

COLLEGE OF ARTS AND SCIENCES

HOLT, THOMAS J, GEORGE W. BURRUS, & ADAM W. BOSSLER. (2015). *POLICING CYBERCRIME AND CYBERTERROR*. CAROLINA ACADEMIC PRESS. ISBN: 978-1-61163-256-9

NOTES FOR: CHAPTER 4, CHAPTER 5, AND CHAPTER 6

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CHAPTER 4: POLICE OFFICER ATTITUDES TOWARD THE LAW ENFORCEMENT RESPONSE TO CYBERCRIME

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PERCEPTIONS OF TRADITIONAL STRATEGIES TO COMBAT CYBERCRIME

- Most recommendations for how local law enforcement should respond to cybercrime has come from management
- Bossler and Holt (2012) found that line officers' views differ from that of management
- Top four recommendation from patrol officers were regarding citizens needing to be more careful on the Internet and for changes to legislation and prosecution
- Lowest ranked recommendation was to work with "online" citizens

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PERCEPTIONS OF TRADITIONAL STRATEGIES (CONT.)

- Many officers were indifferent to many of the questions as they had no strong opinion
- Stronger opinions on who should respond
  - 73% believed cybercrime calls should be responded to directly by a computer crime unit

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SUPPORT OF CYBERCRIME INVESTIGATIONS WITHIN POLICE DEPARTMENTS

- Unclear how the importance of cyber investigations has improved among the rank and file
- Traditionally, little emphasis had been placed on cyber investigations, other than child pornography cases
- Holt et al. (2010) found that half of FLETC trainees thought that an increased focus on cybercrime detracted attention away from traditional crimes
- Bossler and Holt (2012) found support in Savannah and Charlotte
  - 2/3 thought it did not drain valuable resources
  - 1/2 thought that a computer stakeout was just as important

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SUPPORT OF CYBER INVESTIGATIONS (CONT.)

- Patrol officers did not have insight on how upper management was responding to cybercrime
  - 2/3 did not know if management was taking it seriously enough
  - 71% did not know if management was taking the appropriate steps
- Officers trained in cybercrime investigation and those with recent cyber experience were less likely to believe that management was taking it seriously enough
- The evidence is mixed regarding whether the police culture supports cyber investigations or if officers are simply uncertain

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### INNOVATIVE STRATEGIES

- Police response to cybercrime has historically been through traditional means
- Researchers believe that law enforcement can reduce cybercrime, however, by working with non-law enforcement partners
- Possible collaborations include:
  - Online citizens
  - Internet service providers
  - Web-hosting companies
  - State sponsored non-public policing agencies
  - Other law enforcement agencies

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### COP ONLINE

- An effective collaborative program may be the use of community-oriented policing (COP)
- May develop response capabilities by increasing awareness of offense prevalence and by improving reporting rates
- Internet users may increase police resources by increasing their knowledge
- Challenges:
  - Resistance of citizens toward working with officers in unregulated space
  - Officers who may view it as online social work

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### COP ONLINE (CONT.)

- Few existing online community policing programs exist
- Unclear how a COP online program would be structured or operate
- Workshops could:
  - Provide information to public about cybercrime risks
  - Give citizens safety precautions
  - Should concentrate on youth populations

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OFFICERS' VIEWS ON ONLINE COP

- Working with online citizens ranked last with patrol officers as a recommendation
- Bossler and Holt (2013) found:
  - Officers either agreed or were unsure whether COP could apply online
  - Majority of officers agreed that their agency should educate the public more regarding on-line risks and prevention
  - 60% thought it was important to work with citizens online
  - Most consistent predictor of support for COP online was support of COP in physical world
  - Computer proficiency was not related to support

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INTEREST IN WORKING WITH HIGH-TECH INDUSTRIES AND SERVICE PROVIDERS

- ¾ of the officers in the two cities thought it was important to work with high-tech industries and service providers
- Predictors of support:
  - COP
  - Frequency and severity of cybercrime
  - Not believing that it drained resources
  - Saw value of cybercrime investigations
  - Viewing cybercrime as altering policing
  - Not believing that upper management had it under control

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INTEREST IN WORKING WITH HIGH-TECH AND SERVICE PROVIDERS (CONT.)

- Not significant predictors:
  - Computer proficiency
  - Perceptions of the Internet
  - Officers' experiences with cyber cases
- When police leaders identify officers to work with non-law enforcement agencies, they should place more emphasis on their views on COP and cybercrime, not on technical skills and past cyber experiences.

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### CONCLUSION

- Scholars and law enforcement administrators' calls for more involvement of local police officers does not match the wished of line officers
- Large proportion of officers are unsure about what they think about cybercrime and what should be done about it
- Officers would prefer changes to citizens' online behaviors and to the legal system
- Officers do think it is important to try innovative strategies, such as working with high tech-industries and service providers

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### CHAPTER 5: STRESS, STRAIN, AND SATISFACTION AMONG CYBERCRIME INVESTIGATORS

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### POLICE OFFICERS EXPERIENCE WORK STRESS FROM VARIOUS SOURCES

1. Role conflict from competing job demands or unclear standards
2. Role ambiguity, or a lack of clear guidelines for work tasks
3. Insufficient training
4. Lack of support for officer decision-making
5. Inability to affect workplace policies
6. Agency size - as agency size increases, so does the stress

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WORK STRESS CAN HAVE ADVERSE EFFECT ON JOB PERFORMANCE

- Higher work stress leads to low job satisfaction
- More stress is associated with increased aggression
- Support from colleagues can reduce stress

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TO FIND OUT HOW HANDLING DIGITAL EVIDENCE AFFECTED OFFICERS, THE AUTHORS LOOKED AT A VARIETY OF MEASURES

- Agency size
- Experience in years
- Role conflict
- Supervisory support
- Dangerousness
- Job satisfaction
- Experience with digital evidence
- Image exhaustion
- Age, female, white, married, and education

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FEW OFFICERS COPE WITH STRESS THROUGH NEGATIVE COPING MECHANISMS

- Research on work stress in policing looks at various coping mechanisms
  - Positive coping: work harder, talk with friends, seek professional help
  - Negative coping: smoking, drinking, or drugs
- Few officers engage in negative coping
  - Less than 20 percent engages in things like smoking, taking tranquilizers
  - Only 30 percent sought the help of a counselor

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CYBERCRIME INVESTIGATORS REPORT EXPERIENCING TRAUMA FROM VIEWING OBSCENE IMAGES

- Eight survey respondents (or 21 percent of sample) reported trouble dealing with cybercrimes
- However, very few reported extremely negative consequences from exposure to child pornography
- Most common reported problems were:
  - Difficulty falling asleep, staying asleep, irritability, numbness, and easily startled
  - Most cope with problems silently

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WOULD POLICE OFFICERS SEEK PROFESSIONAL HELP IF THEY FELT IT NECESSARY?

- Most felt supervisors would accept officers going to counseling services (75%)
- But less felt peers would support decision (58%)
- Only 17% of respondents used counseling services
- The use of counseling and symptoms of trauma were not correlated in the authors' study

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CHAPTER 6: Implications for PoScing, PoScy, and Practice

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### CHANGING CJ POLICIES

- The general public needs to recognize the threat of cybercrime and when they may be victims
- Local law enforcement can provide educational programs to the public
- Research is needed to understand when and how cybercrime training is introduced to patrol officers
- Task force models may be useful to deal with complex cybercrimes

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### CHANGING CJ POLICIES

- Management awareness and support
  - Improved responses from management to patrol officers
  - Careful supervision and resource allocation for digital forensic investigators
- Investigative and forensic tools
  - Automation of analysis when possible
  - Development and evaluation of tools

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