

SUPERVISION DEFICIENCY OR TECHNO-PHOBIA: POLICE RELUCTANCE TO USE RADIO COMMUNICATION SYSTEMS

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ABSTRACT

The study is an analysis of the reluctance of Zimbabwe Republic Police to use Radio Communication systems. The establishment of the Zimbabwe Republic Police saw the development and use of information technology perceptible in nearly all levels of organisational operations including patrolling, crime detection and crime prevention. The target population was 714 police officers responsible for policing in Mutare Central District and use Radio Telecommunication system in their day today duties. They are also in agreement that a minimum of 10% of population can represent a total population to be a valid sample. In this study, the sample size used is 10% of 714 Police officers in Mutare Central District which translate to 71 police officers which is a representative of the target population. The researcher used a questionnaire which had opened ended questions and closed questions. The research also unearthed the challenge of handheld batteries which quickly get used up thereby causing police officer to go on patrol without the radios. Thus, perceived usefulness and ease of use as depicted in the Acceptance Technology Model which is based on the Theory of Reasoned Action are parameters that are considered when determining the use of a technology. The research recommended that the Zimbabwe Republic Police as an organisation should support the Information Communication Technology Department by availing funds to source for state of the art and sufficient radio communication equipment that would attract all members of the organization to use them in their day to day activities. Training on the use of newly acquired radio communication equipment should be conducted at Depot by Information and Communication Technology Training Wing and refresher programmes regularly conducted various Provincial Updating Centres to both seasoned and junior members of the organisation. Any member who attains the rank of an officer must undergo Signals orientation course through Staff College. This would necessitate acceptance and perceived ease of use of the radio communication systems.

Keywords: Communication technology, Radio Telecommunication system, technophobia.