 suggested relationships with the community that have been built over the years could be vital in situations like these. Officers tend to conduct themselves appropriately when they are fitted with the body camera system, but occasionally they slip up and do something unprofessional or unbecoming of a LEO.

Footages from these devices serves as tangible evidence standing by to decipher whether officers acted within the scope of the law in performing their duties or not (Ariel, 2016).

Limitation of the Study

Regardless of the understandings from the study, the findings must still be interpreted in light of the boundaries of the current study. One main limitation of the study was the conceptual fit of the theoretical framework, particularly of the deterrence theory, on the research question that was used in the study. As discussed, deterrence theory addresses factors that deter individuals from committing misconduct or abhorrent acts of violence that are contrary to moral and social standards. If cameras alone were deterrent to crime, having close-circuit television system in many public areas, would have significantly decreased the number crimes and violence in communities. Nevertheless, people who sole intention is to commit evil will often seek ways and opportunities to follow through with an act of violence. Sometimes, consequences serve as a deterrent for inappropriate conduct if the individual has the capacity to imagine potential punishments that could follow (Goodfellow & Kilgore, 2014).

However, the research question mainly focused on the perspective on how the standardization of the policies that govern the usage of police body-worn cameras impact community relations and how such relations would improve trust between the community and law enforcement. The body camera devise itself has a few limitations according to two of the participants that were interviewed. Participant 2 reiterated that people are less likely to cooperate with the police knowing the police body-worn camera is operational and running during an interview or conversation. As related to gang affiliated crimes ranging from theft to murder, potential witnesses do not trust the police and sees the police body-

worn camera as a tool that will be used in court to expose them.it is difficult to convince those potential witnesses otherwise.

Participant 4 stressed the need for officers having a limited amount of discretion. Supervisors are scrutinizing officers for the decisions they made on the streets. Officers do have a lot of discretionary power and the police body-worn camera running on every single call does not help some situations where the officer has to let someone go for a minor crime committed. Although, there are situations where discretionary power is totally out of the hands of the officer, like in a domestic assault arrest or DWI arrest. In those situations, the officer has no other choice but to arrest. In other situations, where the officer finds the need not to arrest for a minor crime and let the suspect go in exchange for vital information leading to much bigger arrests in the future. The body camera would actually be a deterrent in making those kinds of decisions, as officers may be afraid supervisors might have them disciplined for making such decisions. In other situations, the police body-worn camera could come in handy when an officer rushes through a street interview not realizing some vital elements of the interview were missed while completing a police report. The officer has the capabilities of reviewing the videos from the body camera and making all necessary corrections.

Minneapolis and Saint Paul being the hotbed and epicenter for recent anti police riots and disturbances, anticipating cooperation from patrol officers and law enforcement professionals to participate in such a sensitive interview process was a stretch. Nevertheless, interviews with all seven participants were successfully completed. The growing tensions in these parts of Minneapolis/Saint Paul metro area have contributed to the huge shortage in staffing, where the Minneapolis Police Department is currently down

two hundred officers and nearby departments struggles to fill open officer vacancies. This has become a trend of officers resigning, taking early retirement, medical retirement or just venturing into newer careers. Resistance from participants was anticipated along with the need of some participants holding back their true experiences and encounters regarding the use of the police body-worn camera technology.

Recommendations

Based on the strengths and limitations of the study, future researchers are recommended to adapt the qualitative approach, but should also solicit and incorporate the views and personal experiences of stakeholders, community members and excerpt from similar studies. This would help explore a broader insight surrounding the standardization regarding policies related to police body-worn camera and give a balance assessment from both sides. Future studies should look at sustaining factors and policies that contribute to the hiring and maintaining of minority officers. Over the years, there has been this lingering issue in law enforcement where the makeup of many law enforcement agencies around the country does not represent the racial makeup of the cities or communities they represent. It is imperative to have strategies in place to attract minority officers, and it is also equally important do away with unwritten rules or subcultures aimed at deterring minority candidates from applying, and setting up artificial barriers in their path.

Another recommendation is to solicit the views and input of the biggest police body-worn camera manufacturers like Axon and Motorola. With this information, valid recommendations could be made when making policy changes regarding the mechanics and overall operation of the device. There has also been calls by the public for officers to have a backup camera system aimed at preventing malfunctions in obtaining potential

footages critical to a use of deadly force incident. In some critical incidents, officers often claim somehow, something went wrong with their body-worn camera before the onset of the incident. The murder of George Floyd fell on shoulders of a seventeen-year-old bystander Darnella Frazier, who captured the killings on a now the infamous cell phone video. Derek Chauvin the former Minneapolis cop who was convicted of Floyd's murder was outfitted with a body-worn camera at the beginning of the incident, but it allegedly fell off and slid under the squad car before he knelt on George Floyd's neck (Levenson & Cooper, 2021).

Implications

The current study offers theoretical knowledge on how law enforcement personnel and law enforcement professionals perceived the police body-worn camera system with regards to standardization of policies that govern the usage of the body camera system and its impact on community relations. This is critical, especially in ensuring appropriate policy and procedural changes, by providing policy makers with data to consider when developing policies on the efficient use the body-worn camera system.

In the managerial level of law enforcement institutions, police administrators will benefit from the findings by contributing to policies that will not only be efficient in the use of police body-worn cameras, but also promote social change and enhance police-community relations (Gonzales & Cochran, 2017). In addition, it was established that a uniform policy instituted that requires officers to activate body-worn cameras on every single 911 call for service, could alleviate chances for officers making excuses why their body cameras were not turned on following an incident. This will also make police work a lot easier by following a standardized policy system. Frivolous lawsuits against police

organizations could be limited given the foundation of a grounded nationwide policy system that govern these devices. Law enforcement organizations should put a lot more emphasis on diversity training and police-community programs that promotes the inclusion of diverse cultures and ethnicity. This mandatory law enforcement annual training should be will not only create a platform for police- community solidarity, but also built a fluid and amicable relations that can be tapped into to resolve issues faced by both sides.

It is also vital for policy-makers to incorporate suggestions and data from this study to consider when developing policies on the efficient use of body cameras. The results from this study will add to the knowledge and the evidence needed to underscore the use of police body-worn camera and its impact on community relations. For practitioners, the study's findings highlight the importance of developing several diversity programs aimed at addressing the need of the community by eliminating stereotypes about some specific minority groups. Research have shown that this will help curb the tension between patrol officers and various minority groups (Peterson & Lawrence, 2021).

It is also important to note that despite the presence of the police-body worn camera, there have been numerous incidences of widespread riots and demonstration following a police involved shooting. A systematic policy change that can make camera footages available to the public immediately following a police involved deadly force encounter, could be the solution to a more transparent and trusting relations between police and the community they serve. Police body-worn camera manufacturers like Axon, Motorola and others can make major improvements to their products upon collecting data from various law enforcement organizations, analyzing them and making necessary changes that would be more user friendly and enhance relations with the community.

Conclusion

It has been proven that a standardized policy is necessary to govern the use and daily operations of the police body-worn camera system. Without this standardized policy in place, law enforcement risk the potential for video footages of high profile police encounters to go missing, creating room for doubts that could potentially escalate into a full blown demonstration or riot. As a valuable piece of equipment and tool vital to policing and patrol work, the body-worn camera has evolved as a necessary equipment that has revolutionized the way law enforcement conduct business in modern policing. This chapter provides the perception of the police-body-worn camera as it relates to the standardization of policies through the eyes of patrol officers and law enforcement professionals. To obtain results, the data collected in this study was exclusively obtained through telephone interviews with participants.

Results showed that participant's concerns highlight their true experiences in working with the police body-worn camera and how this device can impact relationships between law enforcement and the community they serve. Participants highlighted their true experiences and training regarding these devices. They also confirmed that, not only through the impact of technology but also through mutual respect and acknowledgement of various cultures and traditions, we can all find a common ground to solve issues.

Improvements in dialogue between police and the community has proven to be paramount, as law enforcement sees the establishment of critical communication lines with the community as critical. This will help build the structure for fluid dialogue aimed at discussing issues that needs to be improved, and issues affecting both the community and

law enforcement. The police body-worn camera with the right policies and laws in place, the chances become a lot higher in improving trust and enhancing relations with the community. This study's findings highlight the importance of incorporating standardized policies that would govern the usage of the police body-worn camera, and also the need to adopt written policies that stresses the importance of diversity training in law enforcement and understanding the cultures that comprise the ethnic makeup of the community.

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Appendix A: Introduction to the study

Name of Participant

Date:

XXXXXXXXXXX

Dear (Name),

My name is XXXXXXXXXXXX and I am a Doctoral candidate at Walden University. I am conducting dissertation research entitled "The use of Police Body Cameras in the World of Advanced Technology: Perspectives of law Enforcement Officers in a Suburban Community." In order to partially fulfill my dissertation requirements, this research is a necessary component. You are being invited to take part in this study because you are an experienced (not less than six years of experience which spans the time frame of 2014 through 2020) Law Enforcement Officer and community member who has worked directly with the general public and have also experienced impact first-hand. Thank you for agreeing to participate in this research.

Purpose:

The purpose of this study is to gain an understanding of front-line officers' and managers' experiences regarding the use of police body worn cameras and the impacts it has on

community/police relations (pros and cons). A vast number of studies detailing both positive and negative effects on the use of police body-worn cameras in a world of advanced technology have been explored. What is lacking, however is the inconsistency in policies regarding the body camera technology and impact this has on the communities in which they are used. This research will provide policy-makers with data to consider when developing policies on the efficient use of police body-worn cameras. In order to achieve that outcome, I will need to compile data which will be accomplished through interviews with individuals who are willing to participate

Procedure:

I realize that your time is important to you, and I appreciate your consideration to participate in this study. In order to fully understand your experience and given the current COVID 19 pandemic situation, we will talk on the phone for approximately one hour or meet in person if you would rather do that considering all Center for Disease Control (CDC) protocols. It is totally up to you on how you would choose to interview with me. You will not be required to anything you wish not to do. This interview is simply designed to get to know you and learn about your experiences regarding policies related to police body-worn camera and relations with the community. The intent of this type of research is to get an account of your experiences with the subject matter as you lived them. If additional clarification is desired, you may be subsequently contacted by telephone or email to provide that clarification. You will be provided your choice of a paper or soft copy transcription of the interview.

Voluntary Study

Your participation is strictly voluntary and you may choose to opt out at any time. All aspects of your participation will be treated with strict confidentiality.

Risks/Benefits:

There are anticipated to be no risks associated with this study with the exception of possible emotional reactions to some aspect of your experience which you may have found unpleasant. The benefits to you are that the researcher will value and appreciate your contribution to this study as well as you being able to share your wisdom and experiences so that others may learn from them.

Confidentiality:

Your real name will not be used but will rather be depicted by a pseudonym.

Researcher Contact Information

I can be reached at XXX-XXX-XXXX or at todd.nagbe@waldenu.edu if you have any questions regarding your participation which I am unable to answer, you are welcome to contact Dr. XXXXX committee chair via email at XXXXXXXXXXXXX

I look to this pursuit with much enthusiasm and optimism and I consider myself grateful for your help. If there is anything further I can share with you which I haven't, please feel free to contact me at XXX-XXX-XXXX

Should you decide to agree to take part in this research, the extent of your participation will be to participate in an approximately one hour, one-on-one interview with this researcher which will take place at a time and a location convenient to you. If you are

willing to participate in this research, kindly fill out the attached form and return it to me at XXXXXXXXXX. Also, kindly provide me your email address and telephone number so that I may readily contact you.

I want to thank you in advance for considering participating in this research. I am most grateful for your assistance in helping me conduct this study. If you have any questions or concerns as they relate to this study, please do not hesitate to contact me at XXXXXXXXXX. Thank you again.

If you feel you understand the study well enough to participate and wish to volunteer, you can reply to your email with the words “I agree to participate in this research”

Sincerely,

XXXXXXXXXX

Doctoral Candidate

Walden University

Appendix B: Research Information and Consent Form

This study looks into the current situation with law enforcement in the United States as they struggle to improve relationships with the communities they serve, especially in the wake of unprecedented police use of deadly force incidents, police community relations continues to deteriorate. With advancements in technology and the creation and introduction of the Internet, footage of police misconduct including the use of deadly force has been shared on social media in real time. This has made situations between the community and police fragile to a point where it sometimes results in rioting and other public disturbances. Many have asked if the introduction of police worn-body camera systems provide an unbiased broader perspective where things are looked at from all lenses. Many studies have focused on the advantages and disadvantages of the technology by looking at the policies that govern the usage and how data is recorded. However, none of the studies reviewed examined the impact of the inconsistencies in the practice of police-worn body cameras on community relations. This phenomenological study will look into inconsistencies in the practice of police body-worn cameras in the twin cities of Minneapolis and Saint Paul, Minnesota and make valid contributions to the literature and provide policy makers with data to take into consideration when developing policies. This form is part of the process called "informed Consent" to allow you to understand this study before deciding whether to take part. This study seeks seven volunteers who are law enforcement officers and professionals who are:

- Familiar with the use and policies surrounding police body-worn cameras and its usage

- Veterans of a suburban Minneapolis/ Saint Paul Police agency with six years plus of service
- Who has at least six years of experience and background in the use of police body-worn cameras

This study is being conducted by a researcher name Todd S. Nagbe who is a PhD candidate at Walden University, and said research is being conducted to satisfy a requirement to complete a Doctor of Philosophy CRJS/ Criminal Justice degree at Walden University.

Purpose of the Study:

The purpose of this study is to investigate the inconsistencies in the practice of police body-worn cameras in two suburban Minneapolis/Saint Paul, Minnesota law enforcement agencies, and also look at how the standardization of these policies that govern the usage of police body-worn cameras could impact community relations and increase trust between the community and law enforcement. Therefore, results of these investigations will make valid contributions to the literature by providing policy-makers with data to consider when developing policies on the efficient use of body cameras.

Procedures:

This study will involve you completing the following steps:

- Demographic inquiry form will be emailed to participants given the current COVID 19 pandemic. Participants will have the option to complete the form electronically and email it back to the researcher, or print it out, complete it, scan it and email it back to the researcher. This process will take approximately 20 minutes

- All participants (interviewees) will be provided with transcripts of interviews conducted for the purposes of verifying accuracy which will entail correcting errors or inaccuracies and providing clarifications. This process will take approximately 30 minutes
- Participate in confidential audio telephone recorded interview with researcher for one hour

- Communicate with researcher on the phone one more time for approximately 30 minutes after the interview to hear the researcher's interpretations and share feedback (this is called member-checking and it takes 30 minutes)

  Here are some sample questions:

  - Could you please explain to me the significance of police body-worn cameras as far as their impact on police community relations?
  - How does the footage on police body-worn cameras improve relationships with the community as far as transparency goes?
  - If so, how does consistencies in police body camera policies help officers do their job better?
  - What are community members' perceptions since the introduction of police body-worn cameras as far as trust goes?

Voluntary Nature of the Study:

The research will only be done with those who freely volunteer. So, everyone involved will respect your decision to join or not.

If you decide to join the study now, you are free to change your mind later. You may stop at any time during the interview process. The researcher will follow up with all volunteers to let them know whether or not they were selected for the study.

Risks and Benefits being in the Study:

The potential risks associated with this could be privacy risks and psychological risks: Privacy Risks-Potential privacy issues to this study could come in the form of initial collection of information, use of analysis to address research question, dissemination of findings, storage and retention of information and disposal of record devices on which information is stored. In this study the researcher will follow all of the guidelines and take all precautions making sure none of the above mentioned privacy risks happen including:

1.Keeping all participant's information confidential

2.Protecting all participant's personal identifiable information

3.Maintaining confidentiality throughout the study

Psychological Risks- There may be a potential for psychological risks associated with this study which include:

1. Emotional or cognitive disturbances resulting from another's actions
2. Some officers reliving traumatic episodes of various encounters with citizens during the interview process

3. The production of negative affective states such as anxiety, depression, guilt, shock and loss of self-esteem and altered of behavior stemming from officers and citizens encounters on the streets

With this in mind, the researcher will do whatever it takes to minimize potential psychological risks by using procedures which are consistent with sound research design which do not unnecessarily expose participants to risks, and whenever appropriate by using procedures already being performed in previous published studies.

The potential benefit of participating in this study may come in the form of providing a wide range of standardized nationwide policy regarding police mounted body cameras. There is a risk associated with participating in this study. In the event you experience stress or anxiety during your participation in the study, you may terminate your participation at any time. You may refuse to answer any questions you consider invasive or stressful.

Payment:

There is no form of compensation for participation

Privacy:

The researcher is required to protect your privacy. Your identity will be kept confidential, within the limits of the law. The researcher will not use your personal information for any purposes outside of the research project. Also, the researcher will not include your name, or anything else that could identify you in the study reports. If the researcher were to share this dataset with another researcher in the future, the dataset will contain no identifiers so this would not involve another round of obtaining informed consent. Data

will be secure by researcher and will remain in the sole secure computer-password-protected possession of the researcher and only the researcher's committee will have access to the data. Data will be kept for a period of at least 5 years, as required by the University.

Contact and Questions:

You can ask questions of the research by emailing the researcher at XXXXXXXXX. If you want to talk privately about your rights as a participant or any negative parts of the study, you can call Walden University's Research Participant Advocate at XXX-XXX-XXX. Walden University approval number for this study is _____. It expires on _____. You might wish to retain this consent form for your records.

Obtaining Your Consent:

If you feel you understand the study well enough to participate and wish to volunteer, you can reply to your email with the word "I Consent"

Appendix C: Interview Questions

Interview Protocol: Interview Questions

Date_____

Location_____

Name of interviewer: _____

Name of Interviewee: _____

Interview Questions:

Research Questions

How would the standardization of policies that govern the usage of police body-worn cameras impact community relations to improve trust between patrol officers and their communities?

1. Could you please explain to me the significance of police body-worn cameras as far as their impact on police community relations?

2. How does the footage on police body-worn cameras improve relationships with the community as far as transparency goes?

3. If so, how does consistencies in police body camera policies help officers do their job better?
4. What are community members' perceptions since the introduction of police body-worn cameras as far as trust goes?

5. What are some of the things that could be done differently regarding policies surrounding police body-worn cameras in order to improve relations with the public?

6. Will you enlighten me on some of the pros and cons regarding the privacy issues and the use of footage obtained from police body-worn cameras in prosecution?

7. Regarding costs associated with police body-worn cameras, how is this a necessary investment by the city with regards to logical allocation of city funds?

8. How does the introduction of the police body-worn camera place more accountability/responsibility on officers to always act appropriately?

9. If so, how will a standardized and uniform policy system in this state or across the United States regarding police body-worn camera demonstrate more transparent appearance by law enforcement and appear more authentic for prosecution purposes?

10. In your own words and personal opinion, what should be done differently with regards to policies surrounding police body-worn cameras and improving relations with the minority population?

11. Overall, how does police body camera technology enhance relations with the community/public with regards to trust and do you predict any positive changes in the future with regards to the body-worn camera technology and what suggestions could be implemented to further improve relations between police and community?

Appendix D: Letter to Participants

Todd Nagbe

Date

Doctoral Candidate

Walden University Seeking Participants for My Doctoral Research Study.

My name is Todd Samuel Nagbe and I am a Doctoral candidate at Walden University. I want to first of all thank you for your service to our community. I am conducting my dissertation research entitled "The Use of Police Body Cameras in the World of Advanced Technology: Perspectives of Law Enforcement Officers in a Suburban Community." In order to partially fulfill my dissertation requirements, this research is a necessary component. You are being invited to take part in this study because you are an experienced and knowledgeable individual in this field (with not less than six-years span as a Law Enforcement Officer).

I realize that your time is important to you, and I appreciate your consideration to participate in my study. In order for me to fully understand your experience and given the current COVID 19 pandemic situation, please contact me at your earliest convenience to schedule a date and time that we can have a telephone conversation and follow through with further information regarding my study if you meet the criteria and your availability.

My telephone number is XXX-XXX-XXXX. You can also email me at XXXXXXXXXXXX. I look forward to your consideration and hearing from you. Thank you again for your consideration.

I would welcome a telephone call from you to discuss any questions you may have concerning this study and your role as a participant. I can be reached at the following contact information above.

Sincerely,

Todd Nagbe

Doctoral Candidate

Walden University

Appendix E: Walden University Demographic Questionnaire

Demographic Questionnaire for participants in my research study entitled (The Use of Police Body Cameras in the World of Advanced Technology: Perspectives of law Enforcement Officers in a Suburban Community).

Disclaimer: Choosing to answer these demographic related questions is totally voluntary in nature. Also, keep in mind that choosing not to answer these questions will have no consequences or impact on the future of further participation.

1. What is your age?

- 21-27
- 28-37
- 38-47
- 48-57
- 58-67
- Above 67

2. How many years have you worked in law enforcement?

- 6-12
- 12-18
- 18-24
- 24-30
- Above 30

3. What would best describe you?

- African American
- Asian
- Native American
- Hispanic
- White
- Mixed (two races or more)
- Others

4. Related to gender or sex: These questions are as sensitive as race and ethnicity questions. Again, you may choose not to answer these questions.

Which gender do you identify most with?

- Male
- Female
- Non binary
- Transgender

5. What is your highest educational level

- Associates Degree
- Bachelor's Degree
- Master's Degree
- PhD

6. What is your level of satisfaction since the introduction of the police body-camera technology?

- Least Satisfy
- Satisfy
- Most Satisfy
- Very Satisfy

7. What is your current employment status?

- Full-time Employment
- Part-time Employment
- Professional (Teacher, Coach, Consultant)
- Professor

8. What best describe your marital status?

- Married
- Single
- Divorced
- Widow